

# **EMERGENCY RESPONSE PROCEDURES**

**FOR**

**COLUMBIA BIBLE COLLEGE**

**Revised 2025**

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## **EMERGENCY GUIDELINES**

### **DEFINITIONS OF AN EMERGENCY:**

The following definitions of an emergency are provided as guidelines to assist College staff and students in determining the appropriate response:

**1. MINOR EMERGENCY:**

Any incident, potential or actual, that will not seriously affect the overall functional capacity of the College or the Community members. Generally, the First Aid Attendant, Facilities Services or the Supervisor do not need additional assistance to handle the incident.

**2. MAJOR EMERGENCY:**

Any incident, potential or actual, which affects an entire building(s) or will disrupt the overall operation of the College. Outside emergency services will usually be required as well as major efforts from campus support services.

**3. FULL CAMPUS EMERGENCY:**

Any event or occurrence on campus or in our community, which has taken place and has seriously impaired or stopped the operations of the College. In some cases, mass personnel casualties and severe property damage may be sustained. A coordinated effort of all campus-wide resources is required to effectively control the situation. Outside emergency services will be essential. In case of a full campus emergency, the Emergency Management Team will execute operational plans.

The Columbia Bible College Emergency Procedures Manual assumes a realistic approach to the problems likely to be encountered on a campus during a major or full campus emergency. The succession of events in an emergency are not predictable, hence, published support and operational plans will serve only as a guide and checklist, and may require modifications on-site to meet the requirements of the emergency.

### **EMERGENCY NUMBERS**

**24 HOURS: Campus Call Centre 604-853-7010**

**ALL EMERGENCIES (Ambulance, Police, Fire Department): 911**

Ambulance: 604-853-0119

Abbotsford Police: 604-859-5225

Abbotsford Fire Dept: 604-853-3566

**POISON CONTROL: 1-800-567-8911 or 604-682-5050**

**Crisis Centre for Persons in Emotional Crisis: 604-852-9099**

## GENERAL EMERGENCY INFORMATION

In emergency situations, decisions can best be guided by three things:

1. The **health and safety of everyone on site.**
2. The **protection and security of buildings** and equipment.
3. **Notification of proper persons** and agencies depending on the nature of the situation. Remember that when notifying a professional emergency service (police, ambulance, etc.), the primary objective is to effectively answer their questions, not to force information on them. Given that, the following list of information will likely be relevant for answering their questions.
  - Your full name and position
  - Nature of the emergency: i.e., condition of patient, how many people involved, extent of fire, etc.
  - Exact location of the emergency and how to contact you again if necessary.
  - Additional information: action taken to this point, and what equipment is needed, etc.

\*Stay on the phone until the emergency service dismisses you.

\*\*Send someone to meet the emergency vehicle or personnel at the appropriate entrance.

After the immediate emergency has passed, follow-up should be done (within 24 hours) by making an accurate written record of what occurred and letting Student Development know of it.

Note: Where traumatic or critical events have occurred, it is likely other people involved (i.e., students, people involved, colleges) may need an opportunity for critical incident debriefing. (see Appendix C)

Minor emergencies or accidents: Call the First Aid attendant or Campus Call Centre 604-853-7010 if required.  
Report the incident to Student Development.

## **FIRST AID RESOURCES**

### **Occupational Health Level 2 First Aid Kit**

Located in the Counselling Centre First Aid Room (2<sup>nd</sup> floor Student Centre)

### **AED**

Located at the main reception (Resource Centre)

Located in the gym reception. (Columbia Place)

### **Band Aid Kits**

1. Student Development main office (located 2<sup>nd</sup> floor Student Centre reception)
2. Kitchen/Dining Room (Kitchen Staff coffee room in Student Centre)
3. Columbia Place Reception
4. Library staff room
5. Maintenance Shed
6. Kitchenette in Staff Lounge (Resource Centre main floor)
7. Teaching Centre (NW Faculty hall)

Eye wash stations in custodial storage areas (Contact staff for access).

