



University of Toronto Libraries

130 ST. GEORGE STREET, TORONTO, ONTARIO M5S 1A5

Emergency Procedures Handbook

For Employees at the
University of Toronto Library

List of libraries in the Central Library System

Cheng Yu Tung East Asian Library
Gerstein Science Information Centre
Engineering & Computer Science Library
Earth Sciences Library
Mathematics Library
OISE/UT Library
Pharmacy Library
Robarts Library
Thomas Fisher Rare Book Library

November 2001

Introduction

The University of Toronto Library's commitment to a safe and healthy work environment dictates that "supervisors and all other persons in authority over a workplace and/or workers must provide safety in all the areas of operation under their control" (University of Toronto, Health and Safety Policy). The Library accepts its obligations to comply with all applicable health and safety, fire protection legislation and those policies and procedures as set out by the University of Toronto.

In the spirit of the aforementioned policies and to meet its obligations, the Library has established a Joint Health and Safety Committee and has appointed a Manager—Facilities, Security, Fire, Health & Safety to promote health and safety within the Library. To this end, all staff members will be informed of the emergency procedures, through the publication of the UTL Emergency Procedures Handbook, For Employees. This handbook will be distributed to all employees.

The purpose of the Emergency Procedures Handbook is to ensure systematic and consistent ways of dealing with and handling emergency incidents or accidents.

All Library staff members should read this handbook and make themselves familiar with the procedures applicable to them. In order for these procedures to become effective, all staff members must take an active role in exercising the procedures.

Carole Moore
Chief Librarian
University of Toronto Library
November 2001

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Accident / Incident Recording

Personal Injury / Accident

Life Threatening Injuries / Illness

If serious injuries or illness occurs to anyone in the Library:

- Immediately call University Police 8-2222 or Metro Toronto Emergency at 9-911.
- Give your name, describe the nature and severity of the medical problem, the exact location of casualties and the emergency entrance to be used.
- If available, call for the local first aider or if on duty, the Building Patrol and render first aid.
 1. Keep victim still.
 2. Reassure victim that help is on its way.
 3. If unconscious, check for breathing and pulse.
 4. Control bleeding by direct pressure to the wound
 5. Stay with the victim until help arrives.
 6. Do not administer food or drink to an injured person.
- Get as much information about the victim and the injury while waiting and provide the information to the responding emergency team.
- Report the incident to your supervisor/designate.

Non-Life-Threatening Medical Condition:

- Provide necessary first aid if qualified.
- If medical assistance is required, call University Police at 8-2222 (24 hours).
- Do not administer food or drink to an injured person.

Loss of Life:

- Cases involving death of a person must be immediately reported to University police at 8-2222 so that appropriate steps may be taken.

Accident / Illness Report Forms:

- All accident or illness—whether an employee or patron is involved—must be reported to the supervisor or designate who will immediately report to the Health and Safety Coordinator if appropriate. A list of reportable injuries is available at

www.utoronto.ca/safety/webproc.htm

- An Accident/Illness Report form must be completed for all accidents involving employees and submitted to Human Resource's Office (Robarts Library) within 24 hours.

Behavioural Problems

Bomb Threats

If you receive a call regarding a bomb threat:

- **Get Information**

Keep the caller on the telephone as long as possible without endangering yourself and occupants of the building. Try to find out the following information:

1. The time the bomb is set to go off
2. The locations of the bomb (building, floor, room)
3. What it's made of
4. What it looks like
5. The reason for placing the bomb
6. Any information that may identify the caller
 - Time of call
 - Age, sex of caller
 - Speech pattern, accent, possible nationality
 - Emotional state of the caller
 - Background noise

- Immediately call University Police at 8-2222.
- Report to your supervisor or designate.
- University Police will assess the situation. Wait for their instructions.

Suspicious Packages

- If a suspicious package is received, do not handle it.
- Immediately call University Police at local 8-2222 and provide the following information:
 1. Your name and location
 2. Description of the object
 3. Location of the object
- Report the incident to your supervisor or designate.
- University Police and Metropolitan Toronto Police will immediately go to the location of the object.

