

An aerial photograph of the Brock University campus in St. Catharines, Ontario, Canada. The image shows a large green lawn, several multi-story academic buildings, a large parking lot filled with cars, and a prominent tall, cylindrical tower. The trees are in autumn, with yellow and orange foliage. A red banner is overlaid at the bottom of the image, containing the title and date of the guidebook.

Brock
University

Campus Safety
Services

Emergency Response Guidebook

September 12, 2024

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Introduction

Brock University strives to provide a safe, inclusive and welcoming environment for students, faculty, staff and visitors. Emergency preparedness contributes to a safe campus by increasing awareness to potential threats, supporting mitigation, preparation and response strategies while building resilience should an incident occur. This document was prepared to provide the Brock community with a better understanding of actions they may take during an emergency or in the face of a threat on campus. Specifically, this document will provide information in relation to:

- Communication
 - Emergency Contact Information
 - Brock Safety App
 - Other Methods to Contact Campus Safety Services (CSS)
 - Mass Notification System (MNS)
 - Alert Ready
 - Emergency Phones
 - Network Computer Alerts
- Risk mitigation and response strategies
 - Fire
 - Evacuation for Reasons Other Than Fire
 - Medical Emergencies and Critical Injury
 - Weather and Environmental Events
 - Shelter in Place
 - Lockdown
 - Active Assailant Response
 - Bomb Threats
 - Suspicious Packages
 - Hazardous Material Spills
- Site maps
 - Campus Evacuation Routes

Communication

Emergency Contact Information

In the event of an emergency, members of the University should contact the appropriate emergency response agency by **calling 911** directly, wherever possible, followed by contacting CSS. When a call is placed to 911 using a University landline, CSS receives an alert that the call was placed and a response may be initiated.

CSS is staffed by Special Constables and security guards who are available 24 hours a day, seven days a week. A CSS Dispatcher will be able to ensure that appropriate resources are directed to respond to the incident. CSS can be contacted at any time by calling the general University phone number **905-688-5550** and using **x4300 for general inquiries or reports or x3200 in the event of an emergency.**

Brock Safety App

One of the easiest ways to connect with Campus Safety Services 24 hours a day, seven days a week is via the **Brock Safety app**. This user-friendly app provides access to 911 and a means to connect directly to a CSS dispatcher in our Central Communications and Monitoring Centre. In addition, the app provides quick links to resources including Student Wellness and Accessibility, Crisis Information and Counselling, Report-a-Crime online, and information on lost and found property.

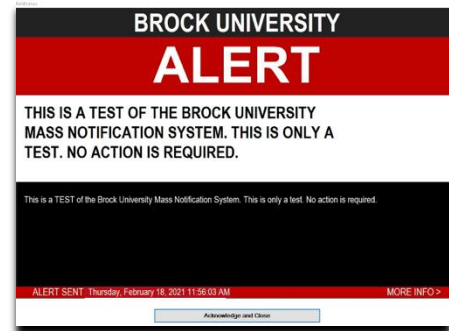
The Brock Safety app also plays a key role in our **mass notification system**. In the event an incident or situation may impact the Brock community, staff from our Central Communications and Monitoring Centre (CCMC) are able to alert subscribers through messaging broadcast on the app in addition to other communication tools (see mass notification information that follows).



Mass Notification System

In the event of an emergency or critical incident on campus, timely communication is critical. The University can advise members of our community of any significant hazard efficiently and effectively using an **MNS** provided by App Armor. This system may be used to issue alert messages across various sending profiles (platforms and devices) simultaneously. Sending profiles include but are not limited to:

- the Brock Safety App
- popular social media (CSS X/Facebook profiles)
- digital message boards on campus
- desktop computer screens (including lecterns in academic areas)
- audible messaging through paging and fire alarm systems
- audible and visual messaging on digital clocks
- SMS text accounts (to enroll text BROCKU to 723389)
- office voicemail
- email accounts



The MNS is tested no less than annually (normally during Emergency Preparedness Week). The image above is an example of an alert that can be broadcast to desktop computers and digital message boards across campus.

