



**BRANDON  
UNIVERSITY**

# **Emergency Procedures Manual**

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This publication is available in other formats.

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# Introduction

## Purpose

The best preventive and safety programs will not eliminate the possibility of fire, life-threatening injuries and other serious safety threats on University premises. When such emergencies develop, the protection of person and property requires immediate and appropriate responses. Those immediate and appropriate responses are the subject of this manual.

## Scope

This manual is directed to all persons in the University community who may be faced with an emergency situation, which threatens the safety of a person or property. The manual details specific responses to a number of emergency situations. **Separate emergency procedure plans should be prepared and in place for use by individual faculties/departments to address specific needs.** Emergency situations and subsequent responses will differ according to circumstances.

## Emergency Procedures Definitions

**Accident** – An incident involving non-life threatening injuries to an individual and/or minor damage or disruption of University property or activities. Accidents are dealt with using normal on and off campus resources (for eg, first-aid kits, walk in clinics etc.) and reported through the workplace health and safety process.

**Emergency** – An incident involving serious harm to the health and well-being of one or people and/or localized damage or disruption of University property or activities. Emergencies will usually involve external resources (for eg, police, fire, ambulance).

**Campus Wide Emergency** – A major incident involving serious harm to the health and wellbeing of one or people and/or major damage or disruption of University property or activities, which requires significant external resources and campus wide involvement. A Campus Emergency will require involvement from external services (for eg, emergency services, City of Brandon, other agencies) and coordination between all University units.

**Critical Incident Team** – Members from Brandon University's senior administration, also referred to as the University authority, who, in collaboration with first responders, assemble in the event of an emergency to manage the situation, determine the course of action and coordinate the response.

**First Responder** – An employee of an emergency service (police, fire, ambulance) who is likely to be among the first people to arrive at and assist at the scene of an emergency.

# Telephone Directory

**Call 911 to access Police, Fire, Ambulance and Poison Treatment**

**Campus Security (204) 727-9700**

**Physical Plant (204) 727-9620**

External Contacts	Daytime	Evening
Brandon Fire Department	(204) 729-2400	(204) 729-2400
Brandon Regional Health Authority	(204) 578-4000	(204) 578-4000
Brandon Police Service	(204) 729-2345	(204) 729-2345
BU Early Learning Centre Inc.	(204) 725-0968	
Environmental Accidents	(204) 945-4888	
Manitoba Emergency Measures Organization	(204) 945-5555	
Natural Gas and Hydro Concerns	1-888-MBHYDRO	
Western Manitoba Centennial Auditorium	(204) 728-9510	(204) 728-9510
Internal Contacts	Daytime	Evening
<b>Ancillary Services</b> Manager	(204) 571-7852	(204) 724-7867
<b>Animal Facility</b> Manager and <b>Animal Health</b> Technician	(204) 727-7452	(204) 720-8246
Director, <b>Athletics and Recreation</b>	(204) 727-7382	(204) 761-6730
<b>Brandon University Students' Union</b>	(204) 727-9660	(204) 727-9660
Director, <b>Business Operations</b>	(204) 727-9723	(204) 724-0982
<b>Chemical Spill</b> Resource	(204) 727-9778	(204) 571-0376
Director, <b>Communications &amp; Marketing</b>	(204) 571-8542	(204) 725-6047
Dean, <b>Faculty of Arts</b>	(204) 727-9701	(204) 724-6058
Dean, <b>Faculty of Education</b>	(204) 727-9656	(204) 918-5797
Dean, <b>Faculty of Science</b>	(204) 727-9625	(431) 541-2551
Dean, <b>Faculty of Health Studies</b>	(204) 571-7842	(204) 724-9687
Dean, <b>School of Music</b>	(204) 727-9633	(204) 724-5948
AVP <b>People &amp; Talent</b>	(204) 727-7416	(204) 573-6873
A/Director, <b>Physical Plant</b>	(204) 727-9659	(204) 570-3197
<b>Residence</b> Manager	(204) 727-9799	(204) 724-5987
Director, <b>Financial &amp; Registration Services</b>	(204) 727-7341	(431) 541-4812
Chief Information Officer	(204) 727-9688	(204) 724-2622
<b>Healthy Living Centre</b>	(204) 727-7382	(204) 761-6730
<b>President and Vice-Chancellor</b>	(204) 727-7427	(204) 724-2500
University Registrar	(204) 727-7310	(204) 724-8577
University <b>Safety and Health Officer</b>	(204) 727-7389	(431) 542-1664
<b>Vice-President, Academic &amp; Provost</b>	(204) 727-7455	(431) 541-4773
<b>Vice-President, Administration &amp; Finance</b>	(204) 727-9707	(204) 724-6375

# How to Request Help in an Emergency Situation

## 1. **Call 911 to access police, fire, ambulance and poison treatment**

Emergency Operators will ask a series of questions and advise what to do until help arrives.

Provide the following information to the operator

- Who you need (police, fire and/or ambulance)
- Where you need the help (your address/location)
- Nature of emergency (what is happening now)
- How did it happen
- When did it happen
- Your name

When using an emergency telephone number for any emergency, the caller should stay on the line until the message is acknowledged.

## 2. Follow the instructions you receive.

## 3. Wait at or near the emergency to assist the University authority, police, fire department, or ambulance/medical personnel when they arrive at the scene.

