



Emergency Protocol Guide for Staff, Faculty, Students and Visitors

Emergency Response Summary

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Introduction

The Emergency Protocol Guide (EPG) is intended to help mitigate emergencies which are of such a magnitude as to cause a significant disruption of the normal operations of all or portions of the St. Mary's University campus.

Definition of Emergency: A sudden, generally unanticipated event that profoundly and negatively affects a significant segment of St. Mary's University population and often involves serious injury or death. It can include but is not limited to natural disasters, campus disturbances, violent crimes or life-threatening events.

- Basic emergency procedures are designed to protect lives and property through time-limited, problem-focused interventions designed to identify and resolve the crisis, restore equilibrium, and support productive responses. The EPG shall not be construed in a manner that limits the use of prudent judgement and common sense in matters not covered by the elements of the plan. This document does not apply to community-wide disasters, as city and provincial emergency services may not be able to assist in these cases, particularly for the first 24-48 hours.

Each emergency situation requires a specific response in terms of needed resources and proper procedures. This EPG addresses each type of emergency on an individual basis; however, these procedures are designed to be flexible in order to accommodate contingencies of various types and magnitudes. Hence, the following assumptions are made and should be used as general guidelines in such an event:

- An emergency or a disaster may occur at any time of the day, night, weekend, or holiday, with little or no warning.
- The succession of events in an emergency or disaster is not predictable. Therefore, published operational plans, such as this manual, should serve only as a guide and a checklist, and may require field modifications in order to meet the requirements of the emergency.
- A major emergency or a disaster may be declared if the information indicates that such conditions are developing or are probable.

Emergency Telephone Numbers

Emergency (Police, Fire, Ambulance) 911

Campus Security 403.671.HELP (4357)

St. Mary's University Emergency Contacts

St. Mary's University Main Office403.531.9130

President403.254.3701

Director of Facilities403.613.3550

Vice President, Academic403.254.3771

Facilities Coordinator403.816.8090

Building Operator.....403.254.3727

403.620.8285

Maintenance403.254.3572

Personal Support

St. Mary's University Campus Ministry 403.254.3724

St. Mary's University Counselling Services 403.245.3728

403.333.4292

Calgary Communities Against Sexual Abuse (24 Hour) 403.237.5888

Distress Centre Crisis Line - Alberta Health Services 403.266.4357 (HELP)

Alberta Alcohol and Drug Abuse Commission (AADAC)403.297.3071

Staff and Faculty Employee Assistance 1.800.661.8246

Important Services & Utilities

Calgary Police Non-Emergency403.266.1234

Calgary Fire Non-Emergency403.264.1022

Water & Sewer (City of Calgary)311

Electrical Service/ Power Outage (Enmax)403.514.6100

Gas Company (ATCO) 403.245.7222

or 1.800.511.3447

Telephone (Telus)	403.310.3100
Dangerous Wildlife on Campus (Alberta Fish and Wildlife)	403.310.3773
Animal Control (Stray dogs, cats, etc.)	311
Dangerous Goods (Chemical spills, etc. - 24 hrs.)	1.800.272.9600
Environment Canada Weather Watches	403.299.7878
Public Safety Canada	1.613.944.4875
.....	or 1.800.830.3118
Alberta Emergency Management Agency (Government of Alberta)	780.422.9000
.....	or 310.0000
Canadian Red Cross – Calgary Branch	403.541.6100
Report a Wildfire	403.310.3473 (FIRE)

Urgent Care, Calgary Hospitals & Health Support

South Calgary Health Centre (Urgent Care)	403.943.9300
South Health Campus (Hospital)	403.956.1111
Rockyview Hospital	403.541.3000
Peter Lougheed Hospital	403.943.4555
Alberta Children’s Hospital	403.955.7211
Poison and Drug Information Centre.....	1.800.332.1414
Health Link - AHS (General Health Info from Registered Nurses).....	403.943.5465
Calgary Sexually Transmitted Disease Clinic	403.944.7575
Communicable Disease Control – Alberta Health Services	403.955.6750
IAP - Student Accident Insurance Policy	1.800.266.5667
Alberta Workers’ Compensation Board	403.517.6000
Occupational Health and Safety	1.866.415.8690