## **EMERGENCY MANAGEMENT TEAM**

Members of the Emergency Management Team may include the:

**Dean of Students**

**Academic Dean**

**President**

**Chief Financial Officer**

**Resident Directors/Associate Dean (only in regards to students)**

## **COMMUNICATION WITH THE MEDIA**

All requests for information or interviews must be referred to the President's office.

## ILLNESS/INJURY AND BASIC FIRST AID

### FIRST AID BASICS

1. The Student Development Staff will provide students with assistance in cases of minor injury, or illness.

### WHEN TO CALL FOR HELP

Including, but not limited to, if the victim:

- Is unconscious,
- Has trouble breathing or is breathing in a strange way,
- Has chest pain/or pressure,
- Has uncontrolled bleeding,
- Has pressure or pain in the abdomen that does not go away,
- Is vomiting or passing blood,
- Has seizures, a severe headache, or slurred speech,
- Appears to have been poisoned,
- Has injuries to the head, neck, or back or has possible broken bones.

## EVACUATION OF ALL, OR PORTIONS OF THE CBC CAMPUS

It is important that whoever is first aware of the possible need for evacuation immediately notifies the Campus Call Centre 604-853-7010, the Dean of Students and the President.

### EVACUATION PROCEDURES

#### BUILDING/AREA EVACUATION:

1. All building evacuations will occur when an alarm sounds and/or upon notification by personnel via Teams. **DO NOT ACTIVATE ALARM IN THE EVENT OF A BOMB THREAT or ARMED THREAT.**
2. When the alarm is activated during an emergency, leave by the nearest marked exit and alert others to do the same.
3. Assist people that need help in exiting the building! Remember that the elevators are reserved for people who have difficulty with stairs. **DO NOT USE THE ELEVATORS IN CASE OF FIRE. DO NOT PANIC.**
4. Proceed to the evacuation zone and remain there unless it is not safe. **Evacuation Zone** for each building is the field.  
\*Keep fire lanes, access lanes and walkways clear for emergency vehicles and personnel.
5. **DO NOT RETURN** to an evacuated building while an emergency is still active. Wait for emergency services to clear it for re-entry.

See Appendix A for the Evacuation Zone Map.

#### FULL CAMPUS EVACUATION:

**If there is an emergency and the campus needs to be completely evacuated, the evacuation zone will be the Matsqui Recreation Centre Parking lot. (3106 Clearbrook Rd.)**

## **FIRE**

**ALL FIRES MUST BE REPORTED IMMEDIATELY. CALL 911**

### **If you discover a fire:**

1. Activate the fire alarm.
2. Notify the Fire Department: Call 911.
3. Notify the Campus Call Centre 604-853-7010.
4. Evacuate the building.
5. Fight the fire only if it is small enough for a fire extinguisher. (See instructions below)
6. Assist people that need help.
7. Remain available to answer questions from an Abbotsford Fire Department Officer.

**Important:** If you become trapped in a building during a fire and a window is available, place an article of clothing (shirt, coat, etc.) outside of the window (or on the window if it doesn't open) as a marker for rescue crews. If there is not window, stay near the floor where the air will be less toxic. Shout at regular intervals to alert emergency crews of your location.

## **EARTHQUAKE PROCEDURES**

It is important to take “quake-safe” action at the first indication of ground shaking. Do not wait until you are certain an earthquake is occurring. As the ground shaking grows stronger, danger increases. Most injuries and deaths are caused by:

1. Collapsing buildings.
2. Falling bricks, chimney, ceiling tiles or plaster, etc.
3. Flying glass.
4. Falling furniture, appliances, water heaters, bookcases, etc.
5. Fires from broken gas lines, chimney, etc.
6. Downed power lines.

During a major or moderate earthquake, the greatest immediate hazard to people in or near a building is the danger of being hit by falling objects which will create noise that can be frightening. During the ground shaking, the school population is safest finding immediate shelter under desks, tables, or doorframes.

Know where flashlights (cell phone light), fire extinguishers and first aid kits are available. If there are extra blankets, food and bottled water kept somewhere – know where that is. When possible, listen to emergency alert instructions from your internet provider.