### HELPFUL HINTS

#### **Keep the following information by your phone**

- The 911 number
- Your address
- Your phone number

#### **If you accidentally call 911**

- Stay on the line so that the operator knows that help is not needed. Otherwise, the police will respond.

#### **Cell Phone Use During an Emergency**

- **To save lives in an emergency situation, only use your cell phone to call 911** if you have information on the location or description of the intruder or victims.
- Turn the ringer off and avoid using your cell phone to contact friends and family until the all clear has been broadcast. Too many calls may overload the phone lines.

## Critical Incident Protocol

<b>1</b>	<b>IMMEDIATE RISK MITIGATION</b> <ul style="list-style-type: none"><li>- Call 911 to access Police, Fire, Ambulance and Poison Treatment</li><li>- Check BSAFE app for updates on emergency events</li></ul>
<b>2</b>	<b>REPORT INCIDENT TO ACTIVATE THE CRITICAL INCIDENT TEAM</b> <ul style="list-style-type: none"><li>- Physical Plant (204) 727-9620</li><li>- Campus Security (204) 727-9700</li></ul>
<b>3</b>	<b>OFFICE OF THE VP (ADMINISTRATION &amp; FINANCE) WILL ACTIVATE THE CRITICAL INCIDENT TEAM AND PROTOCOL</b> <p>The Critical Incident Team will meet in Command Centre (normally Office of the President):</p> <ul style="list-style-type: none"><li>- To determine the course of action based on critical incident</li><li>- To activate Emergency Communications Plan<ul style="list-style-type: none"><li>○ Draft communication message</li><li>○ Broadcast PA message</li><li>○ Broadcast phone message</li><li>○ Update social medial and contact local media.</li><li>○ Broadcast on BUNOW system. During a critical incident Brandon University Administration reserves the right to take control of the BUNOW system.</li><li>○ Send out email to the BU-Admin and BU-Students distribution lists.</li><li>○ Activate 'light' website</li><li>○ If appropriate, contact local radio stations to broadcast emergency message</li><li>○ Respond to media inquiries</li></ul></li></ul>
<b>4</b>	<b>CONTACT PERSON RESPONSIBLE FOR THE BUILDING OR AREA</b>

## Critical Incident Team

The Critical Incident Team is comprised of members from Brandon University's senior administration who, in collaboration with first responders, will assemble in the event of an emergency to manage the situation, determine the course of action and coordinate the response. The Critical Incident Team is considered to be the University Authority in the event of any emergency.

Contact Person	Office	Mobile
Dr. David Docherty, President/Vice-Chancellor	(204) 727-7427	(204) 724-2500
Dr. Kofi Campbell, Vice-President (Academic & Provost)	(204) 727-7455	(431) 541-4773
Scott Lamont, Vice-President (Administration & Finance)	(204) 727-9707	(204) 724-6375
Louise Moss, Manager, Executive & Board Operations	(204) 727-9714	(431) 541-4942
Susan Smale, Director, Business Operations	(204) 727-9723	(204) 724-0982
Grant Hamilton, Director, Communications & Marketing	(204) 571-8542	(204) 725-6047
Nolan Trembath, Director, Physical Plant	(204) 727-9659	(204) 570-3197
Andrea McDaniel, Registrar	(204) 727-7310	(204) 724-8577
Melanie Sucha, Chief Information Officer	(204) 727-9688	(204) 724-2622
Katie Gross, Dean of Students	(204) 727-9635	(204) 573-2291
Kristen Fisher, AVP People & Talent	(204) 727-7416	(204) 573-6873
Al Trotz, Health & Safety Advisor	(204) 727-7389	



# General Evacuation Procedures

## **Faculty, Staff and Students**

1. Use closest exit when possible. Elevators are not to be used.
2. Exit from stairwell where indicated and move a safe distance away from the building.
3. If smoke is present in the hallways, persons being evacuated should be instructed to stay low and make their way to the nearest safe exit.
4. Do not obstruct the exits at street level.
5. Do not reenter the building until the "all clear" signal has been given by the Fire Department or other appropriate authority
6. Supervisors will clear people from their work areas and alert, direct and assist staff and students to the nearest safe exit.
7. Teaching personnel are expected to supervise the evacuation of their classes.
8. All fire doors are to be in the closed position.

## **Persons with Accessibility Requirements**

Persons with accessibility requirements should familiarize themselves with these procedures in the event of an emergency.

More detailed information is available under Persons with Accessibility Requirements.

# Shelter in Place

Shelter in place going or remaining indoors during the release of an airborne hazardous material, as opposed to evacuating the area. Stay indoors, especially if you see a cloud, vapour, or smoke from the hazardous material outdoors or you can smell it indoors. You will be safer inside. Shelter in Place is a safe response to a hazardous material release of 3 hours or less. Our well weather-stripped buildings slow the movement of air into the buildings and any hazardous material that does enter is weakened when it mixes with the indoor air.

## **Hazardous Material Release in the Air**

Unless the hazardous material is flammable, like natural gas, emergency response professionals recommend that you initially stay indoors (shelter in place) until you receive instructions to leave. If the hazardous material is already around the building you are in, evacuation may not be safe since you would have to move through the hazardous material. Your building can help protect you. If an evacuation is ordered, move to an area not affected by the hazardous material.