Often during an emergency, misinformation is shared intentionally or unintentionally on various social media platforms. Please rely upon trusted sources for information.

Alert Ready



Alert Ready, Canada's emergency alerting system, delivers critical and potentially life-saving alerts to Canadians through television, radio and LTE-connected and compatible wireless devices. The Alert Ready system was developed with many partners, including federal, provincial and territorial emergency management officials, Environment and Climate Change Canada, the broadcasting industry and wireless service providers. Together, these partners work to ensure Canadians receive alerts immediately and know when to take action to stay safe.

Should an Alert Ready message be received, action should be taken as appropriate for the circumstances or location. Alert Ready is commonly used in relation to Amber Alerts, severe weather warnings and/or other regional emergencies.

Emergency phones



Emergency phones are strategically located, indoors and outside, across campus. When the push to talk feature is used, the caller can communicate directly with the CSS Dispatcher. In addition, an alarm is triggered to indicate the location of the phone that was activated. With this information, CSS will initiate a response.

Although the best way to access emergency assistance is through direct communication (telephone), **panic buttons** have been installed in some offices or

administrative areas where an elevated risk has been identified. When pressed, CSS is alerted, and a response may be initiated. It is critical for those working in areas where a panic button has been installed to ensure the device is tested routinely – no less than twice per year in any circumstance. To test a device, one must contact CSS by phone, ask if a test can be conducted and participate as directed.

Electronic message

Where no other means are available, an electronic message may be sent to CSS using a network computer notification tool to indicate that a problem exists. From any lectern or University network Windows computer, the process of sending an alert starts when a hidden icon from the lower task bar (identified in the image) is pressed three times in rapid succession. This will generate a form upon which the user must complete the mandatory location field. An



optional field has been included that allows the user to provide further information if they are able to do so. By pressing send, the alert is immediately sent to CSS. If generated in error, the user may simply cancel the alert message. This tool is not suitable for laptops or off campus locations.



On an Apple computer, the notification icon can be found in the control centre at the top right corner of the screen and appears as a green exclamation mark in a white triangle, over a green square background.

How you can prepare now

In the event of an emergency, regardless of type, those impacted will have to make decisions and take immediate action based upon their assessment of the situation. The more prepared a person is, the more successful their response is likely to be. There are simple steps everyone can take to become more prepared to respond to an emergency on campus. Everyone is encouraged to:

- **Ensure you can receive or share emergency information**
 - download the Brock Safety App on your phone
 - have access to emergency numbers
 - monitor University social media accounts
- **Establish awareness of your surroundings**
 - familiarize yourself with buildings on campus
 - know your closest exit and alternate exit routes
- **Pre-plan your response if an emergency were to happen, including to**
 - evacuate (if so, where?)
 - shelter in place
 - lockdown (is there a room suitable to barricade or lockdown), or
 - respond with in accordance with the active assailant strategy – Get out/Hide/Fight

Fire Response

If you discover a fire:

- Shout
 - warn others of the emergency
 - activate the nearest fire alarm pull station
 - call Emergency Services – **911** – from a safe location to ensure response and then Brock on 905-688-5550 **x3200** to advise Campus Safety Services of location/circumstance
 - you may consider attempts to extinguish the fire with a cover (suffocation) or extinguisher **ONLY** if safe to do so (small, contained fire, inhalation risk is low and exit route clear) for a brief period
 - if it is not safe to extinguish the fire, leave the fire area and close doors (**do not lock**)



Whenever you hear a fire alarm:

- Evacuate/Get out
 - leave the building via closest safe Exit or Fire Stair, closing doors behind you (**DO NOT LOCK**)
 - do not use the elevators
 - if you encounter fire or smoke in the stairwell, use an alternate exit
 - help mobility impaired individuals to exit or shelter in place if necessary and then (as the case may be) advise an Emergency Warden, Campus Safety member or Firefighter of their location
 - once evacuated, keep a safe distance from any exit, proceed to your assembly area
- Stay out
- Do not re-enter the building until authorized to do so by the Fire Department or Campus Safety Services (regardless of alarm bell status)



