

# Standard Operating Procedure

## Emergency Response Procedures for the School of Health

### PC-SOP-GA-009-v03

#### Revision History

Version	Reason for Revision	Date
03	Updated SOP's to reflect School of Health, minor changes.	October 27, 2023

## **I. Overview**

### ***1.1. Purpose***

This Standard Operating Procedure (SOP) covers the management of the School of Health in the event of an emergency or incident response in the PERFORM Centre (PC) building. Operational procedures for School of Health employees, users and visitors in the event of several classes of emergency are outlined. New School of Health employees will be provided with an on-site orientation outlining the elements included in this SOP.

### ***1.2. Responsibility***

It is the responsibility of all users to familiarize themselves with applicable Concordia Policies.

## 2. Definition of terms and Abbreviations

Normal working hours	The period between 0600hrs to 1800hrs Monday to Friday.
Evening working hours	The period between 1800hrs to 2300hrs Monday to Friday
After hours	The period between 2300hrs to 0600hrs including all holidays and weekends.
CERT Leader	Concordia Emergency Response Team Leader

## 3. General conditions

In the event of any emergency, the first point of contact should be Concordia Security central dispatch, reached either by dialing ext. **3717**; or **514-848-3717** from external lines; or by activating the **yellow Emergency call wall boxes** situated throughout the building. Security will then monitor and can liaise with 911 and emergency services.

### 3.1. Evacuation

During normal working hours:

- The Manager, Physiology and Imaging acts as CERT leader, mobilizes the main panel next to the arena entrance and is the point of communication with Security and all other CERT personnel;
  - Facilities Coordinator relieves CERT leader if necessary;
- Other designated CERT personnel for each floor direct users for a safe evacuation.
  - Meeting point; fence at Sherbrooke Street, alternate meeting point is the corner of West Broadway.

Evening working hours:

- In the absence of CERT leader / personnel, the front desk person acts as CERT leader with Security, the floor monitor clears personnel from main floor (conditioning floor and change rooms);
- Security is responsible for evacuating main floor offices, all basement and all of 2nd floor.
- Meeting point; fence at Sherbrooke Street

After hours:

- Security is responsible for evacuating all floors of the building

- Meeting point; fence at Sherbrooke Street

### **3.2. Readmission following evacuation**

During normal operating hours:

- School of Health Managers/Platform Supervisor to report all-clear back to CERT leader before readmitting people back to their areas.
- Users are responsible for shutting down any potentially dangerous process prior to leaving the building and are responsible for ensuring the area they were working in is safe prior to re-commencing work.

Evening working hours:

- Security is responsible for sweeping building and giving the all-clear to return for ALL of the PC Building (including conditioning floor participants);
- Desk person notifies School of Health on-call person.
- Users are responsible for shutting down any potentially dangerous process prior to leaving the building and are responsible for ensuring the area they were working in is safe prior to re-commencing work.

After hours:

- Security is responsible for sweeping building and giving the all-clear to return for ALL of the PC building (including conditioning floor participants);
- Users are responsible for shutting down any potentially dangerous process prior to leaving the building and are responsible for ensuring the area they were working in is safe prior to re-commencing work.

### **3.3. Non-evacuation emergency (i.e. injury)**

Anyone aware of an emergency situation, must contact:

During normal operating hours:

- 3717 or 514-848-3717 security dispatch, then;
- School of Health Manager/Platform Supervisor (or delegate, in the absence of), who then acts as coordinator with; Security, School of Health administration, and Concordia University Environmental Health & Safety (EHS).

Evening working hours:

- Front Desk person acts as coordinator to:
  - notify Security central dispatch at 3717 or 514-848-3717;

- notify School of Health on-call person;
- The School of Health's emergency response plan comes into action with the on-call person coordinating with Security, School of Health administration, Facilities and EHS.

An Injury/Near-Miss report must be completed and submitted to EHS within 24hours.

After hours:

- 3717 or 514-848-3717 security dispatch, then;
  - notify School of Health on-call person;

## **4. Emergency scenarios**

### **4.1. Fire alarm and evacuation**

Everyone has a role to play in preventing fires.

