



VICTORIA UNIVERSITY
IN THE UNIVERSITY OF TORONTO

**EMERGENCY RESPONSES,
PERSONAL SAFETY AND PROTECTION
OF PROPERTY**

October 2020

Provided by the Health and Safety Officer

Table of Contents

EMERGENCY RESPONSES AND SAFETY TIPS	1
Emergency Telephone Numbers.....	1
Reporting.....	1
Fire or Smoke.....	1
Medical	1
Power Failure	2
Gas leak (smells like rotten eggs)	2
Bomb Threats.....	2
Suspicious Objects	3
Robbery.....	3
Threatening, Harassing or Obscene Messages.....	3
Civil Disturbances and Demonstrations.....	4
Evacuation.....	4
Suspicious Behaviour.....	4
PERSONAL SAFETY AND PROTECTION OF PROPERTY.....	5
Personal Safety.....	5
Protecting Your Property	6
BICYCLE POLICY	8

EMERGENCY RESPONSES AND SAFETY TIPS

EMERGENCY TELEPHONE NUMBERS

Note: When you are dialing from an internal university phone line, dial 9 for outside line prior to the telephone number.

POLICE, FIRE, LIFE SAFETY

- **Call 911** to notify the Toronto Police Emergency Control Centre.
- **Call 416-978-2222** for urgent campus matters to connect to the University of Toronto Police.
- **Then call 416-585-4524** to notify the Residence Services Front Desk located in Margaret Addison Hall so that Security can assist the Police.

Please note, when you place a 911 call, the University of Toronto Police monitor the 911 calls on campus.

REPORTING

- In any emergency while on campus, call the Residence Services Front Desk at **416-585-4524**.
- When calling stay calm and carefully explain the problem and the location to the staff member on duty. Do not hang up until you are told to do so.

FIRE OR SMOKE

- Close the door behind you and to any room involved in the fire.
- Pull the switch to activate the nearest wall mounted fire alarm.
- **Call 911** to notify the Toronto Police Emergency Control Centre.
- **Call 416-585-4524**, the Residence Services Front Desk.
- Evacuate the building and report to the designated area.
- Report to the Fire Officer if anyone is suspected of being in the building after the general evacuation. Also, report the location of the fire if it is known.

WHEN THE FIRE ALARM SOUNDS:

- Evacuate the building quickly even if the alarm is suspected or known to be false. It is mandatory for all University buildings to be evacuated upon the sounding of the building fire alarm.
- Do NOT use the elevators.
- Do not re-enter the building until authorized by an official of the University or the Fire Officer.
- Keep clear of the building.

MEDICAL

- In an emergency call **911** to notify the Toronto Police Emergency Control Centre. Call **416-585-4524** the Residence Services Front Desk, for campus assistance. State your name; describe the nature and severity of the medical problem and the location of the casualty.
- If the incident has caused a **critical injury** that:
 - places life in jeopardy;

- causes unconsciousness;
- results in significant blood loss;
- involves the fracture of a leg, arm, foot, ankle, hand, wrist;
- involves the fracture of more than one finger, more than one toe, but not a single finger or not a single toe;
- involves amputating all or part of an arm or leg, but not a finger or a toe;
- consists of burns to a major portion of the body;
- causes the loss of sight in an eye
- or causes a fatality,

The Director of Human Resources or designate must be notified **immediately** who in turn will contact the MLTSD (Ministry of Labour, Training, Skill and Development) inspector, the JHSC (Joint Health & Safety Committee), the union, police and the family immediately by telephone.

The employee's immediate supervisor will **contain and secure the accident area** to prevent further injury or damage and to maintain it in preparation for the MLTSD and JHSC investigations.

POWER FAILURE

- **Do not panic. Stay calm.**
- Immediately notify the Physical Plant Department at **416-585-4581** during regular working hours or the Residence Services Front Desk at **416-585-4524** after regular working hours.

GAS LEAK (SMELLS LIKE ROTTEN EGGS)

- **Do not panic. Stay calm.**
- Cease all operations.
- Do not switch lights or any electrical equipment on or off. Electrical arcing can cause an explosion.
- Evacuate the area immediately.
- Notify the Physical Plant Department at **416-585-4581** during regular working hours or notify the Residence Services Front Desk at **416-585-4524** after regular working hours

BOMB THREATS

- **Do not panic. Stay calm.**
Any person receiving a bomb threat over the telephone should ask the caller the following questions:
 - When is the bomb going to explode?
 - Where is the bomb located?
 - What kind of bomb is it?
 - What does it look like?
 - Why did you place the bomb?
- **Keep talking to the caller as long as you can and record the following:**
 - The time of the call.
 - The age and gender of the caller.
 - The speech pattern, accent, possible nationality, etc.