## **Things to do – Shelter in Place**

- Go indoors and stay there.
- Close all windows, outside doors and every door inside the building.
- Do not use bathroom or kitchen vents.
- Set thermostats so air conditioners, furnaces and hot water heaters will not come on.
- Do not use fireplaces. Close all dampers.
- Do not operate clothes dryer.
- Shelter in an inside room away from windows and doors if possible.
- Reduce or avoid smoking as it contaminates the air.
- Do not leave the building until told to do so.
- Stay tuned to local television or radio for information.
- Do not use the telephone as you may tie up the phone lines.

## **Added Protection**

- Seal the cracks around the doorway with wide tape; roll up a damp towel on the floor.
- If there is a window, tape a piece of plastic over the window to seal it.
- Be prepared ahead of time by cutting a piece of plastic to the window size and storing it and some tape in your shelter in place room.

## **When in a Vehicle During an Airborne Hazardous Material Release**

- Move away from the "danger area" and avoid visible clouds.
- Turn on your radio and follow all instructions from emergency services personnel. If it is a flammable material, you will be required to shut off your vehicle and evacuate the area.
- Close all windows and air vents. Turn off the heater or air conditioner so that it is not blowing air.
- In most cases you are safer to drive from the area than to try and wait it out in a vehicle.
  - o If you cannot drive out of the "danger area", turn vehicle off and wait with the radio on. Turn on your hazard lights and use your horn and headlights to attract attention.

# Media Relations Guidelines

The Communications Office is the primary formal contact with the University for members of the media. The Director, Marketing and Communications acts as a facilitator by referring inquiries from the media to the appropriate University spokesperson and by assisting individual faculty and staff to make contact with media outlets as requested and appropriate. The following guidelines are designed to assist faculty, staff and representatives of the media.

## **Emergencies**

An incident such as a fire or a serious accident is inherently newsworthy. Photographers and television crews are allowed access to the sites of such incidents subject to the restrictions of police and fire department officials. Depending on the nature of the event, the spokesperson will be determined by the Critical Incident Team.

## **Speaking with the Media**

Unless otherwise advised by Communications, the designated University spokesperson should generally be the only person speaking with the media. Emergency situations are often fluid and fast-moving. It is unlikely that any one person, no matter how well-meaning, will have all the facts or all the context and background for the situation. Please be careful not to pass on any rumours, incomplete or out-of-date information.

# Persons with Accessibility Requirements

Persons with accessibility requires will need to take extra precautions to ensure safety in the event of an emergency. Please refer to the Senate Policy for Brandon University on the [Academic Accommodation of Students with Disabilities](#)

1. Study and become familiar with this Emergency Procedures Manual.
2. Familiarize yourself completely with the area in which you work and/or study.
3. Develop a personal emergency plan that is consistent with your needs, capabilities and limitations.
  - Know the location of fire alarms, fire-fighting and first aid supplies
  - Know the established evacuation routes in your work/study area and develop a suitable escape strategy including at least two usable exits.
  - Emergency Exits must be freely accessible. Check hallways, exits, doorways and other areas for hazards and obstructions, which may impede your safe exit during an emergency.
  - Establish the types of emergencies that may occur in your area of work and/or study and consider how they would relate to your personal circumstances.
  - Ensure that others in your area of work/study are aware of what kind of assistance you would require in an emergency situation.
  - Practice emergency drills and processes based on the types of emergencies that may occur in your work and/or study area(s).
4. In the event of an emergency situation and evacuation, cooperate completely with those attempting to assist you.

## **Persons with Impaired Mobility**

Keep any auxiliary mobility aids near you at all times.

## **Persons with Impaired Hearing**

Have writing equipment available to facilitate communication with others if warranted by your degree of hearing impairment.

## **Persons with Impaired Vision**

If your accessibility needs require use of an auxiliary aid, such as a cane, keep it near you at all times.

## **Assisting a person in a wheelchair**

1. Most non-ambulatory persons will be able to exit safely without assistance if they are on the ground floor.
2. If you are assisting a non-ambulatory person, be aware that some people have minimal ability to move and lifting them may be dangerous to their well-being. Some individuals have very little upper trunk and neck strength.

3. Frequently, non-ambulatory persons have respiratory complications. Remove them from smoke and vapours immediately. Some people who use wheelchairs may have electrical respirators. Give them priority assistance, as their ability to breathe may be seriously in danger.
4. The needs and preferences of non-ambulatory individuals vary. Always consult with the person as to his or her preference regarding the following.
  - Ways of being moved.
  - The number of people necessary for assistance. If carrying a person more than three flights, a relay team will be needed.
  - Whether to extend or move extremities when lifting because of pain, braces, etc.
  - Whether a seat cushion or pad should be brought along.
  - Being carried forward or backward on stairs.
  - Aftercare, if removed from the wheelchair.

### **Assisting the Visually Impaired**

1. Tell the person the nature of the emergency and offer your arm for guidance. This is the preferred method when acting as a "sighted guide."
2. As you walk, tell the person where you are and where obstacles are located.
3. When you reach safety, orient the person to the location and ask if further assistance is needed.

### **Assisting the Hearing Impaired**

Campus buildings are equipped with audible fire alarms, which should be activated during an emergency. However, hearing impaired individuals may not receive the audible signal.