- While waiting for the police, do the following:
 1. Evacuate the immediate area,
 2. Make sure no one goes near or attempts to move the object,
 3. Have someone meet the police and direct them to the object.
- The police will advise if further evacuation is necessary.

Harassing / Obscene Phone Calls

Telephones are intended to be used as a means of appropriate communications; however, some people use the telephone as a device to annoy, threaten or intimidate others.

Threatening Phone Calls

- Anyone threatening to cause injury or death to another person or cause damage to their property is committing a serious offense.
- This type of call should be reported immediately to **University Police at local 8-2222**.
- If a suspect is known, this information should be passed on to police.
- **Report the incident to your supervisor** who will ask you for details in completing the UTL Incident Report form

Harassing, Annoying or Obscene Calls

- Most often the caller is anticipating a reaction from you. Remain calm.
- Hang up the receiver promptly and gently, making a mental note of what was said.
- Never blow a whistle or yell into the telephone. The caller will know you are angry and the frequency of the calls may increase.
- Your caller may wish to anger or frighten you, and you should avoid providing the desired response.
- Keep a record of the date, time of call, the telephone number the call was received on and what was said. This information may establish a pattern and assist in the investigation.
- Immediately report the incident to **University Police at 8-2222**.
- Report the incident to your supervisor or designate.
- A UTL Incident Report form should be completed for submission to the Manager—Facilities, Security, Fire, Health & Safety.

Civil Disturbance / Demonstration

It is not your responsibility to act as a police officer. Your safety and the safety of your co-workers and library users come first.

Whenever a large crowd gathers and causes disturbance, whether threatening, aggressive or not:

- **Call University Police at local 8-2222, discreetly and as soon as possible. Provide the following information:**

1. Your location
 2. The location of the crowd
 3. The size of the crowd
 4. The crowd's behaviour and direction
 5. Description of the group
 6. Weapon(s), if present or suspected, and
 7. Your name
- If circumstances permit, **report the incident to your supervisor or designate** and alert the appropriate contact for your location:

For customized information

- Warn other staff and library patrons and move to a safe place, if necessary.

Harassing / Intimidating / Threatening or Suspicious Behaviour

Harassment, in this context, is understood as undue or unreasonable interference with our work or working environment. If you are subjected to harassment or if you observe an act of unusual behaviour or behaviour that makes you feel uncomfortable, do the following:

Harassing / Threatening Incidents

- Call **University Police immediately, local 8-2222.**
- Report the incident to your supervisor or designate.
- A UTL Incident Report form should be completed for submission to the Manager—Facilities, Security, Fire, Health & Safety.

Unusual or Suspicious Person

- Observe carefully any personal characteristics so that you can describe and identify the person later with the supervisor/building patrol/police.
- Report to your supervisor/designate immediately.
- The supervisor or designate will determine whether to involve the University Police.
- A UTL Incident Report form (page) should be completed for submission to the Manager—Facilities, Security, Fire, Health & Safety.

Recommendations:

- If you feel uncomfortable and sense there is—or could be—a problem, report the situation to you supervisor. Rely on instinct; do not ignore it.

- Do not attempt to apprehend any suspicious person(s).
- If possible, relocate yourself to a safer place; then report

Robberies / Hold-Ups

It is not your responsibility to act as a police officer. Your safety and the safety of your co-workers and library users come first. Obstruction may only worsen the situation and bring about unnecessary harm to staff and patrons. Therefore offer no resistance.

During a Robbery:

- Try to remain calm.
- Comply with the robber's demands to the best of your ability without endangering your own safety or others'.
- Do not argue or withhold cash from the robber(s).
- To avoid startling the robber, which might cause an attack, advise the robber(s) if other staff or patrons are in the work area.
- Observe carefully any personal characteristics that you can describe and use to identify the robber(s) later with the police.
- Do not attempt to overpower the robber(s).
- If safety permits, observe the escape route of the robber(s) and note carefully description of vehicle used, if any.
- Do not touch objects, surfaces or materials the robber touches. If a note (or other objects) is given to you, hold it from the sides or edges only.
- Remember any place or objects the robber(s) touches and inform the police so that they can attempt to fingerprint the surface.