- The emotional state of the caller.
- The background noises.
- Immediately call **911** then call the Physical Plant Department at **416-585-4581** during regular working hours. After regular working hours call the Residence Services Front Desk at **416-585-4524**.
- Pull the switch to activate the nearest wall mounted fire alarm.
- Evacuate immediately.

SUSPICIOUS OBJECTS

- Notify the University of Toronto Police at **416-978-2222** during regular working hours or call the Residence Services Front Desk at **416-585-4524** after regular working hours.

ROBBERY

- Do not argue. The robber may be more frightened than you.
- Do exactly as the robber asks. Hand over any property the robber asks for. Your personal safety is more important than property.
- Do not make any sudden moves. Tell the robber every move you are about to make before you make it.
- Do not activate any alarms or use the telephone until the robber has left the area.
- Lock the doors immediately after the robber has left and call the Toronto Police Emergency Control Centre at **911** and the Residence Services Front Desk at **416-585-4524**.
- Write down a detailed description of the robber(s) as soon as it is safely possible.
- Do not touch a hold-up note or anything else the robber may have touched. Protect these areas for police examination.

PREVENTION TIPS:

- Do not count cash in view of the public.
- Make frequent deposits so that there never are large amounts of money in your cash drawer.
- Be suspicious about people asking about your cash handling system. (i.e., How much money do you collect? When do you transfer money?) Never answer to this type of questioning. Get a description of the person and notify your supervisor immediately.

THREATENING, HARASSING OR OBSCENE MESSAGES

This includes telephone calls, letters and E-mail.

- Anyone threatening to cause injury or death to another person or cause damage to property is committing the most serious offence of this nature.
- Usually the sender is anticipating a reaction from you. **Do not overreact. Remain calm.**
- Never blow a whistle or yell into the telephone. The caller will know you are angry and frequency of the calls may increase.
- Retain the letter and/or E-mail messages for the university and police investigation.
- Do not delete computer files or voice messages until the police have examined them.
- Keep the original letters and envelopes. Limit the handling of these items until the police arrive.
- Report the incident immediately to your immediate supervisor.
- If a suspect is known, report this information immediately to your immediate supervisor and the police.

CIVIL DISTURBANCES AND DEMONSTRATIONS

Most campus demonstrations such as marches, meetings, picketing and rallies are peaceful and not obtrusive. A demonstration should not be disrupted unless one or more of the following conditions exists:

- Interference with the normal operation of the University.
- The blocking of access to offices, buildings or other University facilities.
- The threat of physical harm to persons, damage to University facilities, or damage to University or personal property.

If any of the above conditions exist, notify the University of Toronto Police at **416-978-2222**.

EVACUATION

BUILDING:

- All building evacuations will occur when an alarm sounds or upon notification by an official of the University.
- When the building evacuation alarm is activated, leave by the nearest marked exit and alert others to do the same.
- Take your valuables with you and close all doors.
- Never use elevators.
- Assist persons with disabilities in exiting the building. Call the Residence Services Front Desk at **416-585-4524** if a person with a disability is located above or below the handicap access floor.
- Once outside, proceed to a clear area that is at least 500 feet away from the affected building. Keep clear of fire routes, hydrant areas and the walkways used for emergency vehicles and personnel.
- Do not return to an evacuated building unless you are told to do so by the Fire Officer or by an emergency liaison person.

CAMPUS EVACUATION:

- Evacuation of all or part of the campus grounds will be announced and coordinated by the Physical Plant Department personnel.
- All persons (faculty, staff and students) are to evacuate the site in question immediately and are to relocate to another part of the campus grounds or off site as directed.

SUSPICIOUS BEHAVIOUR

- Make the campus a safe place. Be alert to suspicious situations and report them promptly to the University of Toronto Police at **416-978-2222** and the Residence Services Front Desk at **416-585-4524**, including the following:
 - The nature of the incident.
 - The location of the incident.
 - The description of the person(s) involved.
 - The description of the property involved.
- Assist the official of the University or police when they arrive by supplying them with all additional information and ask others to cooperate.

PERSONAL SAFETY AND PROTECTION OF PROPERTY

Note: When you are dialing from an internal university phone line, dial 9 for outside line prior to the telephone number.

PERSONAL SAFETY

Personal safety and crime reduction on campus are shared responsibilities. The University's success in reducing crime is dependent upon the support of staff, employees, and students and for visitors and contractors. By following the advice in this section and by reporting any crimes to the Toronto Police Emergency Control Centre and the Residence Services Front Desk at Margaret Addison Hall, you will not only improve your own security but will contribute to a university-wide effort of making our campus safer. Do not endanger yourself and do not attempt to deal with suspicious or hazardous situations yourself.