Precautions:

- Know the location of at least two emergency exits in your area.
- Know the location of emergency equipment (fire alarm pull stations, fire extinguishers, emergency telephones) and be ready to use them.
- Avoid using unsafe electrical appliances, frayed extension cords or overloaded outlets.
- Keep doors to stairways closed at all times.
- Keep stairways, hallways, passageways and exits (inside and outside) clear of obstruction.
- Do not accumulate combustible materials in any stairway, fire escape or other means of egress.
- Do not work with open flame unless you have a hot work permit.

Procedure:

- Stay calm; do not rush or panic.
- Close and lock your windows and door.
- Gather your personal belongings: coat, purse, etc.
- When the fire alarm is activated, evacuate the building. Use stairs only. Do not use elevators.
- Report strange odors to Security.

- Once outside, move away from the building.
- Do not re-enter the building until instructed to do so by Security.
- Blankets are located in front of the security desk on conditioning floor and will be brought outside during cold weather.

#### **4.2. Power outage**

Power failures are usually short, lasting on average 20 minutes. In most cases, building occupants can remain in the building until power is restored.

**NOTE: The PC building is equipped with a generator which will be activated for essential needs only approximately 30 seconds after the power outage.**

##### **4.2.1. In the event of a power outage**

- Remain calm.
- Notify Security at 3717 or 514-848-3717.
- Remain at your workspace unless instructed to evacuate by Security/School of Health administration /CERT personnel and/or Public Announcement system.
- Security/School of Health administration/EHS will evaluate the need to evacuate the building based on available emergency or natural light.

##### **4.2.2. If you are stranded in total darkness**

- Remain calm.
- Do not attempt to leave on your own.
- Notify Security at 3717 or 514-848-3717.
- Security will arrive quickly to assist you.

##### **4.2.3. If you are stranded in total darkness and must evacuate**

- Remain calm.
- If possible, notify Security at 3717 or 514-848-3717; Advise them of the situation and that you are evacuating.

#### **4.3. Minor medical emergency (non-life threatening)**

In the case where a minor incident occurs, the following procedures should apply:

- Instruct victim to stop activity.
- Remain with victim until symptoms subside.

- If symptoms worsen, use basic first aid\*. Do not give anything to drink or eat.
- If symptoms do not subside, activate 3717 or as instructed by trained medical first responder.

\* At this time, if appropriate, have another person check with reception if a trained medical first responder is in the building. Have someone get this individual and return to you.

#### **4.4. Major medical emergency (life-threatening)**

**Calling Security immediately by dialing 3717 or 515-848-3717** if a person is complaining of or suffering from:

- Sharp pain or pressure in the chest area, arm, jaw or middle of back.
- A sudden and intense headache.
- Problem breathing (not usual with exercise).
- A loss of consciousness (retrieve AED and First Aid kit from front desk area).

In the event of such a situation, once you have contacted Security:

- have another person check with reception if a trained medical first responder is in the building. Have someone get this individual and return to you.
- Provide victim appropriate first-aid (AED if necessary).
- Do not give the victim anything to drink or eat.

