



**EMERGENCY PROCEDURE PLAN**

**Trebas Institute Ontario Inc.**

## **P**ROCEDURE TO FOLLOW

In order to ensure that the occupants use the available means of evacuation in an efficient and safe manner, *Trebas Institute* has determined the procedure to follow for the evacuation of the premises.

OCCUPANTS must keep their composure and walk briskly out of the building through the safest emergency exit closest to their workstation.

The evacuation of the occupants will be carried out in the following manner:

The Trebas Institute is located IN THE EAST TOWER of "550 Sherbrooke West":

For tenants located in the "south" part of the building from the 2nd to the 16th floor

- 1st alternative: to the "South" emergency exit staircase
- 2nd alternative: to the exit staircase located on the "North" side.

For tenants located in the "north" portion of the building 2nd to 16th floor

- 1st alternative: to the "North" exit staircase
- 2nd alternative: to the exit staircase on the "south" side.

## **THE ASSEMBLY POINT**

- An assembly point outside the building has been set up at University and Sherbrooke Streets.
- In addition, the person in charge will advise people to quickly clear the exit door to allow others to leave and to clear 100 meters of the front of the building to allow access to fire trucks, ambulances and other emergency vehicles.
- In case of bad weather, each sector manager has planned to move their group to nearby buildings while waiting for SIM support.

## **EVACUATION EXERCISES**

- 550 Sherbrooke West has decided that all staff members and all other occupants of the building must participate in fire drills. This decision to evacuate the entire building during these drills was made based on the use of the building and the type of fire alarm.
- Since a fire is always an unexpected event, "Le 550 Sherbrooke Ouest" plans to hold an annual fire drill without notifying the occupants (in order to simulate real fire conditions).
- After each exercise, a report is completed and kept in the register.
- Finally, the goal of the drills is to evacuate the building in an orderly fashion, without panicking, in accordance with the instructions given by the Coordinator.

## **THE PANIC BUTTON**

In order to ensure the safety of our employees and our premises, we have installed emergency alert devices at the 3rd and 6th floor reception. These buttons allow for immediate notification of the proper authorities (police and building security) in the event of an emergency situation. The receptionists and employees of Institut Trébas have been trained to use these devices.

## FIRE

What occupants should know:

- The location of two (2) exit routes.
- The location of the manual fire alarm and the emergency telephone.
- The telephone number of the "Sécurité incendie de Montréal" (SIM) at the number "9-1-1".
- The location of the portable fire extinguisher closest to their workstation.
- If applicable, the name of their sector manager and to follow his instructions.

When the fire alarm activates:

- Remain calm.
- Evacuate the premises immediately according to procedure and do not waste time retrieving personal items.
- Leave the building by the nearest exit and proceed to the assembly point at University and Sherbrooke Street.
- Never return to the building once the evacuation order has been given.
- Before leaving the premises, close local doors to prevent smoke from entering escape routes.
- Proceed to the assembly point at University and Sherbrooke Streets to allow those following to exit and not interfere with firefighters' efforts to fight the fire.

At the assembly point:

- Follow the directions of the officials to the letter.
- Wait for authorization from a responsible person before leaving the group or re-entering the building.

## BOMB THREATS

IF YOU RECEIVE A BOMB THREAT

- Be calm and courteous.
- Do not interrupt the caller.
- Get as much information as possible.
- Pay attention to background noise and note any comments.
- Record the call, if possible.
- Note the exact terms of the call.
- Immediately notify the "Emergency Measures Coordinator" at 514-849-6131 and/or call 9-1-1.

## QUESTIONS TO ASK

- What time is the bomb scheduled to go off?
- Where is it?
- Do you have any claims?
- Why did you place this bomb?
- What does it look like?
- Where are you calling from?
- What is your name?

## YOUR CONTACT PERSON

- Gender.
- Approximate age.
- Language used.
- Accent.
- Voice (loud, stuttering, etc.).
- Speech rate (fast, etc.).
- Pronunciation (nasal, lisp, etc.).
- Is the voice familiar?
- Does the speaker seem to know the place?

## YOUR CONTACT INFORMATION

- Date and time of the call.
- Your name.
- Your position.
- The person you notified.
- His/her phone number.

## SEARCH

- Officials should start with the caller's designated area and public places.
- Search your immediate area.
- Then search vacant areas.
- Report any suspicious objects, but do not touch them.
- Note any unusual or misplaced objects.
- Unlock drawers, cabinets, etc. for searchers.

