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McMaster Emergency Guidebook



NEW EDITION

The purpose of the McMaster Emergency Guidebook is to provide McMaster faculty and staff with a clear, concise and up-to-date safety resource to help them to prepare for and deal with emergencies. While emergencies are typically unpredictable, we hope to provide foundational health and safety knowledge that can assist our faculty and staff in times of crisis. Being prepared and informed can be critical when urgent action is needed, and the McMaster Emergency Guidebook has been compiled with this in mind.

Using the Guidebook

- Take time to read this Emergency Guidebook thoroughly
- Be aware of emergency exits and exit routes from your location
- Participate in drills and training
- Know where to find emergency numbers
- Develop a departmental/office emergency plan consistent with the Emergency Guidebook
- Keep the Guidebook where readily available

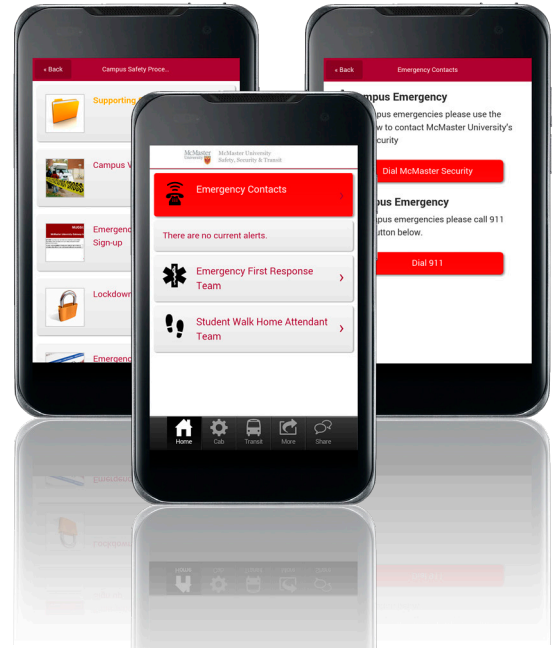
Faculty of Health Sciences Locations

McMaster University and the Faculty of Health Sciences have affiliations with Hamilton Health Sciences, St. Joseph's Hospital, and numerous offsite locations with differing emergency numbers and protocols. Consequently, a supplementary list of emergency numbers and information has been included in the Guidebook to assist these members of the McMaster community.

The McMaster Safety App:

McMaster University has its own safety app for your smartphone. The app is called McMaster Safety App.

The McMaster Safety App is free and available for all platforms, download it today from The App Store.



Infectious Disease

Early reporting is essential to successfully respond to an infectious disease incident. Examples of infectious disease include hepatitis, rabies exposure, meningitis, tuberculosis, etc.

Employees are responsible for notifying their direct supervisor when they become aware of an infectious disease incident. Supervisors and/or department heads are required to report any case of an infectious disease incident and must ensure available information of the incident is provided to McMaster Security Services at **Ext. 88** (on-campus) or **905-522-4135** from non-campus phones, as well as Employee Health Services via the Occupational Health Nurses at **Ext. 20309** or **Ext. 20310**.

Employee Health Services will communicate these incidents, as appropriate, with Public Health, the Student Wellness Centre, and the Workplace Safety & Insurance Board.



Emergency Notifications

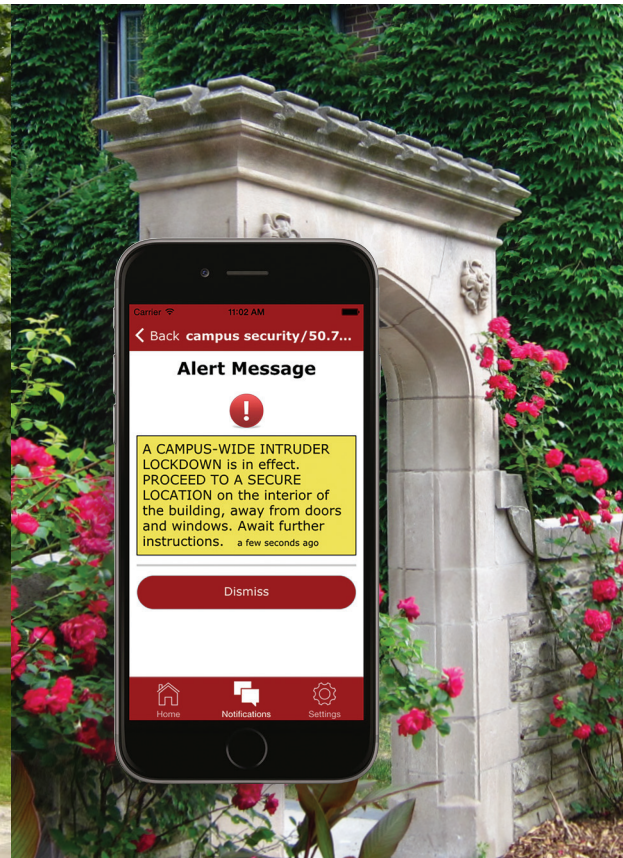
Since 2007, McMaster University has installed a number of notification systems intended to be activated in the event of a campus-wide situation. Due to the size, population, and diversity of the McMaster campus, multiple methods of communication have been established to increase the efficiency of the notification.

Alertus Mobile App: The Alertus Mobile App for smartphones provides push notifications for emergency alerts to your Apple or Android device during emergencies on campus. More information is available at: http://security.mcmaster.ca/campus_notification_alertus_mobile.html

Sirens: Outdoor sirens, which have the option of sending a verbal message as well as an audible siren, are installed on the McMaster campus. These sirens can be heard outdoors as well as from some indoor locations.

Video Information Screens: LCD screens are installed in almost all campus buildings. In the event of an emergency, a message is sent to all screens providing information about the incident. Such alerts are also available for desktop computers; the software to install this capability is available online <http://security.mcmaster.ca/alertus.html>

Assistance Phones: Campus Assistance Phones (red emergency poles) are equipped with a public address system that notifies of an emergency situation through a PA system. This notification can be heard by anyone within the vicinity of the phones.