Fire and Fire-Related Evacuation

Upon Discovery of Fire or Smoke

1. **Shout** to warn people in the area to evacuate.
2. **Activate the fire alarm** using the nearest pull station.
3. **Help to remove any person in immediate danger.** Ensure that all doors to the affected area are closed to confine the fire. Do not lock any doors.
4. Leave the fire area immediately.
5. **Leave the building** using the closest exit stairway, closing doors and open windows behind you. Do not use the elevator.
6. **Go to the closest MUSTER POINT.** One is located by the flagpole, on the lawn, in front of LeFort Centre and the other is located south of the library, St. Basil's Hall
7. **Call 911.** Have a second person **call Campus Security at 403.671.4357** to report the location of the fire. Report to 911 or Fire Department if you know of anyone still in the building.
8. **Follow instructions** provided by the Fire Department, Director of Facilities, and Facilities Coordinator.
9. **Stay away** from the affected building(s) and congregate at the MUSTER POINT, unless told otherwise by the Fire Department, Director of Facilities or Facilities Coordinator.
10. Do not return to the building until authorized to do so by the Fire Department. **No one but the Fire Department can authorise re-entry to the affected building(s).**

Extra Precautions While Exiting

1. Check all doors before opening them using the back of your hand.
 - **If the door is hot, do not open it.** Use an alternate path to exit.
 - If the door is not hot, brace yourself against it and open it slightly, standing to one side. If you detect fire or smoke, feel air pressure or a hot draft, close the door quickly, leaving it unlocked. Use an alternate path to exit.

2. **If an exit route is not available** or you are trapped:

- **Return to a “safe room”** (ie. an office) and close the door, leaving it unlocked.
- **Seal off all openings** which may admit smoke.
- **Crouch low to the floor** if smoke enters the room.
- **Call Security at 403.671.4357** and alert them to your location.
- **Wait** to be rescued.
- If a phone is not available get the attention of emergency personnel by any means available to you (shout, wave from a window, etc.).
- **Listen** for instructions given by authorized personnel.

3. If you encounter smoke while exiting and an alternate exit or a “safe room” is not available, drop to your knees and crawl towards the closest exit stairway.

Evacuation Procedures

Evacuation is the result of a situation in which it is no longer safe to remain in a particular location. Evacuation procedures are divided into two categories: building evacuation and campus evacuation.

Building Evacuation

1. An evacuation will occur when the fire alarm sounds and/or notification is made by Campus Security or the Calgary Police Department;
2. Building Emergency Wardens will initiate evacuation procedures;
3. Everyone must leave the building by the nearest marked exit and alert others to do the same;
4. Disabled individuals should be assisted in exiting the building;
5. **Elevators should not be used to evacuate the building;**
6. Once outside the building, individuals should proceed to the designated assembly area. These areas are marked by signs which read "MUSTER POINT." Roads, fire lanes, hydrants and walkways should be kept clear for emergency vehicles and personnel; and
7. Individuals should not return to the building or leave the campus until directed to do so by emergency personnel or a member of the Emergency Response Team.

Campus Evacuation

In case of a campus-wide disaster, it may be necessary to evacuate all of the buildings at St. Mary's University.

1. The Office of the President will make the announcement of a campus-wide evacuation;
2. Director of Facilities/Leadership will initiate evacuation procedures;

3. Everyone must leave their building by the nearest marked exit and alert others to do the same;
4. Individuals who drive to campus should take their normal routes home via car;
5. Individuals who take public transportation should go to the nearest bus or c-train.
6. Campus Security will establish a safety perimeter at the campus exits, controlling access to campus.