Use an alternative warning system. Several methods can be used, including:

1. Write a note to tell the person of the situation, the nearest evacuation route, and where to meet outside. (Sample script: "FIRE! Go out the rear door on your right. NOW. Meet outside on the front lawn.")
2. Turn the light switch on and off to gain their attention, then indicate through gestures or in writing what is happening and what to do. Do not use the light switch technique if you smell natural gas in the area.

### **Assisting Persons with crutches, canes or walkers**

In evacuations, these individuals should be treated as if they were injured. Carrying options include using a two-person, lock-arm position or having the individual sit on a sturdy chair (preferably with arms), which is then lifted and carried.

### **Evacuating Common Areas**

During an evacuation it is essential that not only are the people with disabilities who are attending class at the time of evacuation be notified, but also the people who are in common areas. (for eg, Mingling Area, computer labs).

# Types of Emergencies

## Fire

In the event of a fire or other emergency necessitating a general alarm, the alarm may be sounded by activating the fire alarm.

1. Activate the alarm immediately.
2. Evacuate the building as per the [General Evacuation Procedures](#).
3. **Call 911 to access police, fire and ambulance.**  
Provide the following information:
  - Who you need (police, fire and/or ambulance)
  - Where you need the help (your address/location)
  - Nature of emergency (what is happening now)
  - How did it happen
  - When did it happen
  - Your name.
4. Nature and extent of fire.
5. Do not deal with the fire unless that action is safe for all concerned.
6. Contact Physical Plant at (204) 727-9620 or Campus Security at (204) 727-9700 to report the incident and activate the Critical Incident Team and Protocol.
7. Be available to provide additional information to first responders and the Critical Incident Team as required. The Fire Department will assume all responsibility of the situation and all parties must follow their instructions.

## Bomb and Other Threats

If you are a witness or victim of a threat by telephone, letter, electronic mail or in person:

1. Contact Physical Plant at (204) 727-9620 or Campus Security at (204) 727-9700 to activate the Critical Incident Team and Protocol.

Be prepared to provide information such as the following.

- Date and time threat was received
- Nature of the threat
- Time the threat is to be carried out
- Any information about who is involved
- Any accents or background noises observed during the call

The Critical Incident Team will call 911 to notify first responders.

2. Await instructions from a University authority or first responders who will take charge of the situation and conduct the necessary follow-up.
3. For a bomb threat, complete a [Bomb Threat Call Report \(Appendix A\)](#) ensuring to record all relevant information as required.
4. If an evacuation is required, [General Evacuation Procedures](#) will be followed.

## Concerning Behaviour

**If you are concerned about an individual's behaviour** and he/she meets any of the below criteria, **call 911** or Campus Security at (204) 727-9700 immediately.

- ☐ Has personal websites, social media or blogs that focus on weapons, death or violence
- ☐ Threatens harm against students, staff or faculty members
- ☐ Indicates a hatred for any particular group
- ☐ Possesses or draws artwork featuring themes of death, weapons and/or violence
- ☐ Starts fights and/or assaults others, including family members
- ☐ Is withdrawn or isolated and has no apparent social contacts or friends
- ☐ Becomes withdrawn or isolated from friends and/or family
- ☐ Possesses weapons or talks about them frequently
- ☐ Responds to frustration with violence
- ☐ Talks about suicide or wanting to die

If the situation does not require immediate assistance but you have become concerned about someone's well-being, please notify Student Services at Room 102, A. E. McKenzie Building, Brandon University, (204) 727-9737. Often when individuals are offered services to help them deal with their personal issues, their potential for anger and/or violent behavior may be significantly reduced.

## **Violent Intruder, Hostage and Barricaded Person**

**If you see an individual causing or threatening to cause harm on campus:**

☐ **If you are inside a building**

- Evaluate whether it is safer to exit the building or take cover inside the building.
- Only pull a fire alarm if it will be safe for occupants to leave the building.
- If you cannot safely get to an exit:
  - o Take cover in the nearest available room out of the line of sight.
  - o Close, lock and barricade the door if possible.
  - o Turn your cell phone ringer off.
- Do not open the door until:
  - o You have been given the all clear signal or
  - o You are confident that it is first responders or university officials outside and the area has been secured.

☐ **If you are outside on the campus**

- Run away from the danger and seek cover.

☐ **As soon as you are in a safe area**

- **Call 911 to access first responders (police, fire, ambulance)**
- Give the location and the nature of the threat.
- Give any description you can of the threatening individual(s) such as gender, age, weight, hair color and length, skin color, clothing, facial hair, tattoos or other distinguishing marks.
- Stay on the line until operator tells you to hang up.
- Once you hang up, report the incident to Campus Security at (204) 727-9700.

☐ **If you are taken hostage**

- Be as cooperative as possible with the intruder.
- Follow all orders.
- Do not do anything to anger or antagonize the intruder.

☐ **When the police arrive**

- Follow all instructions quickly and keep your hands clearly visible at all times.
- A police officer may require you to get on the ground and you may be handcuffed for safety reasons until the situation is secure.



## **Assault, Act of Violence or Act of Sexualized Violence**

### **Victim of an Assault or Act of Violence**

If you are the victim of an assault or act of violence, please follow the below instructions.