### **IF INDOORS**

Stay inside; move away from windows, shelves, and heavy objects and furniture that may fall. Take cover under a table or desk, or in a strong doorway.

In halls, stairways, or other areas where no cover is available, move to an interior wall. Turn away from windows, kneel beside wall, bend head close to knees, cover sides of head with elbows, and clasp hands firmly behind neck.

In library, immediately move away from windows and bookshelves, and take appropriate cover.

In kitchens, all burners should be extinguished (if possible) before taking cover. Stay clear of hazardous chemicals that may spill.

## **IF OUTDOORS**

Move to an open space, away from buildings, trees, overhead power lines, and underground gas lines. Lie down or crouch low to the ground (legs will not be steady). Keep looking around to be aware of dangers that may demand movement.

**If in an automobile:** stop in the safest place available, preferably away from power lines and trees. Stop as quickly as safety permits, stay in the vehicle for the shelter that it offers.

**After the initial shock,** try to remain calm and quickly follow the steps outlined below:

1. **Evaluate the situation and if emergency help is necessary, call. Protect yourself at all times and be prepared for after-shocks.**
2. Damaged facilities should be reported to Facilities Services or Campus Call Centre 604-853-7010, if not during normal hours. Gas leaks and power failures create special hazards. Please refer to the section on Utility Failures.
3. **If an emergency exists,** activate the building alarm. **Note,** the building alarm only rings within the building, you must report the emergency by telephone.
4. When the building alarm is sounded, walk to the nearest marked exit and ask others to do the same.
5. Assist people that need help exiting the building! Remember that the elevators are reserved for people who are not able to use the stairs. **DO NOT USE THE ELEVATORS IN CASE OF FIRE.**
6. **Once outside,** move to a clear area at least 150 meters away from the affected building(s). Keep streets, sidewalks; hydrants and fire lanes clear for emergency vehicles and crews.
7. If requested, assist the emergency crews as necessary.
8. Do not return to the evacuated building unless you are told to do so by a College official or Emergency Services.

**IMPORTANT:** After the evacuation, report to our evacuation zone. Stay there until an accurate headcount has been taken.

## **IMMOBILE ELEVATOR**

If you are trapped in an immobile elevator, activate the emergency in the elevator by pressing the emergency button. Stay calm, a response is on the way.

When you notice that the elevator is immobile, call Facilities Services 604-615-2106

Call the First Aid Attendant and inform him/her that there may be passengers in an immobile elevator.

If not during regular office hours, the First Aid Attendant or Campus Security, will inform student occupants that Post Trauma Counselling is available at the Counselling Centre by appointment.

Campus visitor occupants will be assisted by the First Aid Attendant or Campus Facilities as needed.



## UTILITY FAILURE

1. In the event of a major utility failure call Facilities Services 604-615-2106.
2. If an emergency exists, activate the building alarm. Evacuate the building according to Evacuation Procedures.

## ADDITIONAL INFORMATION AND PROCEDURES DURING UTILITY FAILURES

1. **ELECTRICAL/LIGHT FAILURE:** Campus building lighting may not provide sufficient illumination in corridors and stairs for safe exiting. It is therefore advisable to have a flashlight and cell phones available for emergencies.
2. **PLUMBING FAILURE / FLOODING:** Cease using all electrical equipment. Turn off water supply if able.
3. **GAS LEAK:** Cease all operations; **DO NOT SWITCH ON/OFF LIGHTS, OR ANY ELECTRICAL EQUIPMENT.** Remember that electrical arcing can trigger an explosion. Evacuate the building. Contact Fortis BC Emergency number: 1-800-663-9911.

## FLOODING

Flooding can result from heavy rains, leaks in roofs, leaking pipes, suppressing fires or from the malfunctioning of water systems such as fire prevention sprinklers.

**If a flood occurs, notify Facilities Services 604-615-2106**

**If it is safe to do so, attempt to minimize damage** by moving valuables away from the water source. If possible, cover the affected area with plastic sheeting or depending upon circumstances, attempt to collect water in wastebaskets or buckets before it can damage materials. Turn off water and power supply to the area if possible to reduce damage and potential danger.