Re-Entry

Emergency Services (e.g. Fire Department, Calgary Police) will authorize re-entry to the premises. No one else can authorize re-entry.

Active Shooter on Campus – What To Do

St. Mary's University has put together the following guidelines for how to respond in the event of an active shooter situation. These guidelines are essential to follow in order to ensure your personal safety.

1. Scan and assess your situation.

- **Be aware** of your immediate environment;
- **Trust your instincts.** If the sounds could be gunshots, act as if they are;
- **Check crowd reactions** for shouts and screams;
- Consider your options then act prudently.

2. Get out NOW if you can.

- React to the situation as fast as possible;
- Protect yourself first before helping others. Do not be another casualty;
- Warn other faculty, staff, students, and visitors to take immediate action;
- Choose a safe exit without attracting the shooter's attention;
- When safe, **CALL 911** and follow police orders.
- **Have someone else call Campus Security at 403.671.4357** to ensure they are aware of the situation.

3. Hide and barricade yourself and others in your hiding place.

- Get to a secure room or area;
- **Turn off lights;**
- Cover the door, windows, and close blinds on the exterior windows;
- **Lock and barricade** doors;
- Stay out of the line of fire;
- Get under desks or tables;
- **Mute cell phones** and be as quiet as possible;
- Do NOT answer the door;
- **Wait for police to come to you.**

4. Fight.

- If you have no choice, you must **mentally prepare yourself to fight for your life**;
- Disarm and incapacitate the shooter in any way possible;
- **Improvise weapons** from nearby objects, e.g. fire extinguishers;
- **Commit to aggressive physical attacks.**

Initial police response will be to locate and stop the threat and secure the scene. They will only assist with medical aid and answer questions once the scene has been deemed secure.

Remember to choose action over fear. If you are safe in a hiding place, stay there until police arrive and let them come to you. Do as the police ask and make sure you follow their instructions.

After the crisis is over, evacuees will be directed or taken to a holding area where medical care will be provided if necessary. University and police victim services and counseling will be provided if needed and a crisis debriefing will be required to fully understand the situation.

Personal support is available. Please contact the following resources for assistance:

St. Mary's University Counselling Services 403.333.4292
Distress Centre 403.266.4357 (HELP)
Staff and Faculty Employee Assistance1.800.661.8246

Lockdown

1. If you are in a hallway, go into the closest room not already secured;
2. Lock the door and windows;
3. Barricade the door unless you feel the threat may impact you from an outside window;
4. Turn off lights and any equipment;
5. Close curtains or blinds;
6. Ensure everyone remains quiet and **turn cell phones OFF or to quiet mode**. Do not make non-essential calls;
7. Stay away from windows and doors;
8. Stay low and quiet.

Should the fire alarm sound during lockdown, do not evacuate the building unless:

- You have been advised by Police, Emergency Services, Campus Security or Emergency Wardens to evacuate the building, or;
- You are actually impacted by a fire, or;
- There is imminent danger to you.

DO NOT:

1. **Do not use or hide in washrooms.** If you are already in a washroom, stand on the seat;
2. **Do not travel down long corridors;**
3. **Do not assemble in large open areas** (e.g. Le Fort Centre / Cafeteria / Bookstore Area, McGivney Hall);
4. Do not call 911 unless you have immediate concern for your safety, the safety of others; or feel you have critical information that will assist emergency personnel in the response.

If Confronted by the Threat

If you have to run:

1. Run in a zigzag pattern, if possible;
2. Try to keep objects between you and the threat to block visibility and/or any projectiles;
3. If you are outside the campus buildings, **do not go to the emergency Muster Point.**
Instead, **continue for at least 300 metres away and seek cover;**
4. If you are hurt and cannot run away, 'playing dead' may fool the threat.