**1. Call 911 to access police, fire and ambulance.**

Provide the following information:

- Who you need (police, fire and/or ambulance)
- Where you need the help (your address/location)
- Nature of emergency (what is happening now)
- How did it happen
- When did it happen
- Your name.

**2. Contact Physical Plant at (204) 727-9620 or Campus Security at (204) 727-9700 to activate the Critical Incident Team and Protocol.**

- A University authority will call 911, if they have not yet been called, and respond to the scene providing assistance and First Aid as needed.
- Be prepared to supply information about yourself, the incident and the suspect. You may be required to prepare a statement about the assault.

### **Witness to an Assault or Act of Violence**

If you are witness to an assault or act of violence:

**1. Call 911 to access Police, Fire, Ambulance and Poison Treatment.**

Provide the following information:

- Who you need (police, fire and/or ambulance)
- Where you need the help (your address/location)
- Nature of emergency (what is happening now)
- How did it happen
- When did it happen
- Your name.

**2. Contact Physical Plant at (204) 727-9620 or Campus Security at (204) 727-9700 to activate the Critical Incident Team and Protocol.**

- A University authority will call 911, if they have not yet been called.
- If possible, assist the victim by administering First Aid.
- Remain at or near the scene until a University authority or first responders arrive.
- Be available to provide additional information regarding your observations of the assault or act of violence.

## **Victim or Witness of Sexualized Violence**

Brandon University has a Board of Governors, Sexualized Violence Policy and protocol which will guide members of the University community through the processes. If you have been assaulted, please refer to the protocol found at

<https://www.brandonu.ca/sexualviolence/files/BU-SV-Interim-Protocol-Revised-September-25.pdf>

## **Civil Disturbances**

If you are a witness to a civil disturbance, please follow the below instructions.

1. Contact Physical Plant at (204) 727-9620 or Campus Security at (204) 727-9700 to report the incident and activate the Critical Incident Team and Protocol. Please provide the following information and a University authority will take the necessary steps to control the situation including potentially calling 911.
  - Nature of the disturbance
  - When/where the disturbance happened
  - Your name
3. Remain calm. If you are able to do so, leave the area but remain available to the University authority handling the situation.
4. If you cannot leave the area, remain in your office or laboratory until such time as help arrives. Ensure that the University authority handling the situation is aware of your circumstances and follow instructions.
5. Do not interfere with the disturbance. In the case of an office occupation, the appropriate University official will arrange to bring in the necessary resources to remove the demonstrators.
6. The University will require you to complete a statement relating an accurate account of your personal knowledge of the situation as you found it.

## Theft, Vandalism or Robbery

### Theft or Vandalism of University or Personal Property

1. In cases of theft, verify that the property has in fact been stolen and not merely borrowed without being reported.
2. Contact the Brandon Police Service to report incidents of theft. Please be available to assist investigating police officers when required.
3. Contact personnel responsible for the area
4. Notify Campus Security at (204) 727-9700 and please provide the following information.
  - (a) Name
  - (b) Location
  - (c) Circumstances of theft or vandalism
5. Assist Campus Security or appropriate University authority in completing a report of the theft or vandalism. In the case of theft, when possible, have the make, model and serial number of the missing property available. You will be asked to complete a statement form.
6. Report the theft/vandalism to the Office of Financial & Registration Services at (204) 727-7450 for possible insurance involvement.

### Robbery

If you are the victim of or a witness to a robbery, you should:

1. **Call 911 to access police, fire and ambulance.**  
Provide the following information:
  - Who you need (police, fire and/or ambulance)
  - Where you need the help (your address/location)
  - Nature of emergency (what is happening now)
  - How did it happen
  - When did it happen
  - Your name.
2. Notify Campus Security at (204) 727-9700.
3. Ensure that the Dean, Department Head or your immediate supervisor has been made aware of the incident.
4. Remain available to be interviewed and provide a statement to the police and/or appropriate University authority.

5. Complete a [Description Diagram \(Appendix B\)](#), as soon as possible while your recollection of the incident is still fresh in your mind and make it available to investigation authorities.

### **Before the Robbery**

Be ensure to review the following *Four Steps to Robbery Prevention*.

1. **Be Active**

Activity shows that the business personnel are alert and well-trained and gives an aura of professionalism to the business. Get away from the counter when there are no customers. Robbers prefer to confront you across the counter and are less likely to come in to rob you if you keep moving around the office/store during quiet periods.

2. **Make Customers Feel Important**

A robber does not want to be identified. A customer, on the other hand, enjoys friendly and cooperative staff.

- Give everyone a friendly greeting and keep a friendly eye on each customer.
- Look each customer directly in the eyes. It makes it difficult for a would be robber to loiter in an office and increases his fear of later identification.
- Be aware of customers who take a long look at the money in your cash drawer.
- Don't be embarrassed to call the police if someone makes you suspicious or gives you an uneasy feeling. Many arrests have been made this way and the police don't mind checking out your fears.

3. **Control Your Money**

Don't exceed your maximum amount of money allowed in the cash drawer.

- If it is an exceptionally busy time, periodically remove excess banknotes from the register and place directly into the safe until you are safely able to remove your cash drawer and send a deposit to the bank. Small amounts of cash held in the register is a major deterrent to robbery.

4. **Recognize Danger**

Be alert to suspicious looking persons loitering.