Call the Toronto Police Emergency Control Centre at **911** and the Residence Services Front Desk at **416-585-4524** from any campus phone for any emergency, including:

- Smell of gas, smoke or fire.
- Life safety.
- Bomb threats.
- Crimes in progress.
- Accidents / sickness.
- Suspicious persons or incidents.

GENERAL ADVICE

The fear of being attacked or assaulted by another person affects our behaviour in many ways. We are governed by our own sense of personal security, whatever the reality, and alter our behaviour by either avoiding or preparing for what we consider “risky” situations. Your perception of your own security in a situation is an important tool in reducing your vulnerability to attack. If you feel you are in danger, change the way you do things so that you feel safer. Chances are, you will be.

There are some common situations and environments people encounter which may make you feel vulnerable. There are also some relatively simple ways to reduce risk in those situations and improve both the perception and reality of your own safety.

PARKING LOTS AND GARAGES

- When you know you will be returning to your car late at night, try to park in a well lit area.
- Before getting into your car, visually check the interior.
- Have your keys in your hand so that you don't have to search for them when you reach your car.
- Never park on levels of a parking garage that are empty or rarely used.
- Know the nearest safe exit route from a garage.
- Back your car into a parking stall in a garage. This gives you greater visibility and allows you to drive away more quickly if you are being approached by a stranger.
- If you are worried about becoming a target, vary your route, park in different spots at different times.

ELEVATORS

- If you enter an elevator and the person riding with you, makes you feel uncomfortable, leave. Get off before the door closes, or leave at the next floor. You don't need to feel guilty for protecting yourself.
- In elevators, stand near the control panel with your back against the wall. If you are threatened, hit the alarm button and as many floors as possible.

UNIVERSITY BUILDINGS AND RESIDENCES

- Never prop open doors, even for a brief time. It may save you a few extra steps or a few moments, but it places the safety of everyone in your building at risk.
- Roller blades or skateboards are not permissible in all buildings.
- Lock your room or office door, even if you are leaving only for a few minutes.
- If a tradesperson, housekeeping person, or anyone else requests admittance to your building, office or room, ask for identification. If you are not satisfied with the person's credentials, direct them to someone in authority for assistance.
- If someone unknown requests entrance to your building or attempts to enter a locked area with you, refuse them entry. Tell them, "I'm sorry, but we are very concerned about security in this building" or "if you will tell me whom you want to visit, I'll buzz them for you." If they persist, direct them to someone in authority. Report any unauthorized entry to your building to the Residence Services Front Desk at **416-585-4524**.
- Be especially aware of maintaining security in your building or residence during weekends, holidays or vacation periods, or during quiet times, when there are fewer people around.
- Use the buddy system; if you are going to work or study late at night in a university building, try to locate yourself close to someone you know, or let someone else know where you are and when you expect to leave.
- You can also let the Residence Services Front Desk know if you are working or studying late at night after the building is closed.

THE WORKPLACE

- Inform the Residence Services Front Desk if you are going to be working in a building after hours at **416-585-4524**.
- Lock your doors when you are working at night.
- Lock all cash and valuables in a safe or cabinet.

PROTECTING YOUR PROPERTY

LIBRARIES

- Do not leave personal property unattended, even in areas where you assume others would notice a theft.

OFFICES

- Lock your door if the office is to be unattended.
- Lock your purse or wallet in a locker or desk at your work area.
- Don't bring large sums of cash to work with you.

RESIDENCES

- Lock your doors and windows whenever you leave the room.
- Never prop doors open.
- Be suspicious of unknown persons loitering in the lobby or checking doors.

- Your valuables should be recorded and engraved with your driver's license number if applicable.

BICYCLE POLICY

Bicycle racks are located throughout the campus grounds for your use. Protect your bike and invest in a durable lock; make sure you lock the frame, not just the wheel to the bike rack.

- Bicycles parked in corridors, foyers, stairways and access ramps pose a serious threat to the life and safety of building occupants in the event of emergency evacuation during a fire. Parking in these locations is in direct violation of article 2.71 of the Ontario Fire Code which regulates obstructions in a means of egress.
- Bicycles found in violation of article 2.71 of the Ontario Fire Code will be removed by the Physical Plant department only after its Director has been informed.
- The bicycle will be stored in an approved secure location for a period not less than 60 consecutive days. After 60 consecutive days Victoria University will dispose of the bicycle.