Immediate life or death situation:

1. Ensure your safety before trying to help others;
2. **Call 911;**
3. **Call Campus Security at 403.671.4357 immediately thereafter, if possible;**
4. If caught by the assailant and used as a hostage, **never threaten or make direct eye contact with the assailant;**
5. If confronted and cornered, you may need to prepare yourself to fight for survival; consider your surroundings and items you could use as weapons and/or shields (for example, a fire extinguisher, skateboard, chair, etc.).

Considerations:

- If you need to hide, make sure your hiding place is well-concealed;
- If possible, **monitor the University website and text message system for updates** as media reports, social media and text messages from the public may be unreliable;
- If choosing to evacuate because it seems safe to do so, extreme caution must be taken while assessing if the threat can potentially impact you and others while evacuating.

Following the Lockdown

1. Cooperate fully with emergency personnel to assist in an orderly evacuation.
2. Comply if handcuffed or segregated by police, as they are simply ruling out suspects.
3. Police may require individuals to remain available for questioning following the lockdown.
4. The Safety Coordinator and/or Facilities Manager may be present as you exit the building to provide additional information.

Re-Entry

Emergency Services (e.g. Fire Department, Calgary Police) will authorize re-entry to the premises. No one else can authorize re-entry.

Severe Weather

Thunderstorms, hail, blizzards, high winds and heavy rain can develop quickly and hit hard, threatening life and property. Severe weather can occur any time of the year.

What to Do During a Severe Storm

If you are indoors:

1. Stay away from windows and doors.
2. During thunderstorms, you should also stay away from items that conduct electricity, such as telephones, appliances, sinks, radiators and metal pipes.
3. It may be safe to use a cellular telephone during a severe storm, but it's not safe to use a land-line telephone.

If you are outdoors when a severe storm hits:

1. Take shelter in a building immediately and follow basic shelter-in-place guidelines.
2. If freezing rain has accumulated, pay attention to branches or wires that could break due to the weight of the ice and fall on you. Ice sheets could also do the same.
3. Never touch power lines: a hanging power line could be charged (live) and you would run the risk of electrocution. Remember also that ice, branches or power lines can continue to break and fall for several hours after the end of the precipitation.

Power Outage

Even though electrical outages are rare, there will be occasions when electrical failures occur. These outages could range from transformer failure, which may affect a small portion of the campus, or a complete campus power outage caused by a storm.

In the event of a power outage, **Facilities staff will:**

1. Contact utility company;
2. Inspect elevators to determine if any individuals are trapped;
3. Search affected buildings to identify potential electrical hazards, e.g. downed lines;
4. Initiate building evacuation if deemed necessary by the Leadership Team/Facilities Manager.

In the event of a prolonged power outage, the campus, or a particular building, may be closed. Please watch for updates via the StMU website, e-mail, and StMU social media accounts.

First Aid / Accidents / Injuries

Assess the situation:

1. Determine the safety of the area (i.e. any ongoing danger to responders); and
2. Determine the number of injured and the severity of the injuries.

Major Injuries

Major injuries include severe bleeding, loss of consciousness, seizures, lack of breathing or pulse, shock:

1. **Stay with the injured person** and **have someone else CALL 911**;
2. A third person should **notify Campus Security** by calling 403-671-4357 (HELP) to make them aware of the situation;
3. **Send someone outside to meet and direct EMS**;
4. Stay with the injured person;
5. **If trained in First Aid, provide assistance**;
6. If not trained, refer to the list in the First Aid Kit and call someone with training to assist;
7. **Complete an Incident Report form as soon as it is safe to do so** (available at First Aid box) **and submit form to the Facilities Coordinator**:
 - The Facilities Coordinator will follow up with the injured individual(s)

Minor Injuries

Minor injuries include cuts, scrapes, sprains etc.:

1. If certified in First Aid, provide assistance;
2. If not certified, call Campus Security at 403-671-4357 or refer to the list in the First Aid Kit and call someone with training to assist;
3. If further medical treatment is necessary, arrange for a responsible person to accompany the injured person(s) to a clinic in a taxi (save your taxi receipt for submission and reimbursement upon return to the university); and
4. Complete an Incident Report and submit to the Facilities Coordinator

Wildlife on Campus

Because the St. Mary's University campus is adjacent to Fish Creek Provincial Park, it is not uncommon to see wildlife on or near our property. Following are some general guidelines on appropriate action to take if you encounter different types of animals. Most important, **please do not feed the wildlife!**

Deer

Deer are commonly found throughout the park and on the St. Mary's campus at all times of the year. While normally docile, deer can be unpredictable and potentially dangerous, particularly when protecting their young. Respect their space and do not approach, harass or otherwise disturb them.