Evacuation for Reasons Other than Fire

Although building evacuations are most associated with fire alarms, there are many reasons for which an evacuation may be the most appropriate response (e.g., natural gas leak, utility issue, earthquake, etc.). Should an evacuation be necessary, occupants should immediately leave the building using the nearest exit in an orderly fashion. Should an evacuation be required for reasons other than a fire alarm or fire, information about the incident and directions (including updates as necessary) will be broadcast using the MNS.

Should there be a need to close the University suddenly, or introduce an expanded evacuation, please follow directions provided on vehicle evacuation signage found along Brock roadways.

Four **vehicle evacuation routes** have been identified to manage traffic congestion should an evacuation of the main campus be required. A main campus evacuation route map has been included at the end of this document. For additional information visit brocku.ca/campus-safety/main-campus-evacuation-routes

Medical Emergencies and Critical Injury

Major medical emergencies:

- Get help
 - call 911 for immediate response and, as soon as possible, contact CSS at x3200 for assistance
- Provide aid (if trained to do so, with consent of the subject and use of PPE)
 - identify the mechanism of injury if possible and assess the scene to ensure responder safety
 - check for responsiveness, breathing, life-threatening bleeds or other life-threatening conditions
 - do not move the subject unless necessary due to uncontrolled danger
 - if unresponsive and not breathing, start CPR and use an AED if available
- Provide comfort and support

Minor medical situations: Provide aid and seek medical attention as appropriate. All incidents that involve an injury suffered by any person on campus are to be reported to CSS and Health, Safety and Wellness (besafe@brocku.ca).

In the event any employee suffers a critical injury:

- immediately obtain emergency medical assistance (call 911)
- ensure further injury is prevented
- notify CSS at x3200
- ensure the scene is secured and remains undisturbed until released by officials
- notify the Office of People and Culture (Health, Safety and Wellness) and ensure the Ministry of Labour has been notified (1-877-202-0008)

A critical injury is defined as an injury of a serious nature that:

- places life in jeopardy
- produces unconsciousness
- results in a substantial loss of blood
- involves the fracture of a leg or arm but not a finger or a toe
- involves the amputation of a leg, arm, hand or foot but not a finger or toe
- consists of burns to a major portion of the body
- causes the loss of sight in an eye

Weather and Environmental Events

While the risk of severe weather may be forecast, certain weather conditions may suddenly develop leaving little time to plan. When severe weather threatens, Environment Canada will issue emergency messaging via the Alert Ready system so that those in the affected area may take appropriate action. Alert Ready will serve as the primary alerting mechanism for these events. Community members should follow any recommended course of action issued on the Alert Ready system.

If a **tornado** occurs, or there is direction to shelter in place due to a tornado, you should:

- seek shelter indoors
- if unable to find indoor shelter and you must remain outside, lie as flat as possible (ideally in a ditch or low area), with hands and arms protecting your head
- when inside, go to the basement or an interior (centre) room on the lowest level
- avoid parts of the building that could have something fall on them (large branches, etc.)
- stay away from exterior walls, windows and doors
- take cover under solid structures (cover head)
- remain in place until the shelter-in-place direction has been lifted (or where storm has passed if no such direction was issued) and remain alert to hazardous conditions and secondary risks that may be encountered upon exit (fallen wires, broken glass, debris, etc.)