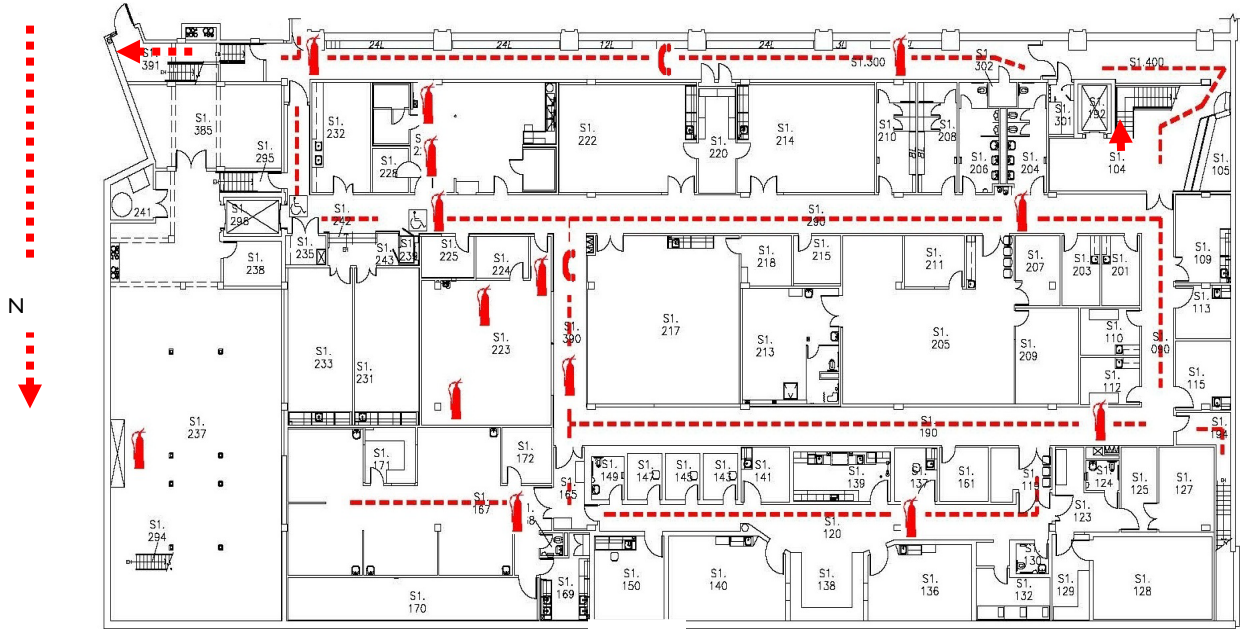
## **5. Evacuation routes**

All users will familiarize themselves with emergency evacuation directions for each floor of the PC building.

The floor plans below illustrate the possible evacuations routes to be taken in case of emergencies.

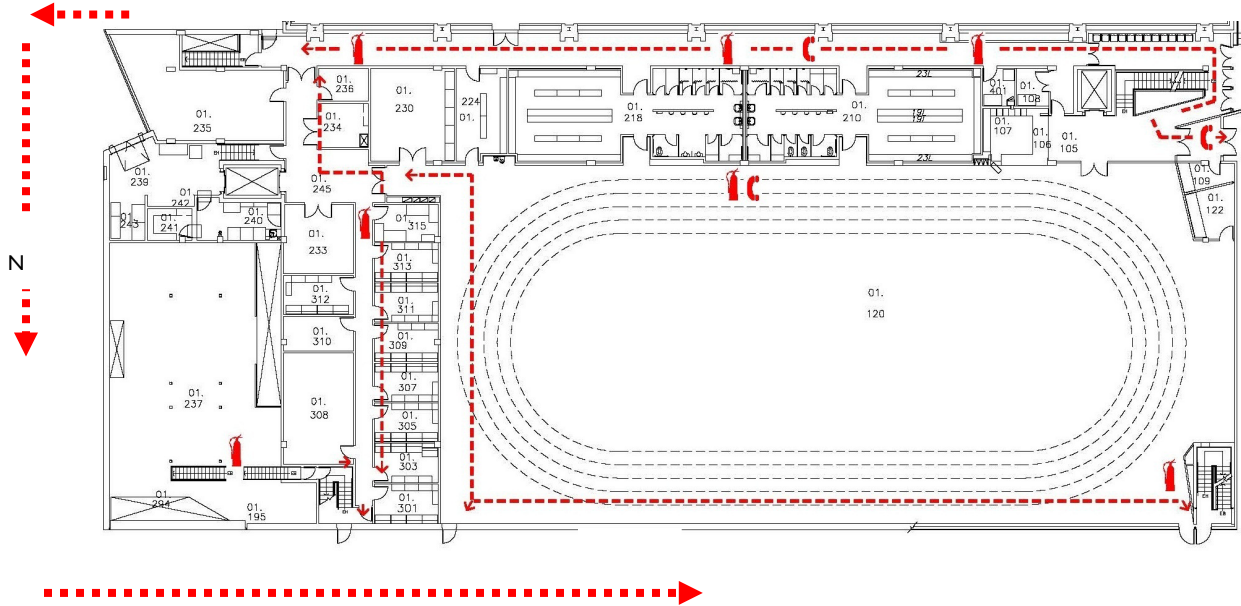
**NOTE: If the Stinger dome is the source of emergency requiring the evacuation of the PC building (e.g. fire), east emergency exits should not be used. Either the main entrance or the south west emergency exit should be used.**