After a Robbery or Hold-Up:

- Call Metro Police immediately at 9-911, and tell them your name and location (for example, University of Toronto, Robarts Library, corner of St. George and Harbord), the description of the robber(s), whether armed or not, and the direction of travel. Do not hang up until the police officer tells you to. Then
- Call University Police immediately at 8-2222. Provide the same information.
- If possible, lock all doors to the area(s) and prevent staff and patrons from walking, or touching anything the robber(s) may have touched.
- Do not discuss the robbery with others, only with the police. Request witnesses to wait for the police to arrive.
- Report to your supervisor/designate.
- A UTL Incident Report form should be completed immediately for submission to the Manager—Facilities, Security, Fire, Health & Safety. Write down your observations as soon as possible. Your supervisor or designate should assist you with the incident report.
- Information should be factual with short phrases. Do not exaggerate.

Problems Relating to Alcohol or Drugs

If you encounter or observe a person in the Library who appears to be under the influence of alcohol or drugs:

- Do not confront the person.
- Leave the area quickly and immediately report the incident to University Police at 8-2222.
- Report the incident to your supervisor or designate.
- Consult with your supervisor about who will wait for the police officer to arrive.
- A UTL Incident Report form should be completed for submission to the Manager—Facilities, Security, Fire, Health & Safety.

Building Problems

Fire Plan

Discovery of Fire:

- The person discovering the fire must pull the nearest fire alarm.
- When safe to do so, call University Police at 8-2222 and inform them:
of your exact location, and
that the fire alarm has been sounded.
- Evacuate the building.
- Report to a Fire or Police Officer if anyone is suspected of being in the building after general evacuation, also location of the fire, if known.

Duties of All Staff Members:

- When a fire alarm sounds, leave the building by the nearest safe emergency exit.
- Do not use elevators or escalators.
- Report to a Fire or Police Officer if there are persons with disabilities/injuries who need assistance.
- Do not re-enter the building without the permission of Fire or University Police Officer.
- Ensure fire doors are kept closed at all times.
- Do not block entrance into or out of the building.
- Report to a pre-determined assembly area:
Robarts Library.....Zoology Building
Gerstein Science Information Centre.....Medical Sciences Building
Engineering & Computer Science Library.....Mechanical Engineering Building
Earth Sciences Library.....McLennan Physics Building
Pharmacy Library.....McLennan Physics Building

Smoke

If during the evacuation, you are trapped in an area where there is smoke, follow these recommendations:

- If smoke is heavy in the corridor, it may be safer to stay in your room or office. Close the door and place wet material(s) at the base of the door.
- If possible, call University Police at 8-2222 and inform them of your situation, giving your exact location.
- If you have to exit the building and you encounter smoke, stay low to the floor and crawl, if necessary.

Duties of the Fire Wardens:

Fire wardens are library staff who have accepted the task of assisting other staff and patrons to evacuate the building safely and in an orderly fashion. They are not expected to take action that may endanger themselves or others. Their responsibility ends with ensuring that people are aware that evacuation procedures are in effect. Should people refuse to leave, fire wardens will report the number of persons and their location to the fire or police officials.

Fire Wardens' responsibilities during a fire emergency include:

- Attempt to fight the fire with one fire extinguisher and only if it can be done safely.
- Advise persons in their assigned areas to proceed to the nearest exit and supervise their departure.
- Assist person with disabilities to evacuate or call University Police at 8-222 and advise the police of the person's exact location and telephone number. If safety permits, stay with the person and assure that assistance is on the way.
- If safety permits, check for stragglers in offices, reading rooms and washrooms in their areas.
- Assist in keeping entrance doors to the building clear for the emergency response team's access.
- If safety permits, pre-designated staff member should lock cash boxes / confidential files. Offices should not be locked.