In the event of an **earthquake**, you should:

- if outdoors, find a clear area away from power lines, buildings, lamp standards or anything that could present a hazard to you
- if inside, take cover under a table or other sturdy piece of furniture
- if unable to take cover, crouch in a corner of the building and protect your head with your hands and arms
- stay away from windows
- stay indoors until the shaking has stopped and you are sure it is safe to exit
- when exiting, do NOT use the elevator
- remain alert for aftershocks and other potential hazards (e.g., debris)

Shelter in Place

In some emergency situations, members of the Brock community may be directed to “**shelter in place**” within a building and take steps to protect themselves. Reasons why community members may be asked to shelter in place could include (but are not restricted to):

- significant air quality hazard (smoke plume, etc.)
- environmental hazards (spills)
- severe weather event (wind, tornado, snow, lightning storms, etc.)
- other hazards that may present a health risk unless shelter was obtained

Should a situation require that people shelter in place on campus, information about the incident and directions (including updates as necessary) will be broadcast using the MNS.

If a shelter-in-place direction is issued, the following **general steps** should be taken:

- take immediate shelter in the closest building
- close exterior doors and windows
- stay away from doors or windows
- remain in place until advised otherwise
- follow direction provided

If the shelter-in-place direction relates to an outdoor **air quality risk** (smoke, chemical):

- seek shelter indoors
- follow instructions from local authorities, close and lock all windows and exterior doors
- turn off all fans, heating and air conditioning systems to avoid drawing in outside air (Facilities Management to control HVAC)
- go to an interior room without windows, preferably above ground level. In the case of a chemical threat, an above-ground location is preferable because some chemicals are heavier than air and may seep into basements even if the windows are closed.
- if no interior room is available, stay away from windows and outside doors
- if possible, attempt to seal cracks around doors, windows and vents with duct tape or wet cloths
- follow any instructions provided by local authorities

Lockdown

In the event of a threat to safety, the occupants of one or more buildings on campus may be directed to **lock down**. Should a lockdown become necessary, communication and direction will be issued to the Brock community over the mass notification system. When a lockdown is directed:

- if in an open common area or hallway, seek shelter in the nearest classroom or office
- close and lock the door
- if it is not possible to lock the door, attempt to barricade it or prevent it from opening
- turn off lights and if possible, close windows and blinds (make the room appear unoccupied)
- silence cellular phones
- stay out of sight and take cover
- do not answer the door
- call 911 to report an active threat or injuries (if possible, make a secondary call to Campus Safety Services at 905-688-5550 x3200)
- rely only on trusted sources of information (communication issued by Brock University or the police)

If a fire alarm sounds during a lockdown, assess the situation and respond appropriately:

- if there **are signs of fire or smoke, evacuate** via the nearest exit and continue off campus
- if there are **no signs of smoke or fire, remain in lockdown unless advised otherwise**

Active Assailant Response

The **active assailant response** is the best course of action should an armed person attend campus and commence an assault upon community members. Although this response is most associated with active shooter scenarios, it is important to note that an assailant may also present a risk of serious bodily harm or death when armed with weapons other than firearms (edged or improvised weapons, etc.).

Should there be an active assailant on campus, communication and direction will be issued to the Brock community over the mass notification system. The initial messaging will be brief and include information about the type of threat and location (if known).



GET OUT

If safe to do so
OR if told to



HIDE

If you are unable
to safely get out



FIGHT

As a last resort,
the decision is yours

The active assailant response provides an individual **with three options – GET OUT (Run/Evacuate), HIDE (Lock down) and if you have to, FIGHT (Defend)**. Given the speed at which these situations develop, an individual will have to determine what their best response option may be based upon their own situational assessment. That assessment will be informed by:

- personal observations (audible/visible cues)
- location of the threat in relation to their location (if known)
- proximity to safe exits
- ability to lock down
- information gained through reliable sources (Brock mass notification system or police) as the situation progresses



GET OUT

If safe to do so
OR if told to

Get Out (Run/Evacuate)

Getting out is the best option if you believe you can escape safely. Become aware of exits and egress routes wherever you may be on campus. If you hear something that could be gunshots, don't wait: GET OUT.