Reporting Injuries/Incidents and Safety Hazards

Report all injuries/incidents and hazards to your supervisor and complete an Injury/Incident Report. These reports are available from your supervisor, or at www.workingatmcmaster.ca/eohss/forms/index.php. For injuries/incidents requiring immediate medical attention, please refer to the Medical Emergencies section of the guidebook.

Forward Injury/Incident Reports to the appropriate health and safety office. Email reports to Environmental and Occupational Health Support Services (EOHSS) at eohss@mcmaster.ca, or fax at **905-540-9085**.

For safety concerns arising outside of business hours, contact McMaster Security Services on-campus at **Ext. 24281**, or speak to your supervisor.

For FHS locations, fax reports to the Faculty of Health Sciences Safety Office at **905-528-8539**

Contact EOHSS at **Ext. 24352** for further assistance reporting injuries/incidents and hazards. Additional information can be found in the Risk Management Manual (RMM) #1000: Reporting and Investigating Injury/Incident/Occupational Disease Program available at www.workingatmcmaster.ca/eohss.

Please refer to the Medical Emergencies section of this Guidebook for further information in regards to reporting a critical injury.

For FHS locations, contact the Faculty of Health Sciences Safety Office at **Ext. 24956** for further assistance reporting injuries/incidents and hazards.



Evacuation

In the event that the campus must close, McMaster has a plan to ensure that an evacuation is conducted as quickly and as safely as possible. The McMaster community will be informed of the evacuation by either a voice announcement over the siren system, email, or by staff personally notifying each building.

The University's evacuation policy can be found online at: www.mcmaster.ca/newsevents/crisismanagement

The University's Crisis Management Group has the authority to implement a controlled evacuation of the campus for the following crises:

Natural Crisis: including, but not limited to, winter storms, blizzards, tornadoes, floods, lightning strikes, etc.

Human Caused Crisis: including, but not limited to, nuclear reactor incident, serious criminal activity affecting the University community, fire, any vehicle accident with mass casualties, medical emergencies such as food poisoning or epidemic, student or labour unrest, etc.

Vehicles:

In the event that an evacuation is initiated by the Crisis Management Group (CMG), routes for vehicle traffic may be designated (see back of guidebook). Following these routes will ensure that roadways will remain clear for emergency responders and emergency transportation vehicles. Parking & Security staff will be posted to direct vehicle traffic flow. If necessary, buses will be arranged to evacuate residence students to an alternate location until it is safe to return to campus.

Emergency Evacuation: Code Green

HHS/St. Joseph's: follow local evacuation protocols specific to your clinic/ward/office area.

Physical Impairment:

If physical impairment restricts mobility and prevents evacuation, please call McMaster Security Services by dialing **Ext. 88** from campus phones or **905-522-4135** from external lines.



Medical Emergencies

Ensure your own safety and that of the injured person.

Handling the Emergency:

1. For On-Campus Emergencies, call McMaster Security Services
 - Dial **Ext. 88** from any campus phone
 - Dial **905-522-4135** from non-campus phones
 - **Red Assistance Phones** located throughout campus provide a direct link to McMaster Security Services
 - Use the **McMaster Safety App** to directly contact McMaster Security Services
2. Advise the dispatcher of the nature of the injury or illness, as well as your location (building, street address, and/or floor and room number)
3. Do not move the injured person unless there is a high risk of further injury or death
4. Keep calm and do not leave the injured person unattended
5. Provide first aid only if qualified, otherwise wait for a first response team to arrive (McMaster Security Services and Emergency First Response Team (EFRT) will be dispatched to the situation to provide emergency assistance for Main Campus emergencies)

FHS Locations:

Medical Emergencies: Code Blue

- HHS: Dial **Ext. 5555**
- St. Joseph's Hospital: **Dial Ext. 7777**
- Off-Site Locations: **Dial 911**

Supervisors/Department Heads:

In the case of a critical injury, the following steps must be taken:

- Secure the accident site and ensure that further injury is prevented
- Immediately arrange for medical and emergency assistance by calling the appropriate number
- Immediately notify Environmental and Occupational Health Support Services (EOHSS) at **Ext. 24352**. After hours, please contact McMaster Security Services at **Ext. 88**.
- Ensure the site remains undisturbed until the EOHSS/FHS Safety Office provides clearance

FHS Locations: contact the Faculty of Health Sciences Safety Office at **905-525-9140 Ext. 24956**

Critical Injury Definition

an injury of a serious nature that,

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

After the Incident:

All medical injuries require the completion of a McMaster University Injury/Incident Report. It is available from your supervisor and online at <http://www.workingatmcmaster.ca/med/document/injury-incident-report-fillable-1-36.pdf>

Reports can be emailed to EOHSS at eohss@mcmaster.ca, or faxed at **905-540-9085**.

FHS Locations: fax incident reports to the Faculty of Health Sciences Safety Office at **905-528-8539**

Personal Safety

Your personal safety is important to McMaster University. We have numerous personal safety devices on the campus, such as: closed circuit TV (CCTV) cameras, red campus assistance phones, and the Student Walk Home Attendant Team (SWHAT). Below are some personal safety tips that can assist you in remaining safe both on and off campus.

On the Street:

- Walk in groups
- Avoid dark and/or deserted areas
- Plan your route – avoid shortcuts and take the most frequently traveled route
- Be alert
- Walk near curbs, away from shrubs
- Familiarize yourself with the locations of the red campus assistance phones
- If you think you are being followed, go to the nearest public place
- Let people know where you will be, and what time to expect your arrival

Building/Office Safety:

- Ensure the exterior of the building is secure; do NOT prop doors open
 - Keep office and personal property secure at all times

 - Do not lend keys or access cards to anyone
 - If a door is unable to be secured, or you have lost or misplaced your keys and/or access card, contact McMaster Security Services immediately by dialing **Ext. 88** from campus phones or **905-522-4135** from external lines.
- HHS: Dial **Ext. 5555**
 - St. Joseph’s Hospital: **Dial Ext. 7777**
 - Off-Site Locations: contact your supervisor or building manager

Suspicious Activity:

If you witness anything unusual or abnormal in your building or on-campus, contact McMaster Security Services immediately by dialing **Ext. 88** from campus phones, **905-522-4135** from external lines, or use the **McMaster Safety App**.