Fire Safety for Persons With Disabilities Who Require Assistance

When the alarm sounds, do the following:

- If on the ground floor, exit by normal means.
- If above ground or below grade:
 1. Call University Police at 8-2222
 2. Give your exact location—floor # and room #
 3. Give the phone # you are calling from
 4. Remain by the phone. Police have radio contact with fire officers at the scene who will respond to your needs. The police will also keep you informed.

Fire Prevention Measures

To avoid fire hazards in the building:

- Do not use unsafe electrical appliances, frayed extension cords or overloaded outlets. Report any fire hazards to your supervisor.
- Do not obstruct exit corridors, exit doors (inside and outside), stairways, hallways or passageways with any kind of stock, furniture or equipment.
- Keep doors to stairways closed at all times.
- Do not accumulate combustible materials in any stairway, fire escape or other exits.
- Know the fire warden(s) in your work area.
- Familiarize yourself with the locations of fire extinguishers and exits in your area.

Indoor Air Quality

Air quality is controlled and maintained by Facilities & Services. Any adjustments to these controls must be authorized and made only by F&S staff.

Noxious Fumes

- If you suspect the presence of noxious fumes, **immediately report the finding to your supervisor or designate**. If a supervisor is unavailable, call local 8-3000. In Robarts Library, report the fumes to the Information Desk.
- Should a person be ill or overcome by fumes, if possible remove the victim from the vicinity of the fumes. **WARNING: the fumes may also overwhelm you.** If the situation is life threatening, call an ambulance directly by dialing Metro Toronto Emergency at 9-911. In Robarts Library report the situation to the Information Desk.
- If the situation is not life threatening, call University Police at 8-2222 immediately for an ambulance and provide necessary information
- Your supervisor or designate will arrange for someone to meet medical personnel at the building's emergency entrance and, if necessary, will evacuate the immediate area.

Temperature and Humidity

If you experience discomfort due to temperature and/or humidity, report your finding to your supervisor or designate.

Power Failure

In case of a power failure, UTL has an auxiliary power source which will provide adequate lighting for safe evacuation. For partial power failure, **report to your supervisor or designate**. If a supervisor is not available, immediately notify local 8-3000.

If the decision is made by the Chief Librarian or designate to evacuate the Library:

- Do not panic, stay calm.
- All library staff, except those in public service areas and stack staff, will report to their supervisor where they work.
- Staff who are in public service will remain in their posts.
- Wait and follow your supervisors/designate's instructions.
- Use regular stairwell. Do not use emergency exits unless instructed to do so. (In Robarts Library, use central stairs.)

If a power failure occurs in the Gerstein Centre, staff will evacuate patrons and staff out of floors B and C and any other areas where there is inadequate lighting. The area(s) will be barricaded with caution tape. Staff may remain in the lobby for further instructions.

Elevator Failure

In the event an elevator loses power and traps passengers, it is important to offer the passengers assurance that assistance is on its way. Elevators in the libraries are equipped with telephones to enable trapped passengers to request assistance.

- If you are trapped in an elevator, press the emergency button. Try to remain calm and relax.
- If you receive a request for assistance or you hear people trapped in an elevator:
 1. Immediately call University Police at 8-2222.
 2. Identify the exact location of the elevator and if possible the condition of the passenger(s).
 3. Report the same to:
 - Robarts Library.....Information Desk (8-5093)
 - Gerstein Science Information Centre.....Circulation Desk (8-5348)
 4. Stay in contact with passengers and assure them that help is on its way.
- In case of power failure, dedicated elevators will remain operational. They must be used by authorized personnel and for emergency use only.
- If you discover or receive a report of an elevator malfunction, immediately report your findings to local 8-3000 (after normal business hours and weekends, to University Police at local 8-2222).