ILLEGALLY LOCKED BICYCLES

For the purpose of this procedure a bicycle must meet one of the following conditions in order for it to be deemed an illegally locked bicycle:

- Locked in an area or such a way that obstructs vehicle or pedestrian traffic.
- Locked in an area or such a way that obstructs an accessibility ramp or entrance/exit.
- Locked in an area or such a way that obstructs a building entrance/exit.
- Locked to Victoria University signage, railing or fence.
- Locked to a tree on Victoria University property.
- Locked to another bicycle and the owner of that bicycle is present and unable to unlock or remove his/her bicycle.

Any bicycle that has been determined to be illegally locked can be removed by the Physical Plant Department only after its Director has been informed.

ABANDONED BICYCLES

For the purpose of this procedure a bicycle must meet one of the following conditions in order for it to be deemed an abandoned bicycle (this includes individual bicycle components and/or parts):

- It appears to be in an obviously state of disrepair (e.g., extremely rusted, no handle bars, bent frame).
- It has been determined that the bicycle has been locked in the same location for more than 30 consecutive days.

BICYCLE REMOVAL

Once it has been determined that a bicycle is to be removed for either of the two reasons within this procedure, Victoria University Physical Plant Department will be responsible for the removal and the storage of the bicycle. The following procedure will be followed:

1. The Physical Plant Department will open a Bicycle Removal Report and note the location, a description of the bicycle and the date of the removal.

2. The Physical Plant Department will cut the lock and secure and maintain it with the bicycle for a future pending means of identification.
3. The Physical Plant Department will store the bicycle in an approved secure location for a period not less than 60 consecutive days.
4. After 60 consecutive days, the Physical Plant Department will dispose of the bicycle.

RETURNING TO OWNER

If an individual contacts the Physical Plant Department stating they want to retrieve their bicycle the individual must provide at least one of the following to prove ownership in order to have the bicycle in question released to them:

- A sales receipt for the bicycle.
- A detailed description of the bicycle.
- The location the bicycle was last locked.
- A key that operates the lock that was used to originally secure the bicycle.

If the Physical Plant Department is satisfied that the individual is the true owner of the bicycle, it will update the Bicycle Removal Report with the owner's name, bicycle tag number and serial number. If the method of identification is going to consist of the individual using a key to unlock the bicycle lock (that was secured and maintained with the bicycle) then the Physical Plant Department will release the bicycle only if the attempt is successful. Once the bicycle has been released to its owner, the Physical Plant Department will then close the Bicycle Removal Report.

Any locking device cut in attempts to remove a bicycle as described above will NOT be reimbursed.

BICYCLE REMOVAL FORM TO BE REPORTED TO THE PHYSICAL PLANT DEPARTMENT

Date of report: _____
Name of person reporting: _____

Time of report : _____
Department : _____

Please select hazard concern(s)/safety issue(s):

- Bicycle locked in an area or such a way that obstructs vehicle or pedestrian traffic.
- Bicycle locked in an area or such a way that obstructs an accessibility ramp or entrance/exit.
- Bicycle locked in an area or such a way that obstructs a building entrance/exit.
- Bicycle locked to Victoria University signage, railing or fence.
- Bicycle locked to a tree on Victoria University property.
- Bicycle locked to another bicycle and owner is unable to unlock or remove his/her bicycle.
- Bicycle in an obviously state of disrepair (e.g., extremely rusted, no handle bars, bent frame).
- Bicycle has been locked in the same location for more than 30 consecutive days.

Location of bicycle: _____

Bicycle description (please attach photo if possible):

Color: _____ Model: _____ Serial #: _____

Signature of person reporting hazard: _____

TO BE COMPLETED BY PHYSICAL PLANT
--

Owner's name (if known): _____ Tel.: _____
Is this a repeat offense: Yes No Not known

Actions to be taken by Grounds and timeline:

1. Tag bicycle: _____ Tag #: _____
2. Remove lock and store bicycle by: Date: _____ Location: _____

Return to owner:

1. Has the owner contacted Physical Plant to retrieve the bicycle: Yes No
 - 1.1. If "No" and it has been at least 60 days since first bicycle report, Grounds to dispose of the bicycle immediately or by: Date: _____
 - 1.2. If "Yes", owner to provide at least 1 of the following proof of ownership (check all that apply):
 - A sales receipt for the bicycle.
 - A detailed description of the bicycle.
 - The location the bicycle was last locked.
 - A key that operates the lock that was used to originally secure the bicycle.

Date of return to owner: _____ Signature of owner: _____

Signature of Health and Safety Officer: _____ Closing date: _____

Original to be kept with: Health and Safety Officer
Copies to: Grounds, Dean's office (if applicable)