- take a safe accessible escape path
- leave belongings behind
- help others escape, if possible
- call 911 when you are safe
- warn others
- do not stand in an open area or gather in a parking lot – keep going
- follow the instructions of officers should you encounter police



HIDE

If you are unable
to safely get out

Hide (Lock down)

If you do not have a safe egress route, or are otherwise unable to escape safely, you should HIDE (Lock down).

- if in an open common area or hallway, seek shelter in the nearest classroom or office
- close and lock the door
- if it is not possible to lock the door, attempt to barricade it or prevent it from opening
- turn off lights and if possible, close windows and blinds (make the room appear unoccupied)
- silence cellular phones
- stay out of sight and take cover
- do not answer the door
- call 911 to report an active threat or injuries (if possible, make a secondary call to Campus Safety Services at 905-688-5550 x3200)
- rely only on trusted sources of information (communication issued by Brock University or the police)

If a fire alarm sounds during a lockdown, assess the situation and respond appropriately:

- if there are **signs of fire or smoke**, **evacuate** via the nearest exit and continue off campus
- if there are **no signs of smoke or fire**, **remain in lockdown unless advised otherwise**



FIGHT

As a last resort,
the decision is yours

Fight (Defend)

As a last resort, you may have to **FIGHT** or defend yourself from the assailant.

- if you are unable to run or hide, or if an assailant breaches the area where you have hidden, you may have to **FIGHT** to defend yourself from a risk of bodily harm or death
- if you resort to physical force to stop a threat such as an active shooter or armed person, a weapon of opportunity may be used if reasonable in the circumstances
- if your life or the life of someone else is at stake, be aggressive and use force as necessary to stop the threat
- where possible, work with others to incapacitate the assailant
- remain vigilant to the risk of there being multiple attackers
- once the assailant has been incapacitated or physically controlled, contact 911 to report your location and provide an update

With no other options available, the decision about whether or not to **FIGHT** (defend) is one which you may have to make.

A training video that outlines the **Get Out, Hide, Fight** response strategy has been prepared by the Campus Alberta Risk and Assurance Committee. This resource has been posted on the Brock University Campus Safety Services website and may be found at brocku.ca/campus-safety/policies-procedures/get-out-hide-fight

Bomb Threats

Bomb threats may be received by telephone, email, social media or other means. All bomb threats are investigated thoroughly by the Niagara Regional Police Service. Should you receive a bomb threat, remain vigilant for any suspicious packages and immediately report the incident to Campus Safety Services or the police. If the threat is received over the telephone:

- remain calm and professional
- listen carefully and do not interrupt the caller
- Obtain as much information as possible, making note of:
 - the exact wording of the threat
 - the date and time of the call
 - any caller ID information
 - any background noises
 - voice characteristics, accents, pitch, pace or was it disguised
 - the demeanor of the caller
- If able, ask the following questions:
 - Where is the bomb?
 - When will it explode?
 - What does it look like?
 - Where are you calling from?
 - What is your name?

If an evacuation is deemed necessary, directions will be issued over the mass notification system.

Suspicious Package or Items

Suspicious packages may be left at a location with or without an accompanying threat. Several situational factors may lead to a package being considered suspicious. For instance:

- Does the package appear to be out of place or intentionally left unattended?
- If a letter or delivery package, are there incomplete details or markings such as private, confidential, or “only to be opened by?”
- Are there obvious concerns (excessive wrapping, oil stains, wires, etc.)?

If you find a suspicious package:

- immediately report the incident to your supervisor and Campus Safety Services and follow their direction
- take steps to secure the area and keep other people away
- do not use cellular phones or portable radios
- do not open or touch suspicious looking packages
- In the event of a possible contaminated package, stay in your immediate area. Anyone who may be contaminated by the contents of the package may have to temporarily isolate from others pending assessment and possible decontamination.
- if a suspicious package has been located and a threat has been received (or if circumstances dictate), occupants may be directed to evacuate
- if directed to evacuate:
 - immediately exit the facility in an orderly and calm fashion, using the closest exit
 - do not use the elevators
 - report at your department’s identified assembly location, ensuring that you stay at least 100 metres from the facility
 - do not return to the facility until it has been cleared for occupancy by police or Campus Safety Services