Student Walk Home Attendant Team (SWHAT):

SWHAT is a volunteer service provided by the McMaster Students Union. It is available 7 days a week throughout the fall and winter school terms, from 7 pm until 1 am, and 2 am on weekends. SWHAT will walk anyone anywhere on-campus, as well at 30 minutes off-campus, and will even take the bus too. Dial **Ext. 27500** or use the **McMaster Safety App** to request this service, or to find out more details.

- HHS: Dial **Ext. 5555** for security escort
 - St. Joseph’s Hospital: **Dial Ext. 7777** for security escort
 - DTC: Dial **Ext. 23206** for security escort
 - RJC: Dial **Ext. 20536** for security escort

Nuclear Reactor Emergencies

McMaster University’s Nuclear Reactor (MNR) has been safely in operation since 1959. Safety and security of the MNR is governed by strict licensing requirements. Although the possibility of a nuclear emergency is remote, staff must be prepared and trained to deal with the types of incidents that could occur. For more information regarding the MNR, please visit mnr.mcmaster.ca.

Pre-Release Evacuation:

In the event of a nuclear emergency, the buildings in the immediate vicinity of the MNR will be evacuated prior to the release of any radioactive material from the MNR. A campus-wide evacuation is NOT necessary at this stage.

- The evacuation will be signaled by fire alarms, signage, and/or public address (where possible); If alarms are used, staff will inform people of the reason why they must evacuate the premises
- Yellow tape will cordon off the Emergency Safety Zone to restrict access
- Non-emergency response personnel will be evacuated from the following buildings:
Reactor Evacuation Zone:
John Hodgins Engineering Building (JHE)
A.N. Bourns Building (ABB)
Thode Library (Thode)
Tandem Accelerator (Tandem)
McMaster Nuclear Reactor (MNR)
Clarke Utility Centre (CUC)
General Sciences Building (GSB)
Burke Science Building (BSB)
Nuclear Research Building (NRB)

Follow-up contamination monitoring will not be necessary in the successful activation of the plan at this stage.

Radioactive Release:

If it is not possible to evacuate prior to the release of radioactive material, or if radioactive material is released before evacuation is completed, people in the evacuation control zone may be instructed to ‘Shelter in Place’ until they can undergo monitoring for contamination.

Shelter in Place:

- Stay inside the building to protect against radiation exposure
- Keep windows and doors closed
- Fire Marshals/Health Physics, Security Services, or reactor personnel will provide updates and direct personnel to safety

If it is necessary to shelter in place, signs will be posted on exit doors of your building and fire marshals will be utilized to control the exits.

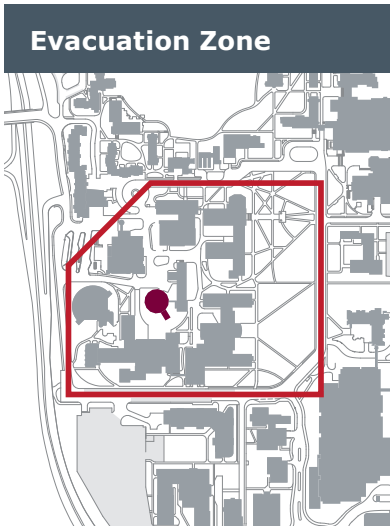
Contamination Monitoring:

If radioactive material is released prior to completion of the evacuation, people evacuating from the area will be required to undergo monitoring for contamination.

- Staff will instruct people in affected buildings to ‘shelter in place’
- Health Physics/MNR, or McMaster Security Staff will escort personnel to the monitoring station
- If contamination is detected, assistance will be provided to decontaminate

FHS Locations:

Staff will report release/contamination to their local radiation safety officer or Health Physics at **Ext. 24226**. Health Physics will then escort personnel to the monitoring station.



Harassment

Harassment is the act of engaging in a course of vexatious comments or conduct against a worker in a workplace that is known or ought reasonably to be known to be unwelcome. Harassment includes sexual and/or gender-based harassment and workplace sexual Harassment.

Harassment can take many forms, such as the following:

- Unwelcome physical contact
- Inappropriate looks, gestures, jokes, or displays of offensive materials
- Damaging personal property
- Gossiping, ignoring, or excluding someone
- Persistent criticism or public reprimands
- Offensive or intimidating email, texts, Facebook messages, etc.

Sources of harassment can range from fellow employees and supervisors, to students and clients.