## EVACUATION

- The decision to evacuate rests with the "Emergency Measures Coordinator" and/or the Montreal Police.
- Since 550 Sherbrooke West has an evacuation plan, remember the various steps. This will help you control the situation.
- When leaving your premises, take your personal belongings with you. This way, no one will be able to steal them and researchers will have fewer items to check.
- Follow the instructions of the evacuation leader.
- Avoid passing near the location of the bomb or suspicious package.

## EARTHQUAKE OR TREMOR FOLLOWING AN EXPLOSION

For people inside the building:

- Stay calm
- Stay inside and do not run outside where they could be injured by debris or glass fragments.
- Immediately take cover under a table or desk and protect your face and head with your arms.
- Keep at least six (6) metres away from windows to avoid flying glass.
- Leave the premises only on the order of the person in charge of the evacuation.
- If ordered to evacuate, avoid debris, electrical wires, broken glass or other hazardous objects.
- Evacuate the floor via the emergency stairs, not the elevator, according to the established evacuation procedure.
- Follow the directions of the emergency unit.
- Re-enter the building only when directed by the Emergency Measures Coordinator.

For persons outside the building:

- During the initial shaking, move away from buildings to avoid collapsing walls and falling debris.
- Stay as far away as possible from electrical wires, especially those that are broken and lying on the ground.
- When driving, stop as soon as possible and stay inside the vehicle. If possible, avoid stopping on a bridge or near buildings that may collapse.

## PERSON(S) TRAPPED IN AN ELEVATOR

IF YOU ARE TRAPPED IN AN ELEVATOR

- Pick up the handset and the communication is made directly by phone with the company "Otis" who will immediately send a technician on the scene and who will immediately communicate with the "Sécurité incendie de Montréal" by dialing "9-1-1" and specifying that "People are trapped in an elevator".
- If there is no response, press the "alarm button" on the control panel to signal your presence.

IF YOU ARE AWARE THAT A PERSON OR PERSONS ARE TRAPPED IN AN ELEVATOR

- Check with the occupants of the elevator if they have "Otis" company;
- If not, contact the "Sécurité incendie de Montréal" (SIM) by dialing "9-1-1" and specifying that "People are trapped in an elevator".
- If possible, inform the occupants of the elevator that help is on its way and maintain verbal contact to reassure the trapped person(s).
- If it is safe to remain near the elevator, stay put.

## POWER FAILURE

### IN THE EVENT OF A TOTAL POWER FAILURE:

- Occupants should remain calm; everyone should stay put.
- In the event of a power outage, use battery-operated lights, not candles, because of the risk of fire.
- Unplug all electrical appliances and/or equipment to avoid damage from a power surge when the power returns.

### IN THE EVENT OF A LOCAL POWER OUTAGE

- Call Customer Service at 514-849-6131.
- Identify the failure, the room and the floor where the failure is located.
- Unplug all electrical appliances and/or equipment to avoid damage due to a power surge when the power returns. power supply is restored.
- 550 Sherbrooke West" will call the technical team to make sure that repairs or corrections are made as soon as possible.
- If, in the opinion of the technical team, the failure is major, the Management shall be notified immediately.

## WATER DAMAGE

### MINOR WATER INFILTRATION

- Call Customer Service at 514-849-6131.
- Identify the nature of the leak, the room or apartment and the floor where the leak is located.
- If any equipment is leaking, move or protect (green plastic bag) the affected equipment.

### MAJOR WATER INFILTRATION

- Call Customer Service at 514-849-6131.
- Identify the nature of the leak, the room and the floor where the leak is located.
- If any equipment is located under or near the water leak, evacuate the premises.
- Prevent all persons from approaching the water damage because of the risk of electrocution.
- Anyone unable to evacuate the building due to water should wait for help while monitoring the water level from a distance.
- When evacuating, use emergency exits that are not affected by water.

**\*\*\*\* IMPORTANT \*\*\*\***

At no time, the tenants or the personnel of the building " Le 550 Sherbrooke Ouest" must not do anything that could harm their health or safety (risk of electric shock, etc.).

## MEDICAL EMERGENCY OR CARDIOPULMONARY ARREST

### WHAT THE BYSTANDER CAN DO

- The person who discovers an unconscious person or a person in a medical emergency should
  - Remain calm and avoid panic;
  - Ask for help from others at the scene;
  - Assess the person's condition by
    - checking for breathing;
    - Checking for response to stimulus;
    - Ask for someone or call "9-1-1";
    - Provide assistance and support until help arrives.

## VIOLENT BEHAVIOUR

### WHAT THE PERSON CAUGHT WITH AN INDIVIDUAL EXHIBITING VIOLENT BEHAVIOUR

- If necessary, try to defuse the crisis by remaining calm and showing empathy.
- Isolate the person in a safe and calm place.
- If there is a perception of danger:
  - leave the room, if possible, and immediately communicate any unacceptable behavior;
  - If unable to leave the premises safely: call "9-1-1".