Cougars and Coyotes

As coyotes do appear on campus periodically and cougars very occasionally, it is important to know what to do if you encounter them:

1. Raise your arms or a stick in the air, making yourself appear as large as possible;
2. Do not run or play dead; face the animal and slowly back away (running, or any sudden movement may cause the animal to attack);
3. Make eye contact, shout, be aggressive, and demonstrate you are dominant as you back away;
4. Report any cougar sightings or aggressive behaviour by coyotes immediately to the Main Office at 403.531.9130 during regular office hours (8:30 am – 4:30 pm), or after hours to Alberta Fish and Wildlife at 403.310.3773.

Bears

As bears have occasionally been seen in Fish Creek Provincial Park, it is possible that one could enter our grounds. If you do encounter a bear:

1. **Never Run** – You will not be able to outrun a bear and running may cause a bear to chase and attack you.
2. **Do not harass or chase the bear.**
3. **If bear cubs are in the area, move away from them.**
4. Slowly back away from the bear; if the bear continues to move toward you, drop your backpack or other belongings – this may distract the animal.
5. In any encounter with a non-charging bear or bear with cubs, you should appear passive; **do not raise your voice.**
6. Report any bear sightings immediately to Campus Security at 403.671.4357 or, during regular office hours (8:30 am – 4:30 pm), the Main Office at 403.531.9130.

Bobcats

These medium sized cats (approximately 15 kg) have increasingly been sighted in the park over the past few years. They are capitalizing on good habitat and abundant prey including hares, squirrels, and unattended free-ranging pets. Bobcats are not cougars - they are timid cousins that are significantly smaller and have adapted to live near urban areas.

- As with all wildlife, respect their space and do not disturb them.

Wildlife Situation Management

1. When Campus Security is notified of Wildlife on Campus, they will proceed as follows:
 - They will notify Alberta Fish & Wildlife at 403.297.6423;
 - Notices may be posted around campus warning of any dangerous sightings;
 - If the danger is ongoing, Leadership may announce a lockdown via the campus PA system;
 - Campus Security will activate the Emergency Response Team to provide guidance and support as needed.
2. If someone has been severely injured by wildlife and you are trained in First Aid, **stay with the injured party to provide assistance** and **have someone else call 911**. If you are not trained, call 911 and have someone find a person on campus who is first aid trained. (If lockdown is in effect, simply keep the injured warm and calm and apply pressure to any major bleeding.)
3. Follow the directions of authorized emergency personnel.
4. If you witnessed, or were involved in a wildlife incident, complete an Incident Report as soon as it is safe to do so (forms can be found next to First Aid boxes) and forward the completed form to the Facilities Coordinator.

Campus Map

CAMPUS MAP



- A Administration Building
14500 Bannister Rd SE
- B St. Basil's Hall/Library
14590 Bannister Rd SE
- C Classroom Building
14540 Bannister Rd SE
- D Students' Association Building
14586 Bannister Rd SE
- E Le Fort Centre/St. Mary's Bistro
14580 Bannister Rd SE
- F McGivney Hall
14550 Bannister Rd SE
- G Water Tower
The Mauro Gallery
- H Heritage Centre
- I St. Mary's Bookstore
- P1 Staff Parking
- P2 Student/Visitor Parking



14500 Bannister Road SE, Calgary, AB T2X 1Z4 T: (403) 531-9130 F: (403) 531-9136



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