If necessary, **evacuate the building according to Evacuation Procedures.**

**DO NOT enter the flooded area.** Many hazards will exist, among them the danger of electrocution

## CHEMICAL OR RADIATION SPILL

1. Any spillage of a hazardous chemical or radioactive material should be reported to Facilities Services as soon as possible. 604-615-2106
2. When reporting, be specific about the involved material and the exact location. The Staff person will contact the necessary specialized authorities and medical personnel. (Call 911)
3. The affected area should be evacuated at once. The area should be sealed off to prevent further contamination of other areas until the arrival of Emergency personnel.

4. Anyone who may be contaminated by the spill is to avoid contact with others as much as possible, remain in the vicinity and give their name(s) to Facilities services. Contact the First Aid Attendant.
5. If an emergency exists, activate the building alarm. **Note**, the building alarm only rings within the building, you must report the emergency by telephone. Evacuate the Building according to Evacuation Procedures.

## **EXPLOSION or AIRCRAFT DOWN (CRASH) ON CAMPUS**

In the event of an explosion, or a downed aircraft (crash) on campus, the following action should be taken immediately:

1. Immediately take cover under tables, desk and other objects, which will give protection against falling glass or debris.
2. After the initial effects of the explosion and/or fire have subsided, Call 911. Call Campus Facilities. 604-615-2106
3. If necessary, or when directed to do so, activate the building alarm and follow Evacuation Procedures.

## **BOMB THREAT**

1. Call **911** if immediate action is required.
2. All threats should be reported to the Abbotsford Police Department.
3. The person receiving the bomb threat or discovering a potential bomb will notify the Campus Call Centre 604-853-7010 and will complete the Bomb Threat Report Form. (Appendix B)
4. Account for personnel. Stay secure and do not evacuate until emergency services have swept and given clearance for the evacuation zone.

**DO NOT ACTIVATE THE FIRE ALARM.**

## **VIOLENT OR CRIMINAL BEHAVIOR**

Everyone is asked to assist in making the campus a safe place by being alert to suspicious situations and promptly reporting them. Notify 911 if immediate police attention is required.

1. Do not try to apprehend or interfere with the perpetrator except as self-protection.
2. Get a good description of the perpetrator. Note height, weight, sex, color, age, clothing, method, and direction of travel. If there is a vehicle involved, note the license plate number, make and model, color, and outstanding characteristics.
3. Call the Campus Call Centre 604-853-7010. Advise them of your situation by providing your name and location and follow the instructions.
4. If you are involved in a hold up, you should:
  - Not resist—do as the person says.
  - Give up any valuables demanded immediately.
  - Attempt to get a good description of the person and direction of flight.
  - Take reasonable and safe action to keep the crime scene intact.
5. Ask any witnesses to remain for the arrival of the Abbotsford Police Department.
6. Do not interfere with those persons creating the disturbance, or with law enforcement authorities on the scene.
7. Assist the officer(s) when they arrive by giving the complete information, ask others to cooperate and provide information.
8. Should gunfire, or discharged explosives be involved in an incident, you should take cover immediately, using all available cover and concealment. After the incident, seek emergency first aid if necessary.

## **UNWANTED GUEST/INTRUDER**

There are instances when strange people/unwanted guests come on campus. This is an issue of safety and security for our campus. If you see someone whom you suspect doesn't belong on campus, do the following:

1. Notify Facilities Services 604-615-2106 if it is during normal office hours. The Campus Call Centre 604-853-7010 if it is not during normal office hours.
2. Ask another person (preferably a male if you are female) to accompany you before approaching intruder.
3. Politely greet intruder and identify yourself.
4. Ask the intruder the purpose of their visit.
5. Inform the intruder of guest policy (i.e., all guests must register with reception).
6. If the intruder's purpose is not legitimate, ask him/her to leave. Accompany the intruder to the exit.