## GAS LEAK

### WHAT TO DO IF A PIPE BREAKS OR A NATURAL GAS LEAK IS DISCOVERED OF A NATURAL GAS LEAK?

- Remain calm and do not handle any object likely to produce a spark or flame (lighter, telephone, cell phone, remote alarms, electrical switches or appliances, flashlights, elevators, voice communication systems, alarm systems and their components).
- Do not smoke.
- Do not use any mechanical, electrical or electronic equipment that could produce a source of heat, spark, static electricity or emitting waves (except to extinguish heating elements that could cause sparks or open flames that could cause an explosion);
- Alert all occupants, but communication should be by word of mouth; immediately evacuate the building, starting with the area involved; then evacuate the floor above the area involved, then systematically evacuate all other floors downward until the building is completely evacuated; if there are enough people, evacuate all floors simultaneously.
- Leave the premises and notify "9-1-1".
- Follow the instructions that will be given to you

## ACTIVE SHOOTER

### IF THERE IS AN ACTIVE SHOOTER

- If you have an active shooter, you must continually scan your environment to decide whether to evacuate or lock down. Be aware that the situation is evolving and that a change in strategy may be necessary. Elements to assess are:
  - how far away you are from the threat;
  - Distance to emergency exits;
  - the possibilities for containment and refuge.

### FOR THOSE IN A CONTAINMENT SITUATION:

- Remain in your office or classrooms.
- Send people into the hallway.
- If you are in a public space or corridor, enter the office.
- Lock doors and windows and stay away.
- Call "9-1-1."
- Once this call is made, do not use your cell phone or any available telephone device unless it is to report an injured person or other life-threatening emergency.
- Put your cell phone on silent mode.
- In rooms without locks, if possible, use pieces of furniture to secure access to the room you are in.
- Turn off the light.
- If you have a window that faces outward when you are on the lower floors, place a document in the window to indicate your presence and indicate the room number and the number of people in the room.
- Lie down on the floor and remain silent.
- Think of other solutions and try to find ways to get out of the premises: Access to a window that opens with an exit?
- Other doors and emergency exits?

### FOR PEOPLE EVACUATING:

- Use the exit closest to you if it is safe.
- Stay calm and quiet.
- Keep your hands in the air to avoid being perceived by police as a suspect.
- Follow police instructions.

### WHEN CONFRONTED BY AN ARMED PERSON:

- Look down.
- Stay calm.
- Avoid shouting.
- Give them room.
- Do not attempt to talk.
- Adopt a submissive attitude.



## SUSPICIOUS MAIL

### WARNING ABOUT SUSPICIOUS MAIL

- We encourage everyone to use common sense at all times;
- Do not open a letter or package if it is not an item you would normally expect or if you find anything unusual, including no return address or a strange odor.
- Isolate the item, wash your hands thoroughly and seek medical attention if you are concerned.
- Notify the police immediately and allow time for the proper authorities to investigate. Do not return the item to Canada Post.

### CHARACTERISTICS OF A SUSPICIOUS PACKAGE:

- The suspicious item is addressed to a specific recipient and has markings such as "CONFIDENTIAL", "PERSONAL", "TO BE OPENED ONLY BY", etc.
- The name or title of the recipient is incorrect.
- There is no return address, or the address is fictitious or indecipherable.
- The writing is distorted, or the name and address are written on a "homemade" label or made up of cut and pasted letters.
- The package has exposed wires or foil, and may have oil or grease stains. The item has a strange odor.
- The postmark or cancellation stamp indicates a different point of origin than the return address or indicates that the shipment originated overseas.
- The package is over-stamped with several low-value stamps.
- The package has excess packing material: lots of paper, string or tape.
- The package is unprofessionally wrapped and has several types of tape. It has markings such as "Fragile - Handle with Care" or "Urgent - Process immediately".
- The letter may appear to be rigid, and the surface is uneven.
- The package is irregularly shaped, soft in places or dented.
- A jingling, ticking or bouncing sound is heard.
- The package or letter may be covered with powdery material.

### WHAT TO DO WHEN YOU HAVE A SUSPICIOUS PACKAGE:

- Notify local authorities immediately of this situation.
- Do not return the item to Canada Post.
- Do not touch, shake or smell the suspect item.
- Isolate the item and evacuate the immediate area.

**\*\*\*\* IMPORTANT\*\*\*\***

Persons who have come into contact with the item should immediately wash their hands with soap and water.