Hazardous Material Spills

If chemical, radioactive or biohazardous substances have been spilled or released into the environment:

- Take immediate action as necessary to ensure the safety of yourself and others.
- Immediately report all spills to Campus Safety Services at 905-688-5550 x3200 and the Environmental Health and Safety Specialist at x7233 (or by email at besafe@brocku.ca).
- In an emergency (injury, further risk) contact 911 directly.
- Do NOT attempt to clean a spill unless you have had substance specific spill response training. If you have been trained, follow applicable procedures.
- If you have not been trained:
 - Remove yourself and others from any immediate danger.
 - If it is safe to do so, secure the spilled material to prevent further contamination.
 - Remain in a safe area away from others to prevent the contamination of others.
 - Follow instructions provided by emergency response personnel or from Environmental Health and Safety, including instruction for decontamination if necessary.

In wet laboratories or research spaces

Hazards and associated emergencies are varied depending on the type of laboratory and material being handled. For all Biosafety, Chemical safety and Radiation safety information and manuals, please visit: [brocku.sharepoint.com/Health-Safety-and-Wellness-Toolbox/SitePages/LAB-SAFETY\(1\).aspx](https://brocku.sharepoint.com/Health-Safety-and-Wellness-Toolbox/SitePages/LAB-SAFETY(1).aspx). Refer to the Emergency Procedures section of the corresponding manuals, as necessary:

- Biohazards: follow the procedures described in the **RG2 Biosafety Manual**
- Chemical hazards: follow the procedures described in the **Laboratory Safety Manual**
- Radiological hazards: follow the procedure described in the **Radiation Safety Manual**

Non-hazardous materials

Spills of non-hazardous materials can cause risks related to slips, trips and falls. Should you notice a spill of a non-hazardous material in a common area:

- Until the spill can be cleaned, use a pop-up cone to mark the area. These cones are located on walls near high-traffic food and drink areas.
- Report spills to Custodial Services at 905-688-5550 x3508.