### **If the intruder refuses to leave:**

1. Warn the intruder that you will call the police if they remain on the property.

2. Call and wait for Campus Security (604-853-7010) or Facilities Services (604-615-2106).
3. Give Facilities and the Police a full description of the intruder.
4. Walk away from the intruder if you think they will become violent. Be aware of the intruder's actions at this time (where he/she is located in the building, whether he/she is carrying a weapon or package, etc.).

## **STALKING/HARASSMENT**

If you or someone you know is being stalked or harassed:

1. Notify the Dean of Students of any threats you have witnessed, received, or have been told that another person has witnessed or received. Even without an actual threat, students should report any behaviour they have witnessed which they regard as threatening or violent when that behaviour is connected to the College.
2. Contact Abbotsford Police Department (911) or 604-859-5225.
3. Individuals who apply for or obtain a protective or restraining order which lists College locations as being protected areas, are encouraged to provide a copy of any temporary protective or restraining order which is granted and a copy of any protective or restraining order which is made permanent to the Human Resources Administrator and Dean of Students.

CBC understands the personal nature associated with some problems that may occur on campus. It will investigate all complaints in a sensitive and confidential manner to protect the rights of the victim and the accused. All investigations and sensitive information will be treated confidentially.

## **LOCKDOWN PROCEDURES**

A lockdown of a building or group of buildings is an emergency procedure intended to secure and protect occupants who are in the proximity of an immediate threat. This procedure is used when it may be more dangerous to evacuate a building than stay inside. By controlling entry/exit and movement within a facility, emergency personnel are better able to contain and handle any threats.

A notification to occupants to lockdown may be sent by Facilities Services, Campus Security or emergency personnel. As each building on campus is unique, individuals may receive notification to lockdown through various means.

It is essential for the safety of occupants and emergency responders that individuals comply with instructions provided by emergency personnel at all times.

## **CIVIL DISTURBANCE OR DEMONSTRATION**

Most campus demonstrations such as marches, meetings, picketing and rallies will be peaceful and non-obstructive. A student demonstration should not be disrupted unless one or more of the following conditions exist as a result of the demonstration.

1. Interference with the normal operations of the College.

2. Prevention of access to office, building or other College facilities.
3. Threat of physical harm to persons or damage to College facilities.

If any of these conditions exists, the Campus Call Centre 604-853-7010 should be notified and will be responsible for contacting and informing the President and Emergency Controller who will determine the best course of action.

## **PSYCHOLOGICAL CRISIS**

A psychological crisis exists when an individual is threatening harm to himself/herself, or to others, or is out of touch with reality due to severe drug reactions, or a psychotic break. A psychotic break may be manifested by hallucinations, uncontrollable behavior, or the person may be a walk-away from one of the local hospitals.

If a psychological crisis occurs:

- Never try to handle a situation you feel is dangerous on your own.
- In extreme emergencies, Call **911**
- Notify the Campus Call Centre (604-853-7010) of the situation.
- Contact Fraser Valley Regional Crisis line 604-820-1166
- Escort the person in crisis to the Abbotsford Regional Hospital, ensure there are at least two escorts.

## **DEATH OF AN EMPLOYEE OR STUDENT**

### **DEATH BY ACCIDENT OR SUICIDE**

#### **Columbia Bible College Follow-up Procedures**

These procedures apply when addressing any situation in which an employee or student has died as a result of an accident or suicide while on campus.

### **DETERMINATION OF DEATH**

A College or public official cannot make a determination of death. IT IS IMPORTANT TO NOTE THAT ONLY THE CORONER CAN OFFICIALLY PRONOUNCE THE DEATH OF AN INDIVIDUAL.

#### **I. NOTIFICATION OF AUTHORITIES**

1. Call 911
2. Call the First Aid Attendant or the Campus Call Centre (604-853-7010) if not at regular work hours.

Once emergency response teams have been notified the Supervisor on site should obtain family contact information from the Student Development Department and present this to the police.