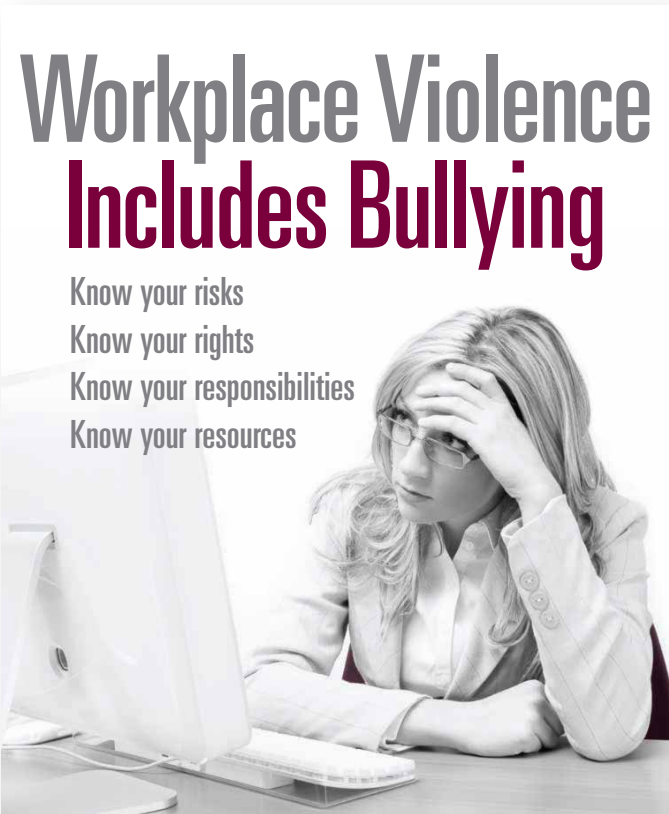
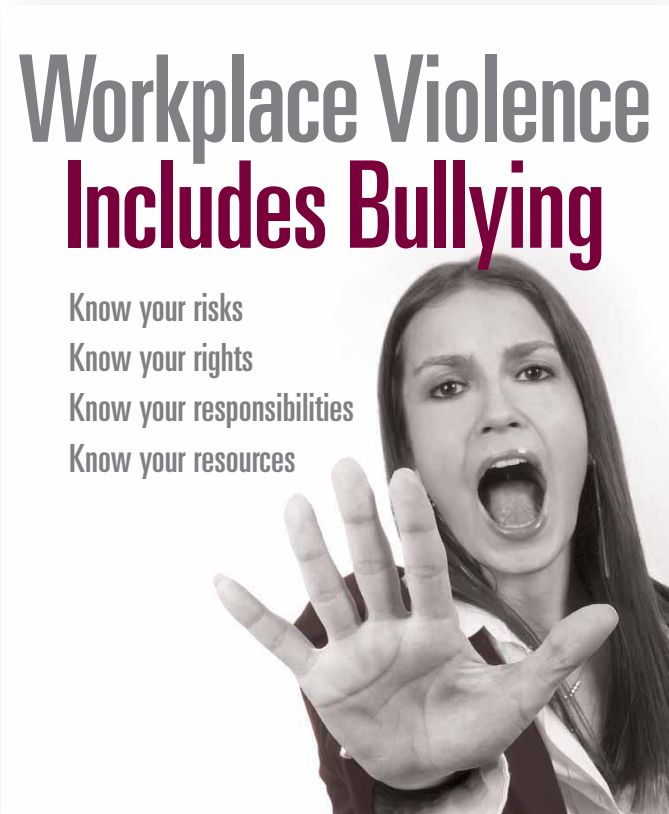
Harassment that targets an individual or group of individuals on the basis of one or more protected human rights grounds is not only a breach of University policy, but also a breach of the Ontario Human Rights Code.

What to do if you are being harassed:

1. **If threat is imminent** call security on campus at **Ext. 24281** or **905-522-4135**.
 2. **Tell the Harasser to Stop:** if it is too difficult to directly speak to the harasser, try sending a letter or email. Identify the incident(s), state what you found to be hurtful in the harasser’s behaviour, and state clearly that you want the harasser to stop. Keep a copy of all correspondence.
 3. **Keep a Record:** Record dates, times, nature, and details of the incidents as well as names of witnesses (if any) at the time.
 4. **Protect Yourself:** If possible, avoid being alone with the harasser. If you have contact, written or verbal, stay calm and avoid resorting to behaviour that could lead to charges of harassment against you.
 5. **Get Support:** Find someone supportive who will respect how you feel, and tell them about the harassment. They can then make sure that you are not left alone with the harasser, could be present if you decide to confront the harasser, and can provide support.
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6. **Ask for Help:** Contact security at **Ext. 24281**. Call and discuss the situation with the Equity & Inclusion Office (EIO) at Ext. 27581 or Employee and Labour Relations at Ext. 23850, for assistance in resolving the situation. See a doctor if you are having health related issues as a result of the harassment.

The McMaster Anti-Discrimination Policy can be found online at workingatmcmaster.ca/eohss

Offsite: If the threat is imminent, call **911**. Otherwise, discuss all harassment-related issues with your supervisor.



Weather-Related and Utility Emergencies

Snow and Ice Storms:

- Listen to local weather advisories in the local media:
Hamilton Spectator website (www.thespec.com)
Oldies 1150 AM/K-Lite 102.9 FM
CHAM 820 AM
CHML 900 AM/Y108 (107.9) FM
WAVE 94.7 FM
CKPC 92.1 FM - Brantford
CFMU 93.3 FM
CHCH Television
 - School closure updates will be posted on the following websites:
McMaster Daily News (dailynews.mcmaster.ca)
McMaster Facebook page (www.facebook.com/mcmasteruniversity)
McMaster Twitter feed (www.twitter.com/mcmasteru)
 - Call the McMaster University switchboard at **905-525-9140** to listen for emergency closures
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Tornadoes and Windstorms:

- Move towards the centre of the building, or any office areas that do not have glass windows
 - Remain in a designated safe area until the threat has passed
 - Try to hide under something heavy (such as a large desk)
 - Physically protect yourself, especially your head and neck
 - Do not run outside as falling debris may cause injury
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Earthquakes:

- Take cover under a table or other piece of sturdy furniture. If there is not a table or desk in your area, cover your face and head with your arms and crouch in a corner of the building
 - Stay away from windows
 - Stay indoors until the shaking stops and you are sure it is safe to exit
 - When exiting, use stairs instead of an elevator in case of after shocks, power outages, or other damage
 - If you are outdoors, find a clear spot (away from power lines, buildings, trees, streetlights, etc.) and drop to the ground. Remain in this position until the ground stops shaking.
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Power Failures:

- Remain calm
 - Stay where you are; emergency lighting for evacuation purposes on-campus will operate for a minimum of 20 minutes
 - Turn off all electrical equipment with manual switches
 - Unplug computers to protect equipment from possible power surges when the power returns
 - Contact McMaster Security Services if on-campus and you require assistance
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Stranded On-Campus:

As soon as an emergency situation has been declared, individuals should assess their personal safety when deciding whether to stay or leave the University.

Should you decide to stay in your location, call McMaster Security Services at **Ext. 88** from campus phones, or dial **905-522-4135** from external lines to inform security of your location.

Additionally, Security Services will check all buildings for stranded people, and advise them to communicate with the Housing and Conference Services Centre at **Ext. 24223** for assistance.