**5.1. Basement Level**



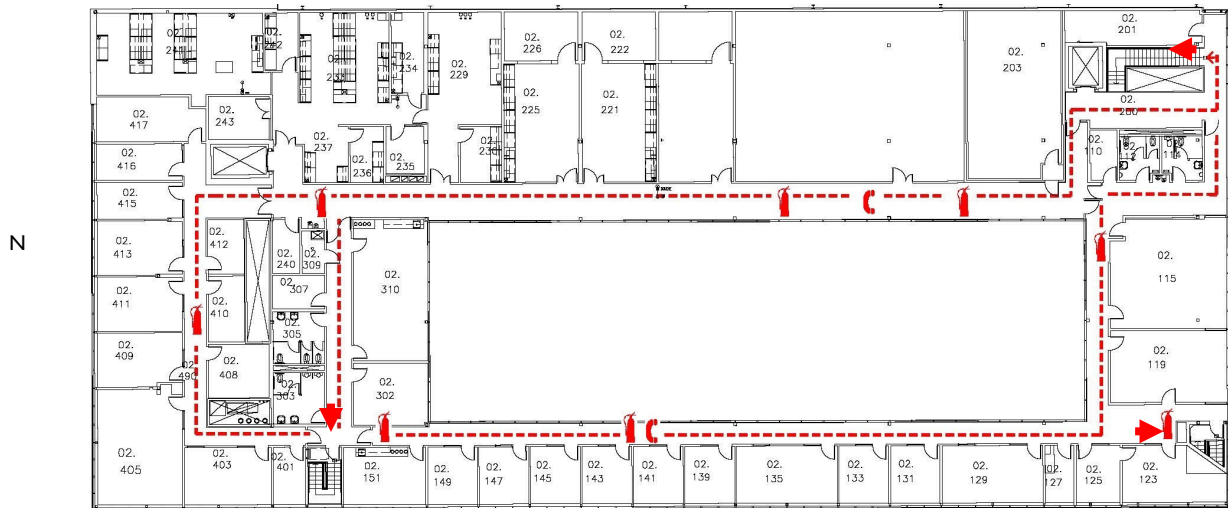
Gathering point at fence bordering Sherbrooke Street

### 5.2. Ground Level



Gathering point at fence bordering Sherbrooke Street

### 5.3. Second Floor



Gathering point at fence bordering Sherbrooke Street



## 6. Emergency response equipment

### 6.1. Automated external defibrillators (AED)

AEDs are readily available throughout the building in case medical emergencies require their use. CPR/AED certified staff are available at the School of Health to operate these units. However, in the absence of trained personnel, in an emergency situation, non-certified staff can easily follow instructions given by the AED. All School of Health users are expected to familiarize themselves with the location of AED in their areas.

### 6.2. Emergency evacuation chairs

Emergency evacuation chairs are available for anyone considered mobility impaired. Remain calm and wait for someone to help you evacuate if you require assistance. If there is no immediate danger to avoid possible injury, a mobility-impaired person should not be evacuated immediately. Evacuation chairs are located in each stairway and may be located at the top or bottom of the stairs.