- Don't be afraid to offer assistance to a 'customer' who appears to be loitering
- Remember, customers like to be helped, robbers like to help themselves.
- Keep emergency numbers right by the telephone and fully visible.

### **During the Robbery**

Safety First

A robbery usually takes less than two minutes to complete. If you and your staff have followed the *Four Steps to Prevention*, there is nothing more than you can do. Your only goal now is to help the robbery be completed as quickly and efficiently as possible.

1. Take no action to jeopardize your personal safety.
2. Keep calm and obey the robber's instructions.
3. Do not argue or try to talk the robber out of his intention.

4. Do not anger the robber. Be honest about any and all monies.
5. Tell the robber about any possible surprises, such as someone working in the backroom.
6. Make no quick movements with your hands or body. Keep your hands in plain view.
7. Without staring, try to get a good mental picture of the robber's appearance and mannerisms.
8. Under no circumstances must you chase or follow a robber.

### **After the Robbery**

Remain calm. Please follow the instructions below in order to ensure you have done everything possible to assist the police in apprehending the suspect.

1. **Call 911** and stay on the line until advised to hang up.
  - a) Answer all questions
    - direction of travel
    - time involved
    - weapons used
    - accomplices
    - description
  - b) Follow the description sheet, section by section.
  - c) Do not tell or estimate the money stolen.
    - Keep repeating that you don't know
    - Let the administrator give detectives the exact figure stolen
    - The news media have police radios and reports of large losses, which makes news, attract other robbers
2. Call your supervisor.
3. Lock the office and area. Do not allow anyone, other than the police, to enter or leave.
4. Request witnesses to stay until the police arrive. If unwilling or unable to remain, please obtain the name, address and telephone number for the police and supply them with a description sheet.
5. Note and protect anything the robber may have touched for fingerprint evidence.
6. Have all persons write down the details of the robbery, including descriptions.  
**Do not compare notes or talk about the details except to the police.**
7. Do not discuss the robbery with the news media.

## Medical

### **Serious or Life-Threatening Emergencies**

1. Call 911 to access police, fire and ambulance.  
Provide the following information:
  - Who you need (police, fire and/or ambulance)
  - Where you need the help (your address/location)
  - Nature of emergency (what is happening now)
  - How did it happen
  - When did it happen
  - Your name.
2. Notify your immediate supervisor or the person responsible for the area and provide the following information.
  - Location of emergency
  - Nature of emergency
  - Whether first responders and/or University authorities have been notified
3. Do not attempt to move the injured person. If possible, provide First Aid or enlist the assistance of someone nearby who can. First Aid kits (Appendix C and D) and AEDs (Appendix E) are available at various locations across campus.
4. When first responders arrive, describe the First Aid administered to the injured person and assist the first responders in taking over the emergency.
5. Report the incident to the Workplace Health And Safety Officer at (204) 727-7389 or [merrilld@brandonu.ca](mailto:merrilld@brandonu.ca)

### **Non Life-Threatening Emergencies**

If uncertain whether a situation is serious, treat the problem as serious or life-threatening and follow the instructions above. Otherwise, see below.

1. If possible, provide First Aid or enlist the assistance of someone nearby who can. First Aid kits (Appendix C and D) and AEDs (Appendix E) are available at various locations across campus.
2. If the injured person can mobilize themselves, recommend he/she seek medical attention and, if possible, accompany the injured party to an emergency facility.

### **Nearest Hospital to Campus**

#### **Brandon Regional Health Centre**

150 McTavish Avenue East, Brandon, MB  
(204) 578-4000

### **Nearest Medical Walk-in Clinics to Campus**

**Newmount Medical Clinic**

B-624 – 18<sup>th</sup> Street, Brandon, MB  
(204) 726-0773

**Brandon Clinic West**

2835 Victoria Avenue, Brandon, MB  
(204) 727—0900

**Western Medical Clinic**

2425 Victoria Avenue, Brandon, MB  
(204) 727-6451

**All Medical Walk-in Clinics in Brandon**

<http://www.brandontourism.com/services/medical-walk-in-clinics>

3. Report the incident to the Workplace Health And Safety Officer at (204) 727-7389 or [merrilld@brandonu.ca](mailto:merrilld@brandonu.ca)

## Overview of First Aid

First aid is the immediate assistance provided to a sick or injured person until professional help arrives. It is concerned not only with physical injury or illness but also with other initial care, including psychosocial support for people suffering from emotional distress caused by experiencing or witnessing a traumatic event. First aid interventions seek to “preserve life, alleviate suffering, prevent further illness or injury and promote recovery”.

1. **First Aid Kits**

There are 62 Provincial Workplace Safety and Health regulated and 15 smaller First Aid kits located across campus (Appendix D) containing the necessary supplies to successfully perform First Aid (Appendix C).

All employees should be familiar with the location(s) of the First Aid kits in his/her work area and across campus (Appendix D). Each Department also has a reference depicting the type and location of the [First Aid kits](#).

2. **Cardiopulmonary Resuscitation (CPR)**

CPR is an emergency procedure consisting of external cardiac massage and artificial respiration. This is the first treatment for a person who has collapsed, has no pulse and has stopped breathing. It is an attempt to restore circulation of the blood and prevent death or brain damage due to lack of oxygen.