For more details, please refer to the University storm policy at http://www.mcmaster.ca/policy/Employee/storm_emergency_policy.pdf

Campus Violence - Active Threats

GET OUT, HIDE, FIGHT

View the "Get Out, Hide, Fight" video https://youtu.be/G8tYSOG4A_4

If the situation is happening near you, please follow the safest course of action as follows:

GET OUT. If you think a dangerous situation is developing, or you are alerted about a situation, do not wait. Get Out.

HIDE. If it is too late and you cannot get out – Hide.
Find the safest place you can, and make it safer.

- Lock the door
- Close the blinds
- Barricade the door
- Stay away from the door and windows

FIGHT. Fighting is your last resort. You would only confront a violent or armed intruder if you somehow became trapped in a space with no escape. A violent or armed intruder typically doesn't respond to reason so you must assume they intend to harm you. Find an object you can use to strike the shooter with; trip them with a chair; be as aggressive as you can; do anything you can to stop them.

Remain in place until Hamilton Police, McMaster Security, or other emergency personnel arrive at your location to provide assistance and directions to leave. Emergency personnel will have keys to your area.

How to respond to an **ACTIVE THREAT** on campus:



If a safe path is available, **GET OUT**

- Do not hesitate; get out
- Leave your belongings
- Discourage others from entering the area
- Call Security when you are safe



If you can't get out safely, **HIDE**

- Stay out of attacker's view and be quiet
- Silence your phone
- Lock/barricade doors
- Call Security if it is safe to do so



As a last resort, **FIGHT**

- Fight with all-out commitment
- Be physically aggressive
- Use improvised weapons
- Fight to incapacitate the attacker

For training information and video, visit: security.mcmaster.ca
Emergency – Contact Security. Dial "88" from campus phones
(905) 525-9140 ext. 24281, (905) 522-4135 (direct)



Campus Violence

The McMaster University Policy and Program on Workplace Violence can be found online at workingatmcmaster.ca/eohss

If you are confronted with a developing violent situation, the following is a list of actions that are recommended. It should be noted that these types of incidents are unpredictable. The guidelines below are recommendations that are based on best practices, and were developed in consultation with the Hamilton Police Services.

Under the Occupational Health and Safety Act, violence can be defined as the exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker; an attempt to exercise physical force against a worker, in a workplace that could cause physical injury to a worker; and a statement or behaviour that is reasonable for a worker to interpret as a threat to exercise physical force against the worker, in a workplace, that causes physical injury to the worker.

1. Exit the building immediately if it is safe to do so
2. Notify anyone you encounter to also exit the building
3. Call McMaster Security Services from any campus phone by dialing **Ext. 88** from campus phones, **905-522-4135** from external lines, or use the **McMaster Safety App**.
 - a. Give the McMaster Security Services dispatcher the following information:
 - Your name
 - Location of the incident (be as specific as possible)
 - Describe the incident (shooting, hostage, etc.)
 - Number of suspects (if known)
 - Description or identity of suspects
 - Your current location
4. Report to your building fire evacuation assembly area. *This should only be done if reasonably safe to do so, and you may be further directed by Security, Police, or Fire Wardens to move to an alternate area.*
5. All incidents or threats of workplace violence must be reported to EOHSS using the Injury/Incident Report form immediately following the incident.

FHS Locations:

Code White: Violent Person
Code Purple: Hostage Taking
Code Silver: Active Shooter

Follow local Lockdown protocol



Persons of Concern

If there is a person on campus who is causing you concern – for example: their behaviour is a concern, they are a person who you believe could be a threat to the university or campus community, or they are a person who you feel needs assistance or support, we have services to assist in these situations.

For more information, please refer to the McMaster Workplace Violence Program and Guidelines at <http://www.workingatmcmaster.ca/med/document/McMaster-University-Workplace-Violence-Program-1-36.pdf>

Violence Risk Assessment Team

McMaster University has created the Violence Risk Assessment Team, which is a sub-committee of the Crisis Management Group (CMG). This team takes a multi-disciplinary approach to assessment, investigation, and response to reports of behaviour that is of potential concern or threat to the University community. The team is made up a diverse population of the campus including representation from Human Resources, Health and Safety, Academics, Dean of Students and Student Affairs.

In cases where support is required... please contact the appropriate department. All of these areas rely on the support of the Violence Risk Assessment Team and can activate this team as required:

- For Staff Assistance: Human Resources & Labour Relations (**Ext. 23850**)
- For Student Assistance: Student Affairs (**Ext. 27455**)

In cases where immediate response is required... please contact McMaster Security Services at **Ext. 88** from campus phones or **905-522-4135** from external lines; they will then use this information to conduct a primary assessment of the case.

Emergency Situations

During regular business hours, students requiring immediate help because of life-threatening or severe psychological difficulties can book a Crisis Appointment at the Student Wellness Centre by dialing **Ext. 27700** or visiting the centre in MUSC B101

For assistance after hours or any situation requiring immediate referral, contact McMaster Security Services by dialing **Ext. 88** from campus phones, or **905-522-4135** from external lines.

FHS Locations:

- HHS: Dial **Ext. 5555**
- St. Joseph’s: Dial **Ext. 7777**
- Other site locations: **Dial 911** for emergency response

Direct or Indirect Reference to Suicide:

Regardless of the circumstances or context, references to committing suicide should be taken very seriously and a mental health professional should be consulted.

Threats and Disruptive Behaviour:

Intervention varies with the severity of the behaviour however; physical violence causing bodily harm and specific threats must be reported immediately to McMaster Security Services by dialing **Ext. 88** from campus phones, or **905-522-4135** from external lines.

FHS Locations:

- HHS: Dial **Ext. 5555**
- St. Joseph’s: Dial **Ext. 7777**
- Other site locations: **Dial 911** for emergency response

Drug and Alcohol Misuse:

If a student appears to have a pattern of substance abuse, it is important to refer the student to counseling; however, it is also important to speak to the student when he or she is sober. In case of an apparent drug overdose or severe drug reaction, call McMaster Security Services by dialing **Ext. 88** from campus phones, or **905-522-4135** from external lines.