#### 6.2.1. *If it becomes necessary to evacuate*

- Use an available Evac-chair.
- Evac-chairs should be used by no less than two rescuers.
- If more than one person needs to be evacuated with an Evac-chair through one location, other means could be used, such as a straight chair or the crossed-arms method.
- Evacuate to a safe location, ideally the next safe floor.
- Advise Security of your new location by using the yellow emergency call phone box.
- Be prepared - Mobility impaired persons should, in anticipation of an emergency, team up with at least two co-workers or classmates who will accompany and assist with their evacuation during an emergency.
- Evac-chairs may be located at the top, bottom, or the middle of a stairwell. There is one per stairway.

## 7. Alarm system

The PC building is equipped with a two-stage alarm system in case of emergencies and potential evacuation of the building. Security will initiate through the Fire Alarm Control Panel (FACP) a single-stage continuous signal or a two-stage intermittent signal depending on the type of response needed for evacuation.

**7.1. Two Stage Alarm**

- During the alert or first-stage condition, occupants are required to listen to a message delivered by the Public Announcement system and prepare to leave the building.
- Listen to announcements/instructions. If the alarm or second-stage condition occurs, occupants are required to respond immediately and follow instructions to evacuate.
- In the event that a fire condition is neither cancelled nor confirmed, the FACP will automatically move to alarm condition after a pre-specified length of time (typically 3-5 minutes).

**7.2. Single Stage Alarm**

- A single-stage FACP is a continuous alarm. During a single stage alarm occupants are required to respond immediately and follow instructions to evacuate.

NOTE: White flashing strobe lights will be activated only if an evacuation has been initiated.

The following table contains information as to when a single-stage continuous signal FACP or a two-stage intermittent FACP alarm is in effect:

<b>Monday to Friday</b>	<b>7h00 to 23h00</b>	<b>1 agent</b>	<b>2 stage alarm</b>
<b>Saturday / Sunday</b>	<b>7h00 to 23h00</b>	<b>1 agent</b>	<b>1 stage alarm</b>
<b>Monday to Sunday (all year)</b>	<b>23h00 to 7h00</b>	<b>No agent</b>	<b>1 stage alarm</b>
<b>Monday to Sunday (when University closed)</b>	<b>7h00 to 23h00</b>	<b>No agent</b>	<b>1 stage alarm</b>

**8. Emergency response training of School of Health employees**

**8.1. Cardiopulmonary resuscitation (CPR), first aid and automated external defibrillator (AED) certifications**

Annually, designated School of Health Employees will attend training sessions and be certified OR be re-certified for CPR, first aid and AED. Therefore, if medical emergencies occur, these employees will be able to use the different techniques learned during their certification and possibly help on-site medical professionals (i.e. physicians) if needed.

## **8.2. Concordia emergency response team (CERT)**

The School of Health has staff that are trained as CERT members who will help users in the case of evacuation or other emergencies that may occur. The Manager, Imaging and Physiology or the Facilities Coordinator, whoever is the closest to the fire panel located in the Recreation and Athletics building. The CERT leader (Manager) liaises with the CERT members to ensure all users are evacuated and report to Security and be the point of contact between Security and the School of Health.

During evening hours, when there is no CERT member, the front desk staff coordinates with Security in ensuring that the ground level of the PC building is evacuated and will notify the on-call Manager who will then coordinate emergency response with Security.

During after hours, security will be responsible for all evacuation

## **9. Incident reporting**

In case of an incident, the Concordia policy on injury/incident/ near miss reporting and investigation should be followed. See VPS-42 Policy on Injury/Incident Reporting and Investigation. The report should be sent directly to EHS and if possible, a copy is made for internal purposes, but this should not slow down or stop the report being sent to EHS.

## **10. Departmental Emergency Preparedness Plan (DEPP)**

A continuity document defining steps and priorities to be taken in a serious emergency and how the Centre will be brought back to fully functioning.

All Concordia University departments and units are required to complete a Department Emergency Preparedness Plan (DEPP) and submit to the University's security department to ensure basic business continuity. The Manager, Imaging and Physiology will take the lead on this and keep a copy of the same.

If an emergency were to require the deployment of School of Health's DEPP, the School of Health administrative team will initiate the process.