3. **Automated External Defibrillator (AED)**

An AED is a portable electronic device that automatically diagnoses the life-threatening cardiac arrhythmias of ventricular fibrillations and pulseless ventricular tachycardia, and is able to treat them through defibrillation, the application of electricity which stops the arrhythmia, allowing the heart to reestablish an effective rhythm.

There are 16 AEDs available on campus at various locations (Appendix E).



## Hazardous Chemical Spill or Release

1. Remove all endangered persons from the area of the spill or release as soon as possible. Do not touch the chemical.
2. Evacuate the area if the chemical is flammable, like natural gas. Otherwise stay indoors (shelter in place) until you receive instructions to leave.

If the hazardous material is already around the building you are in, evacuation may not be safe since you would have to move through the hazardous material. Your building can help protect you – shelter in place. If an evacuation is ordered, move to an area not affected by the hazardous material.

3. Report the incident providing detailed information about the spill or release and follow their instructions which may include calling 911.

### CHEMICAL SPILL RESOURCE

Dr. Sam Yan  
Department of Chemistry  
Room 4-15, Brodie Science Building  
(204) 727-9778 (daytime)  
(204) 571-0376 (after business hours)

### ALTERNATE

Dr. Bernadette Ardelli, Dean  
Faculty of Science  
Room 1-72, Brodie Science Building  
(204) 727-9625 (daytime)  
(204) 721-2606 (after business hours)

4. Report the incident to Physical Plant at (204) 727-9620 or Campus Security at (204) 727-9700 immediately to activate the Critical Incident Team and Protocol. If 911 has not yet been called, a University authority will determine whether they should be called. Provide the following information.
  - (a) Name
  - (b) Location
  - (c) Nature of the emergency

## Radioactive Spill or Release

1. Isolate the area and evacuate all personnel immediately.
2. Contact Physical Plant at (204) 727-9620 or Campus Security at (204) 727-9700 to activate the Critical Incident Team and Protocol.
3. Contact the Radiation Release or Loss resource person.

### **RADIATION RELEASE OR LOSS**

Dr. Mike Charette  
Department of Chemistry  
Brodie, Rm 4-13 (office)  
Brodie, Rm 4-20 (lab)  
(204) 727-7337 (daytime)  
(204) 441-9822 (after business hours)

### **ALTERNATE**

Dr. Bernadette Ardelli, Dean  
Faculty of Science  
Room 1-72, Brodie Science Building  
(204) 727-9625 (daytime)  
(204) 721-2606 (after business hours)

4. In case of personal contamination:
  - Remove all contaminated clothing and flush all areas of skin that have or are suspected to have been contaminated.
  - All contaminated clothing will be disposed of by qualified personnel only.
5. Clean-up and decontamination procedures will be carried out by qualified personnel only.
6. Contact Physical Plant (204) 727-9620 or Campus Security at (204) 727-9700 for ventilation and flood control.

## **Radiation Spills or Releases - Reporting Process**

1. Make an entry in the laboratory logbook including post clean-up monitoring results.
2. Notify of the "Internal Permit Holder".
3. Notify the Brandon University Workplace Health And Safety Officer at (204) 727-7389 or [merrilld@brandonu.ca](mailto:merrilld@brandonu.ca)

## **Loss or Theft of Radioisotopes**

1. Contact the Dean of Science at (204) 727-9625.
2. Internal Permit Holder in charge of the laboratory.
3. Campus Security at (204) 727-9700.

## Utility-Related

### Electrical Failures

If you are in total darkness:

1. Remain calm and stay where you are. A search of the building will be conducted, and assistance provided.
2. If you must evacuate in total darkness because of smoke or heat, do so by following the wall to an exit. If smoke is present, it is best to crawl on hands and knees to the exit, to avoid the smoke.
3. If the electrical failure has caused a fire or you suspect a fire in the wall or the equipment, follow the procedures as outlined under Fire.
4. If the power failure represents a risk other than fire to the occupants, notify Physical Plant at (204) 727-9620 or Campus Security at (204) 727-9700 to activate the Critical Incident Team and Protocol. Be prepared to provide the following information:
  - Nature of emergency and location
  - How/when did it happen
  - Your name.

### Natural Gas Emergencies

If you become aware of a heavy gas smell in your building:

1. Avoid turning lights or appliances on or off.
2. Evacuate the building by informing occupants by word of mouth.
3. From a safe location, call the following.
  - 911
  - Physical Plant (204) 727-9620 or Campus Security (204) 727-9700 to activate the Critical Incident Team and Protocol
  - Natural Gas and Hydro 1-888-MBHYDRO

Provide the following information:

- Nature of emergency and location of suspected gas leak
  - How/when did it happen
  - Your name.
4. Do not re-enter the building until an appropriate authority gives the “all clear” signal.

### Plumbing Emergencies

This includes leaks from water or sewage systems.

Notify Physical Plant at (204) 727-9620 or Campus Security at (204) 727-9700 and be prepared to provide the following information.

- Nature and location of emergency
- How/when did it happen
- Your name.