## **II. SECURING THE ACCIDENT SCENE**

Every effort should be made to secure the accident scene immediately (ie. keep the area undisturbed). If the accident has occurred indoors, the room and wing/floor should be vacated except for the Department Supervisor, medical personnel and police officers. A determination should be made if any danger exists for other people. If such a determination is made, the entire area should be vacated. If the accident occurs out of doors, the Supervisor in charge should make every effort to ensure that onlookers are kept at a distance (30 m). It is preferable that they be asked to leave the scene and go to an announced location where staff members or students can answer questions and minister to needs. All employees and students should be requested not to make any communications (phone calls, emails) concerning the death until the death and identification have been confirmed, and the parent/guardian(s) have been notified.

## **III. SECURING THE STUDENT'S ROOM AND PERSONAL BELONGINGS**

The Student Development staff will ensure the student's room and personal belongings are secured. This can be accomplished by working with the appropriate Residence Director.

## **IV. IDENTIFICATION OF THE BODY**

The Dean of Students can assist the coroner to help identify the student's body. The individual should remain on the scene until called upon to give assistance.

## **V. NOTIFICATION OF FAMILY**

Once the death and identity have been confirmed and the coroner has authorized notification, the family will be notified in person, by the following individuals:

1. Abbotsford Police officer or RCMP (outside Abbotsford)
2. Employee's Pastor (with Abbotsford Police officer or outside Abbotsford RCMP when possible)

The Dean of Students should make it clear to all students that all communication with the deceased's family must only be at the President's directive. The Police Officer should be given the telephone number where the President can be reached. Every effort should be made to assist the family in dealing with the tragedy when they contact the College.

## **VI. CAMPUS CONCERNS**

1. The Emergency Controller will address crowd control concerns. It is suggested that student groups be directed to another location.
2. Every effort should be made to identify all witnesses who saw events leading up to the death or viewed the dead body. The Student Development office should be notified of any students that were witnesses.
3. All effort should be made to encourage grief counseling for staff and students.

## **VII. COMMUNICATIONS**

The President's office should immediately be identified as the communication centre for the college, responsible for addressing the employee/student's death. All phone calls should be directed to the President's office.

1. The local press should be directed to the College President to ensure that the information, which is shared, is consistent and accurate.

2. The President's office will be responsible for any press releases concerning the student's death.

### **VIII. ADDITIONAL FOLLOW-UP CONCERNS**

The following items must be addressed:

1. Staff support for co-workers and students.
2. Communicate to the campus and community of funeral location and times.
3. Organize On campus Memorial Service (when determined to be appropriate).
4. If the death or suicide occurred in a College residence room, the roommate(s) should be reassigned to a different room.

### **MISSING STUDENT**

Most missing person reports in the college environment result from a student changing their routine without informing their roommates and/or friends of the change. Anyone who believes a student to be missing should report their concern to Student Development. Every report made will be followed up with an immediate investigation. Depending on the circumstances presented to Student Development, parents of a missing student will be notified. In the event that parental notification is necessary, the Dean of Students will place the call.

The Resident Director will abide by the following procedure when a student is reported as missing:

1. Call the student's cell phone,
2. Go to the student's residence room,
3. Send the student an email and Teams message,
4. Talk to the student's RL, roommate, and floor mates to see if anyone can confirm the missing student's whereabouts and/or confirm the date, time, and location the student was last seen.
5. Secure a current student ID or other photo of the student.
6. Call any other numbers on record.
7. Check all possible locations mentioned by the parties above including, but not limited to, library, residence lounges, teaching centre, student centre, fitness centre, etc.
8. Contact or call any other on-campus or off-campus friends or contacts that are made known. This could include checking a student's social networking sites.
9. Contact Reception to ascertain the student's car make, model and license plate number.

The Dean of Students will call the Abbotsford Police Department if a student has been missing for more than 24 hours or there is a threat of imminent harm or the possibility of foul play and the missing student cannot be immediately reached. The Dean of Students will also be responsible to contact the missing person's designated emergency contact person provided during registration.