FHS Locations:

- HHS: Dial **Ext. 5555**
- St. Joseph’s: Dial **Ext. 7777**
- Other site locations: **Dial 911** for emergency response

Other Areas of Concern:

Students experiencing the following difficulties should seek assistance, or be encouraged to do so by calling or visiting the Student Wellness Centre at MUSC B101 (**Ext. 27700**).

- Eating disorders
- Assault and harassment
- Marked changes in mood or behaviour
- Difficulties communicating and/or apparent distortions of reality
- Learning and academic problems

Suspicious Package/Letter

If you notice a suspicious package/letter:

- Do NOT handle the package/letter
- Notify McMaster Security Services by dialing **Ext. 88** from campus phones, or **905-522-4135** from external lines

FHS Locations:

- HHS: Dial **Ext. 5555**
- St. Joseph’s: **Dial Ext. 7777**
- Offsite locations: **Call 911**

If you open a suspicious package/letter:

- If you have opened the letter, rest it down gently where you first read it. Leave it alone, remain calm, and avoid sudden movements
- Inform a co-worker in the immediate area about what has happened, and ask them to call McMaster Security Services by dialing **Ext. 88** from campus phones, or **905-522-4135** from external lines
- Have a co-worker turn on water to prevent the contamination of surfaces and wash your hands thoroughly. Move to an area where you can avoid contact with others and stay there
- Remain calm – exposure does not mean that you will become ill. McMaster Security Services will make sure you receive specific information about your symptoms and effective treatment
- If you work in an area or position where packages are received and opened routinely, have a specific plan for identifying and responding to a suspicious package, and exercise that plan on a routine basis
- If possible, create a list of persons who were in the room or area when the suspicious letter or package was recognized. Provide a list of persons who may have handled the package or letter

FHS Locations:

- HHS: Dial **Ext. 5555**
- St. Joseph’s: **Dial Ext. 7777**
- Other locations: **Call 911**

Suspicious/hazardous mail may contain any one or more of the following characteristics:

- | | |
|--|--|
| <ul style="list-style-type: none">• Fictitious return address• Excessive weight• Badly typed or written• Lopsided or uneven• No return address• Biological substances• Addressed to title only• Leaking unidentified liquid• Sharp items: needles, nails, razors• Melts or alters surfaces• Crystallization of wrapping• Unidentified powder, granular, or sand-like substance on or leaking from the package | <ul style="list-style-type: none">• Offensive material (includes death threats and objectionable matter)• Excessive postage• Rigid or bulky• Protruding wires• Special endorsements• Restrictive markings• Chemical substances• Oily stains/discoloration• Mailed from a foreign country• Ticking or other unusual sounds• Excessive wrapping tape or string |
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Photo credit: Jeff Easter - <https://flic.kr/p/39LRXP>

Bomb Threats

- Take all bomb threats seriously
- Remain calm and be courteous to the caller
- Listen carefully to the caller
- Record the information listed on the telephone call display
- Make notes that record the conversation with the caller

If possible ask questions:

- Where is the bomb? What does it look like?
- When will it explode?
- Why did you plant the bomb?
- What is your name? Do you represent a group?

Most people who call in bomb threats don’t expect to be questioned. By asking questions, you may get the caller to reveal important information.

At the end of the call, notify Security Services immediately

Dial 88 on University phones

External phones dial 905-522-4135

Security Services staff will respond and investigate the threat

FHS Locations:

Bomb Threat: Code Black

To report that you have received a bomb threat, contact your location-specific emergency number:

- HHS: Dial **Ext. 5555**
- St. Joseph’s: **Ext. 7777**

Follow local Code Black protocols.

Take a moment to complete the following checklist

BOMB THREAT CHECKLIST

1. Date		
2. Call Display		
3. Time call started		Time call finished
4. Exact wording of the threat:		
5. Where is bomb located: building or outside?		
a. Where in building? Room number?		
6. What does bomb look like?		
7. What time will the bomb go off?		
8. Who planted the bomb?		
9. Why was the bomb planted?		
10. What is your name?		
11. Do you represent a group?		
12. Identifying Characteristics:		
Gender: <input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Not Sure		Estimated Age:
Accent:	Voice: <input type="checkbox"/> Loud <input type="checkbox"/> Soft <input type="checkbox"/> Raspy <input type="checkbox"/> Other	Condition: <input type="checkbox"/> Normal <input type="checkbox"/> Slurred <input type="checkbox"/> Confused <input type="checkbox"/> Other (explain)
Speech: <input type="checkbox"/> Fast <input type="checkbox"/> Slow		Diction: <input type="checkbox"/> Good <input type="checkbox"/> Nasal <input type="checkbox"/> Lisp
Background Noise? <input type="checkbox"/> Yes <input type="checkbox"/> No		Describe background Noise:
Manner: <input type="checkbox"/> Emotional <input type="checkbox"/> Calm <input type="checkbox"/> Vulgar		
Familiar with you? <input type="checkbox"/> Yes <input type="checkbox"/> No Explain:		Familiar with the area? <input type="checkbox"/> Yes <input type="checkbox"/> No Explain:
Did the caller give a name?		Did the caller mention any other names or departments?
Your Name:		Dept.
		Phone Number

Suspicious Odour and Spills

If you detect a suspicious odour:

1. Leave the area immediately and wait to assist responders with information.
2. During normal business hours, notify your supervisor.
3. Contact Customer Service Centre (Facility Services) at **Ext. 24740** and ask what the response time will be.
4. Contact Environmental and Occupational Health Support Services (EOHSS) at **Ext. 24352** during regular business hours. After hours, call McMaster Security Services by dialing **Ext. 88** from campus phones, or **905-522-4135** from external lines.
5. Describe the location and characteristics of the odour (ex. what does it smell like?). Relay any other information that may be relevant to the situation.

Chemical and Radioactive Spills

These are general guidelines that should be customized to meet the needs of the individual laboratory/studio or operation. These guidelines shall only be performed by trained and competent individuals with the proper equipment and tools to clean up the spill safely.