## **Pandemic Outbreak**

### **Seasonal Epidemics**

- Seasonal epidemics in Manitoba typically occur in the late fall and winter and are generally over by spring.
- Influenza is easily passed from person to person by droplets and small particles released into the air when infected people cough or sneeze. Once infected with the influenza virus, it usually takes from one to three days to develop symptoms.
- Someone with influenza can be contagious from the day before they develop symptoms up to seven days afterwards.
- Not everyone who is infected with influenza gets sick but it is still possible for them to spread it to others.
- The disease spreads very quickly, especially in crowded situations, and may be difficult to distinguish from other respiratory illnesses by symptoms alone.
- Annual influenza epidemics tend to impact high-risk groups like the youngest and oldest, and those with chronic illnesses.

### **Pandemic Outbreak**

- There is currently not an influenza pandemic in Canada or the world, but it is important to be prepared and ready to respond in the event that one does occur.
- If there is a pandemic outbreak, the local media would report the information widely.
- Influenza A is the type involved in all known influenza pandemics because these viruses can undergo major changes or shifts in makeup, producing a completely new strain.
- Most people have not built up any immunity to a new strain of influenza. As a result, large numbers of people become infected as it spreads.
- An epidemic like this that spreads throughout the world is known as a pandemic. For a pandemic to occur, it must be a new virus (to which the population has no immunity) and easily spread from person to person.
- There were at least three pandemics in the last century.
- Based on historical patterns, public health experts predict that a pandemic will occur. However, it is not known when this will happen, where it will emerge, or how severely people will be affected. Theoretically, it is possible that a new influenza virus could emerge from a reassortment of genetic material among different sources of influenza viruses, including human, avian (bird) and swine (pig) origin. This could happen if someone were infected with a human influenza virus and an avian or swine influenza virus at the same time. This is why public health officials are concerned about outbreaks of avian or swine influenza where humans become infected.
- The death rates of a pandemic are highest among healthy young adults which directly impacts everyday activities and essential functions.

## Severe Weather

As severe weather develops listen to local weather forecasts. Have a battery-operated radio ready in case of power outages. For all severe weather conditions, you need to plan to be inside. Weather Watches are broadcasted on radio, television and Internet when conditions are favorable for severe weather to develop. Weather Warnings mean that severe weather is happening or that severe weather conditions are very likely to occur.

### Types of Severe Weather

#### **Extreme Heat**

- Get out of the heat
- Slow down
- Drink plenty of water
- Avoid getting sunburns as they restrict the body's cooling system

#### **Thunderstorms**

- May be dangerous as they bring lightning, heavy rainfall, hail and tornadoes

#### **Heavy Rainfall**

- May cause flooding
- If you see any water coming into any campus building, contact Physical Plant at (204) 727-9620 or Campus Security at (204) 727-9700.

#### **Lightning**

- Stay away from things that can conduct electricity (sinks, bathtubs, telephones, windows, doors, appliances, metal pipes, etc)
- Unplug radios, computers, televisions and other electrical equipment
- Cell phones may be used

#### **Hail**

- Take cover inside as people have been seriously injured by hailstones
- Stay away from outside windows and glass doors

#### **Strong Winds**

- Take cover inside
- Stay away from outside windows and glass doors

#### **Tornadoes**

- Take shelter inside and avoid buildings with large free span roofs such as auditoriums or cafeterias. Do not take shelter in a vehicle.
- Stay away from windows and outside walls.
- Go to the basement or lowest level of the building.
- Take shelter in a small windowless interior room, closet, bathroom or hallway. The more walls between you and outside the better.

- Avoid taking shelter in cluttered rooms because loose items may cause additional hazard.
- Protect yourself by sitting under a heavy table or desk.
- Go to the center of the room. Stay away from corners as they attract debris.
- Do not use elevators.
- Stay as low to the ground as possible and use your arms to protect your head and neck.
- If you are outside and not able to take shelter inside, lie in a ditch or low-lying area and cover your head with your arms.

### Blizzards

- Stay inside. It is easy to get lost in a blizzard even when only traveling short distances.
- If you must go outside, dress for the weather with warm, water repellent clothes. Wear mitts and a hat, as most body heat is lost through the head.
- Make sure someone is aware of where you are going and how long you plan to be gone.

### Wind Chills

<b>0 to -9°C</b>	Low risk of frostbite. Dress warmly.
<b>-10 to -24°C</b>	Low risk of frostbite. Dress in layers of warm clothing. Keep active.
<b>-28 to -39°C</b>	Skin freezes in 10-30 minutes. Dress in layers of warm clothing with an outer layer that is wind-resistant. Cover all exposed skin. Check face and extremities (fingers, toes, ears and nose) for numbness or whiteness (frostbite). Keep active.
<b>-40 to -47°C</b>	Skin can freeze in 5-10 minutes. Dress in layers of warm clothing with an outer layer that is wind-resistant. Cover all exposed skin. Regularly check face and extremities (fingers, toes, ears and nose) for numbness or whiteness (frostbite). Keep active.
<b>-48 to -54°C</b>	Skin freezes in 2-5 minutes. Be careful. Dress very warmly in layers of clothing with an outer layer that is wind resistant. Cover all exposed skin. Regularly check face and extremities (fingers, toes, ears and nose) for numbness or whiteness (frostbite). Keep active and be ready to cut short or cancel outdoor activities.
<b>-55°C and colder</b>	Skin can freeze in less than 2 minutes. Stay indoors. Outside conditions are extremely hazardous.

## REFERENCES

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