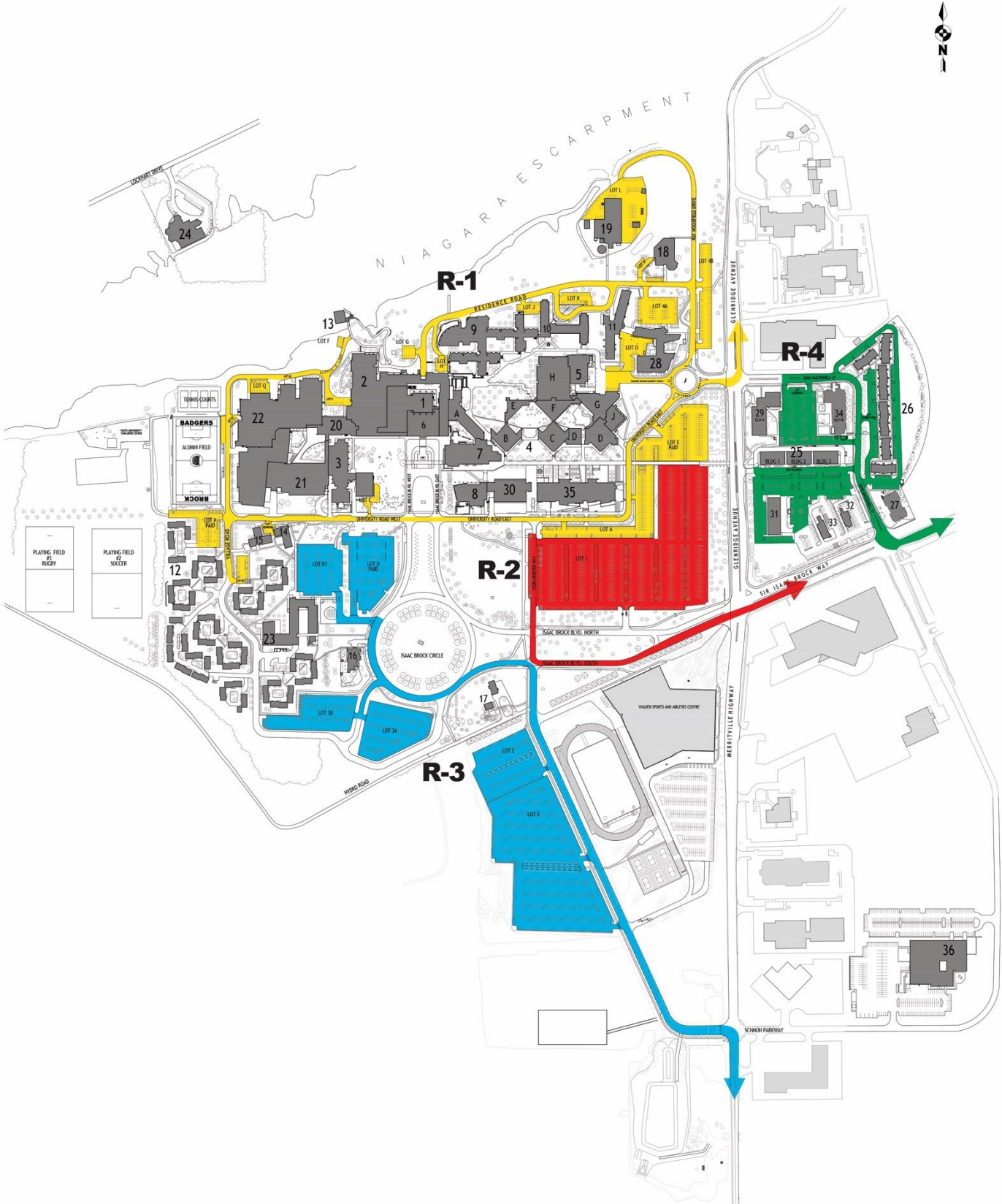
Vehicle Evacuation

Four vehicle evacuation routes have been identified to manage traffic congestion should an evacuation of the main campus be required. Should an evacuation be ordered or if there is a sudden closing of the University, please follow directions provided on the vehicle evacuation signage found along our roadways.

It is important that you become familiar with the designated evacuation routes, as well as an appropriate alternate should it become necessary. Please be patient, staff from Parking Services and Campus Safety Services will do their best to support the safe and efficient flow of vehicles from campus.

Route	Route description
R-1	From Lots A, B2, C, E, F, G, H, J, K, L, O, P, Q, R, and Lot 4, vehicles should exit via the Suzanne Rochon-Burnett traffic circle and turn left to travel north on Glenridge Ave. Vehicles should continue north on Glenridge Ave toward Glendale Avenue.
R-2	From the parking available on Flora Egerter Way and Lot 1, vehicles should travel to Isaac Brock Boulevard South where they will turn left and continue east (straight) through the main entrance. Vehicles should continue east on Sir Isaac Brock Way toward Highway 406.
R-3	From Lots B1, D, 2, 3, vehicles should travel north along Flora Egerter Way, beyond Lot 2 and exit at the intersection with Schmon Parkway and Merrittville Highway. Vehicles should turn right to travel north on Merrittville Highway toward DeCew Road.
R-4	From Lots East Academic, Glenridge and Quarry View, vehicles should travel on John Macdonell Street to Sir Isaac Brock Way. There, vehicles should turn left and head east on Sir Isaac Brock Way toward Highway 406.

Evacuation Routes





Campus Safety
Services

Campus Safety Services

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Niagara Region
1812 Sir Isaac Brock Way
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L2S 3A1

T 905 688 5550
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x3200 (Emergency/Night)
E campussafety@brocku.ca
W brocku.ca/campus-safety