Determine if the spill is Minor or Major/Complex and follow the procedures applicable for handling that type of spill.

Minor Spill:

An amount that is safe to clean up; easily contained from drains, ignition sources and incompatible chemicals; not immediately dangerous to life and health (IDLH); there is no likelihood of fire or explosion; proper Personal Protective Equipment (PPE) is available and person is fit tested and trained in use.

- Report incident to Supervisor/Principal Investigator.
- Treat the spill using appropriate spill response procedures as outlined in Chemical Handling and Spills Response training and specific emergency spill response procedures applicable to area/laboratory.
- Submit Injury/Incident Report to EOHSS with complete details of the spill along with corrective measures.

Major/Complex Spill:

Any amount that is not safe to clean up; there is potential for release to atmosphere, discharge to sewer, leak into soils or surface water; there is immediate danger to life or health; likelihood of a fire or explosion; PPE is not available; spill kits are not available.

- Ensure you move to a safe location.
- Alert staff in area, contact Supervisor/Principal Investigator.
- Provide rescue or first aid only if you are safe to do so.
- Pull fire alarm, and contact McMaster Security Services by dialing **Ext. 88** from campus phones, and **905-522-4135** from external lines

- Provide the following information: building, floor, room number, Material Safety Data Sheet (MSDS) and any other potential hazards/chemical mixtures and the chemical state of the spill (solid, liquid, or gas).
- Submit Injury/Incident Report to EOHSS with complete details of the spill along with corrective measures.

Radioactive Spill:

If radioactive material is spilled, authorized users who have been trained to use radioactive materials should follow the appropriate spill response procedures which can be found at www.mcmaster.ca/healthphysics/emergency/emergency.html

- Staff who have not been trained to use radioactive material will report the release/contamination to their supervisor, McMaster Security Services, and Health Physics at **Ext. 24266** or **Ext. 23365** or **Ext. 24099**.
- Health Physics will supervise the response to the spill

FHS Locations:

Hazardous Material Spill: Code Brown

1. Leave the area and contact your supervisor.
2. At HHS call **Ext. 5555**, St Joseph’s call **Ext. 7777**.
3. The Spill Team will call in an external response company.
4. Follow local spill response protocols.

If a spill is close to a drain or a sewer, the area should be covered using a spill pillow. If a chemical enters a drain or a sewer, immediately notify EOHSS at **Ext. 24352**. After hours, notify Security Services at **Ext. 88**.



Fire Emergencies

Upon hearing an alarm:

1. Immediately leave the building by the designated exit. If the primary exit is dangerous, use the nearest safe alternate exit.
2. Proceed to an assembly area at least 100 m (300 feet) away from the exit
3. Keep entrance ways, access ways, and roadways clear
4. Await additional instructions from McMaster Security

If you encounter smoke:

1. Crouch low to the floor and take shallow breaths
2. If possible, place a moist cloth over your mouth and nose
3. Proceed to the nearest safe exit

If you discover a fire:

1. Close any doors leading to the fire area
2. Pull the nearest fire alarm
3. Proceed to an assembly area away from the building

If you are trapped by a fire:

1. Let someone know where you are. If phones are functional call McMaster Security by dialing **Ext. 88** from campus phones, **905-522-4135** from external lines, or use the **McMaster Safety App** to directly contact McMaster Security Services
2. Tell the dispatcher your exact location
3. If possible, close any doors and use anything you can find to seal cracks (towels, clothing, etc.) to protect yourself from smoke and fire.

Operating a Fire Extinguisher:

Remember **P.A.S.S.**

Pull the pin

Aim at the base of the flame

Squeeze the handle to release contents

Sweep the extinguishing agent over the fire slowly from side to side

Fire Classifications:

Class A: wood, paper, textiles

Class B: flammable liquids & gases

Class C: electrically energized fires

Class D: flammable metals

Fire Blankets are used to wrap around a person whose clothing has ignited.

Please note that Fire Blankets are not to be substituted for an approved fire extinguisher and are to be used for people engulfed in flames only.

Things to Remember during Fire Emergencies:

- Do NOT use elevators
- Do NOT re-enter the building until the ‘all clear’ is given
- Heat and gas rise, so if smoke enters the room – crouch low to the ground
- Fire extinguishers are only intended for small fires

Individuals Requiring Assistance:

All individuals requiring specialized assistance are encouraged to contact EOHSS (**Ext. 24352** or **eohtss@mcmaster.ca**) to arrange for an assessment. An Individual Emergency Response Plan will be completed to assist affected individuals during emergency situations. There is no requirement to disclose personal medical information. Managers and supervisors are encouraged to communicate the availability of this service to their employees.

FHS Locations:

Fire Emergencies: Code Red

If you smell smoke...

If you smell smoke but you do not see smoke or fire, call Ext. 5555 at HHS or Ext. 7777 at St. Joseph’s, and report the smell of smoke and give your name and exact location

If you find a fire or see smoke...

R.E.A.C.T.

Remove persons in immediate danger

Ensure door is closed to confine fire/smoke

Activate fire alarm at nearest pull station

Call Ext. 5555 at HHS, or **Ext. 7777** at St. Joseph’s to report a fire – give your name and exact location

Try to extinguish the fire only if it is safe to do so

When the Fire Alarm System is activated...

- Building occupants are alerted of possible fire emergency by bells
- The location of the fire is automatically identified and the Fire Department is notified
- Smoke and fire separation doors close automatically
- Magnetic locking devices on doors release
- Air handling systems shut down to help control smoke movement
- Elevators stop functioning

Note: The fire alarm system in a hospital is a two stage alarm; please learn your local system.

“**Code Red**”

“**Code Green**”

Gaining information about emergency codes requires that a member of the area staff is immediately dispatched to listen for the overhead paged information.

FHS Evacuation Plan: If you are a Faculty of Health Sciences staff or student and there is clear and present danger, fire and smoke threaten, or you hear the second stage alarm “Code Green In-Effect Evacuate”, evacuate from the building using the closest safe stairwell down and out of the building. Meet at your groups previously designated location outside the building.