Flooding / Water Leaks

Flooding

- Do not enter the flooded area; there may be danger of electrical shock.
- Immediately call local 8-3000 and **report your finding to your supervisor or designate.**
- In Robarts Library, you should also inform the Information Desk at local 8-5093.

If the flooding is affecting or will most likely affect any part of the collection, the incident must also be immediately reported to Karen Turko, Collection Digitization Head, local 8-7119 (alternatively John Toyonaga may be contacted at 8-2276).

Water Leaks

- If you discover a water leak in the library, **immediately report your finding to your supervisor/designate.** If the supervisor is not immediately available, call 8-3000.
- Your supervisor/designate will call the building Caretaker.
- In Robarts Library, you should also inform the Information Desk (8-5093) of the incident.

Facilities & Services Damage / Malfunction

Should you discover any damage to library building (windows, walls, doors, etc.) or malfunction to physical services (lights, toilets, water taps or fountains, etc.) **report this finding to your supervisor/designate.**

Emergency

For any finding that is considered an emergency, call 8-3000 and **also report it to your supervisor or designate.**

Note: "Hate" graffiti is considered a serious offense. Should you discover such writing, call University Police at 8-2323, **report it to your supervisor or designate,** and complete an Incident Report form. Your supervisor will submit the completed form to the Manager—Facilities, Security, Fire, Health & Safety.

University Closure

Until the decision to "close" all operations is announced, the University is to be considered open, and normal non-teaching operations should continue even when classes have been cancelled.

In accordance with University policy, the authority to make decisions on campus closure resides with the Provost and the Vice-President, Human Resources.

The Chief Librarian or designate will be informed of any decision to close the University and, once made aware of this decision, will disseminate this information to all department heads, managers and supervisors; they will announce the same to their staff.

Additionally, when the decision to close the University is reached during non-business hours, the Public Relations Office has the responsibility of notifying major Toronto radio and TV stations of the precise terms of the closure.

All normal operations that have been discontinued will be automatically re-opened on the day following the closure. Should it be necessary to continue closure beyond the first day, the aforementioned procedure would again be followed in its entirety.

Individual employees should not make telephone calls to departments to inquire on this matter. Such phone calls could disrupt telephone lines to those receiving or sending essential calls.

Closure due to inclement weather

When the closure is because of inclement weather, staff may also call a University telephone number, 978-SNOW, for additional information.

Acknowledgment

Assistance from the University Police, Fire Prevention Office, Community Safety Coordinator, Sexual Harassment Office, Office of Environmental Health and Safety and the Library's Joint Health and Safety Committee in creating this handbook is acknowledged and appreciated.

Comments

If you have any comments regarding the content and/or format of this handbook, please contact Bill Godoy, Manager—Facilities, Security, Fire, Health & Safety, University of Toronto Library, University of Toronto, 130 St. George Street, Toronto, Ontario, M5S 1A5, or call (416) 978-1289.

You may also direct your comments to any member of the University of Toronto Library Joint Health and Safety Committee.

Emergency Telephone Numbers

University Police (24 hours, 7 days).....	8-2222
Metro Toronto Emergency.....	9-911
Facilities & Services.....	8-3000

Central Library

Bill Godoy, Manager—Facilities, Security, Fire, Health & Safety.....	8-1289
Robarts, Information Desk.....	8-5093
Karen Turko, Collection Digitization Head.....	8-7119
Building Patrols.....	6-3590

Contacts for your location (add customized information)
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Other University Resources

Fire Prevention Office.....	8-5151
Sexual Harassment Office.....	8-3908
Community Safety Coordinator.....	8-1485
Environmental Health & Safety Office.....	8-4467
Health and Wellbeing.....	8-4476
Employee Assistance Program (for staff enrolled in benefit plans).....	1-800-668-9920

Reminder: Do you know the location of: a first aid kit, emergency supplies (e.g., extra flashlights), fire extinguishers? Do you know who your fire wardens, trained first aider, and health and safety representatives are?