# APPENDIX A

## EVACUATION ZONE MAP





**APPENDIX B**

**BOMB THREAT REPORT FORM**

**THREATENING TELEPHONE CALL**

**DESCRIPTION OF CALLER'S VOICE**

Time call was received \_\_\_\_\_

Male: \_\_\_\_\_ Female: \_\_\_\_\_

Exact words of person making call:

Young: \_\_\_\_\_ Middle Aged \_\_\_\_\_ Old: \_\_\_\_\_

\_\_\_\_\_

Tone of Voice: \_\_\_\_\_

\_\_\_\_\_

Accent: \_\_\_\_\_

\_\_\_\_\_

Background Noise: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Is voice familiar? \_\_\_\_\_

\_\_\_\_\_

If so, who did it sound like? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**QUESTIONS TO ASK:**

1. When is the bomb going to explode? \_\_\_\_\_
2. Where is the bomb right now? \_\_\_\_\_
3. What kind of a bomb is it? \_\_\_\_\_
4. What does it look like? \_\_\_\_\_
5. Why did you place the bomb? \_\_\_\_\_

**PERSON RECEIVING / MONITORING CALL:** \_\_\_\_\_

Department Telephone Number: \_\_\_\_\_

Home Address: \_\_\_\_\_

Remarks: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## **APPENDIX C**

### **CRITICAL INCIDENT STRESS DEBRIEFING**

#### **HELPING STUDENTS DEAL WITH TRAUMATIC EVENTS**

Debriefing offers a structure for listening and talking. It opens the door for people to share. It helps one to discover how others feel and for them to understand what happened. It allows everyone to feel stronger and less vulnerable. It normalizes the responses to the trauma. It can be a time to teach appropriate coping skills. It helps in adjusting to the trauma. Debriefing will not heal emotional wounds overnight, but it will help speed the healing and recovery rate. This should be done as immediately after the incident as possible.

#### **Outline for Debriefing/defusing:**

- Provide a safe and supportive environment for venting of initial reactions, details, and stories to the event.
- Provide information about the incident. Be open for questions. Correct misinformation and misconceptions
- Share feelings had during the incident and now. Share and validate fears.
- Normalize the reactions and provide support. What one is thinking or feeling is normal.
- Indicate when follow-up will be provided.

Students may contact Counselling Services on the 2<sup>nd</sup> floor of the Student Centre.

## APPENDIX D

### EMERGENCY RESPONSE PRINTOUT

#### 24 hour Facilities Services 604-615-2106

Campus address: 2940 Clearbrook Road, Abbotsford

1. **Call 911 immediately IF:** the person is unconscious; has trouble breathing; has chest pain or pressure; is bleeding severely; appears to have been poisoned; has injuries to the head, neck or back; has fallen (from considerable height).
  - Call First Aid Attendant (listed below) to assist patient until emergency vehicle arrives.
  - Send someone to meet the ambulance – show them where to go.
  
3. **In case of fire:** Activate the alarm and Call 911 immediately.  
Call Facilities Services 604-615-2106.
  
4. **In case of disturbance, intruder or other suspicious persons/activities:** Campus Call Centre 604-853-7010
  
5. **In case of emotional crisis:**
  - For Students:** Call the Counselling Services Supervisor (Ext. 326) or Dean of Students (Ext. 354)
  - For Staff:** Call Fraser Valley Regional Crisis line 604-820-1166 or Call Homewood Health hotline at: 1-800-663-1142
  
6. **For emergencies related to facilities:** Call 604-615-2106
  
7. **Immobile Elevators:** Call Facilities Services 604-615-2106 and then the First Aid Attendant.
  
8. **In case of minor injury, illness, accident:**
  - FIRST AID Personnel for Students:**
    - Men's Residence Director (Student Development Building 2<sup>nd</sup> Floor) Ext. 321
    - Women's Residence Director (Student Development Building 2<sup>nd</sup> Floor) Ext. 421
  
  - FIRST AID Personnel for Staff:**
    - Men's Residence Director (Student Development Building 2<sup>nd</sup> Floor) Ext. 321
    - Financial Aid Advisor (Resource Centre, Main Floor) Ext. 327

\*First Aid Room is located in the Counselling Centre(2<sup>nd</sup> floor, Student Centre)

**APPENDIX E**

**EMERGENCY INFORMATION FLOWCHART**