Emergency Numbers

On-Campus Emergencies	Phone Numbers
Campus Security & Emergency Response	University Lines: Ext. 88 External Lines: 905-522-4135
<div><div><div>• Fire, First Aid, Crimes in Progress</div><div>• Personal Safety</div><div>• Bomb Threats</div></div><div><div>• Alarm Systems</div><div>• Vehicle Accidents</div><div>• Maintenance Emergencies (off hours)</div></div></div>	
Maintenance Emergencies (Regular Hours – Facility Services)	Ext. 24740
SWHAT Student Walk Home Attendant Team	Ext. 27500

Other Important Numbers:

If using a University phone, dial ‘9’ before the phone number

Emergency	911
Hamilton Police Services (non-emergency)	905-546-4925
Ambulance (non-emergency)	905-574-1414
Poison Control	1-800-268-9017
Crime Stoppers	1-800-222-TIPS (8477)
Equity & Inclusion Office (EIO)	Ext. 27581
Sexual Assault Centre	905-525-4162
EOHSS Environmental and Occupational Health Support Services	Ext. 24352
Faculty of Health Sciences Safety Office	Ext. 24956
McMaster EFAP Employee Family Assistance Program	
Toll-free English	1-800-663-1142
TTY (hard of hearing)	1-888-384-1152

Red Assistance Phones

Red assistance phones are located throughout the McMaster campus. These phones provide direct access to Security Services. Additionally, the University’s main campus pay phones have a “Security Hot-Button” that also provides direct access to Security Services.

Campus Wide Emergency Information

McMaster Emergency Line Main Switchboard	905-525-9140
McMaster’s Website	mcmaster.ca
McMaster Daily News	dailynews.mcmaster.ca
McMaster Security Services	security.mcmaster.ca
EOHSS	workingatmcmaster.ca/eohss
McMaster Facebook page	facebook.ca/mcmasteruniversity
McMaster Twitter feed	twitter.ca/mcmasteru

Local Radio Stations

CHML (900 AM)
CFMU (93.3 FM)
K-Lite (102.9 FM)
KIX (94.7 FM)

Local Television Station

CHCH TV

HHS & Offsite Location Telephone Numbers

Hamilton Health Sciences Switchboard	905-521-2100
St. Joseph’s Hospital	905-522-1155
Faculty of Health Sciences Health & Safety Office	Ext. 24956

HHS & Offsite Emergency Contact Numbers

Hamilton Health Sciences	Ext. 5555
St. Joseph’s Hospital & affiliates including St. Peter’s	Ext. 7777
Juravinski Cancer Centre	Ext. 5555
Chedoke Hospital	Ext. 5555
Hamilton General Hospital	Ext. 5555
All other offsite locations (emergency response)	911

Emergency Codes for Hamilton Health Sciences, St. Joseph’s Hospital, & Offsite Locations

EMERGENCY SIGNAL	EMERGENCY
Code Red	Fire Emergencies
Code Green	Emergency Evacuation
Code Blue	Medical Emergencies
Code White	Violence Emergency
Code Purple	Hostage Taking
Code Silver	Active Shooter
Code Brown	Hazardous Material Spill
Code Grey	Loss of Essential Services
Code Black	Bomb Threat
Code Orange	External Disaster (incoming)
Code Amber/Yellow	Missing Person or Child
Code Aqua	Uncontrollable Release of Water

Further information for Hamilton Health Sciences and offsite locations can be found at fhs.mcmaster.ca/safetyoffice

EVACUATION MAP



Alumni House.....	7	Dramatic Arts.....	T18	L.R. Wilson Hall.....	74	Peter George Centre for Living and Learning (PGCLL).....	89
Alumni Memorial Building.....	8	E.T. Clarke Centre.....	12	Les Prince Hall.....	53	Preliminary Laboratory.....	T13
Applied Dynamics Laboratory (ADL).....	33	Edwards Hall.....	5	Life Sciences Building (LSB).....	39	Psychology Building (PS).....	34
Arthur N. Bourns Building (ABB).....	25	Engineering Technology Building.....	56	Mary E. Keyes Residence.....	50	Refectory.....	4
Bates Residence Building.....	40	General Sciences Building (GSB).....	22	Matthews Hall.....	26	Ron Joyce Stadium.....	55
Bertrand Russell Archives and Research Centre.....	82	Gilmour Hall (GH).....	20	McKay Hall.....	27	Tandem Accelerator Building.....	32
Biology Greenhouse.....	30	H.G. Thode Library.....	42	McMaster Children's Centre.....	T33	Temporary Building.....	T26
Brandon Hall.....	36	Hamilton Hall (HH).....	2	McMaster Divinity College (MDC).....	17	Temporary Lecture Theatre.....	T28
Burke Sciences Building (BSB).....	11	Health Sciences Centre (HSC/MUMC).....	37	McMaster University Student Centre (MUSC).....	51	Temporary Lecture Theatre.....	T29
Campus Services Building (CSB).....	31	Health Sciences Parking Garage.....	44	Michael DeGroote Centre for Learning and Discovery (MDCL).....	52	Togo Salmon Hall (TSH).....	29
Chester New Hall (CNH).....	23	Hedden Hall.....	45	Mills Memorial Library / Alvin A. Lee Building / Museum of Art (MML).....	10	University Hall (UH).....	1
Commons Building.....	28	Information Technology Building (ITB).....	49	Moulton Hall.....	18	Wallingford Hall.....	6
Communications Research Laboratory (CRL).....	43	Institute for Applied Health Sciences (IAHS).....	48	Nuclear Reactor.....	15	Whidden Hall.....	19
David Braley Athletic Centre (DBAC).....	54	Ivor Wynne Centre (IWC).....	24	Nuclear Research Building (NRB).....	9	Woodstock Hall.....	35
DeGroote School of Business (DSB).....	46	John Hodgins Engineering Building (JHE).....	16				
		Kenneth Taylor Hall (KTH).....	38				