

## SCHOOL OF HEALTH

## Standard Operating Procedure

### Emergency Response Procedures for School of Health Managed Space in the PC Building

**SOP-GA-009-v04**Revision History

Version	Reason for Revision	Date
04	Updated SOP's to reflect School of Health & minor changes	August 25, 2025

## 1. Overview

### *1.1. Purpose*

This Standard Operating Procedure (SOP) covers spaces in the PERFORM Centre (PC) building that are under the management of the School of Health in the event of an emergency or incident. Operational procedures for staff, users and visitors in the PC building in the event of several classes of emergency. New staff will be provided with an on-site orientation of the procedures and policies included in this SOP.

### *1.2. Responsibility*

It is the responsibility of all staff, users and visitors to familiarize themselves with applicable policies.

## SCHOOL OF HEALTH

## 2. Definition of terms and Abbreviations

Normal working hours	The period between 0600hrs to 1800hrs Monday to Friday.
Evening working hours	The period between 1800hrs to 2300hrs Monday to Friday
After hours	The period between 2300hrs to 0600hrs including all holidays and weekends.
CERT Leader	Concordia Emergency Response Team Leader

## 3. General conditions

In the event of an emergency, the first point of contact should be Concordia Security central dispatch, reached either by dialing ext. **3717**; or **514-848-3717** from external lines; or by activating the **yellow Emergency call wall boxes** situated throughout the building. Security will then monitor and liaise with 911 and emergency services.

### 3.1. Evacuation

Normal working hours:

- The Manager, Bio-Imaging and Centre Facilities acts as CERT leader, will be stationed at the main panel next to the arena entrance and is the point of communication with Security and all other CERT personnel;
  - Facilities Coordinator relieves the CERT leader if necessary;
- Other designated CERT personnel for each floor direct staff and users for a safe evacuation.
  - Meeting point; fence at Sherbrooke Street, alternate meeting point is the corner of West Broadway.

Evening working hours:

- In the absence of a CERT leader / personnel, the front desk person acts as a CERT leader with Security, and the floor monitor will clear personnel from main floor (conditioning floor and change rooms);
- Security is responsible for evacuating main floor offices, the basement and all rooms on the 2<sup>nd</sup> floor.
- Meeting point; fence at Sherbrooke Street.

After hours:

**SCHOOL OF HEALTH**

- Security is responsible for evacuating all rooms on all floors of the building.
- Meeting point; fence at Sherbrooke Street.

***3.2. Readmission following evacuation***

Normal working hours:

- School of Health Managers or Platform Supervisors should receive the 'all clear' message from the CERT leader before readmitting staff and users back to their areas.
- Staff and users are responsible for shutting down any potentially dangerous process prior to leaving the building and are responsible for ensuring the area they were working in is safe prior to re-commencing work.

Evening working hours:

- Security is responsible for sweeping the building and giving the all-clear to return to spaces in the PC Building (including conditioning floor participants);
- The Front Desk staff notifies the School of Health on-call person.
- Staff and users are responsible for shutting down any potentially dangerous process prior to leaving the building and are responsible for ensuring the area they were working in is safe prior to re-commencing work.

After hours:

- Security is responsible for sweeping the building and giving the all-clear to return to spaces in the PC building (including conditioning floor participants);
- Staff and users are responsible for shutting down any potentially dangerous process prior to leaving the building and are responsible for ensuring the area they were working in is safe prior to re-commencing work.

***3.3. Non-evacuation emergency (i.e. injury)***

Anyone aware of an emergency situation, must contact:

Normal working hours:

## **SCHOOL OF HEALTH**

- Notify 3717 or 514-848-3717 security dispatch, then;
- Notify relevant staff (e.g., Manager, Supervisor, Technician) who coordinates with Security, School of Health administration, Facilities and Environmental Health & Safety.

### **Evening working hours:**

- Notify Security central dispatch at 3717 or 514-848-3717;
- Notify the Front Desk Staff who will notify the School of Health on-call person to coordinate with Security, School of Health administration, Facilities and Environmental Health & Safety.

### **After hours:**

- Notify Security central dispatch at 3717 or 514-848-3717;
- Notify the School of Health on-call person who will coordinate with Security, School of Health administration, Facilities and Environmental Health & Safety.

In all cases, an Injury/Near-Miss report must be completed and submitted to Environmental Health & Safety within 24hours.

## **4. Emergency scenarios**

### ***4.1. Fire alarm and evacuation***

Everyone has a role to play during fire alarms and evacuations.

#### **Precautions:**

- Know the location of at least two emergency exits in your area.
- Know the location of emergency equipment (fire alarm pull stations, fire extinguishers, emergency telephones) and be ready to use them.
- Avoid using unsafe electrical appliances, frayed extension cords or overloaded outlets.
- Keep doors to stairways closed at all times.
- Keep stairways, hallways, passageways and exits (inside and outside) clear of obstruction.

## SCHOOL OF HEALTH

- Do not accumulate combustible materials in any stairway, fire escape or other means of egress.
- Do not use an open flame unless otherwise designated.

### Procedure:

- Stay calm; do not rush or panic.
- Close your door.
- When the fire alarm is activated, evacuate the building. Use stairs only. Do not use elevators.
- Report strange odors to Security.
- Once outside, move away from the building.
- Do not re-enter the building until instructed to do so by Security.
- Blankets are located in front of the security desk on conditioning floor and will be brought outside during cold weather.

### ***4.2. Power outage***

Power failures are usually short, lasting on average 20 minutes. In most cases, building occupants can remain in the building until power is restored.

***NOTE: The PC building is equipped with a generator which will be activated for essential needs approximately 30 seconds after the power outage begins.***

#### ***4.2.1. In the event of a power outage***

- Remain calm.
- Notify Security at 3717 or 514-848-3717.
- Remain at your workspace unless instructed to evacuate by Security/School of Health administration /CERT personnel and/or the Public Announcement system.
- Security/School of Health administration/Environmental Health & Safety will evaluate the need to evacuate the building based on available emergency or natural light.

#### ***4.2.2. If you are stranded in total darkness***

- Remain calm.
- Do not attempt to leave on your own.
- Notify Security at 3717 or 514-848-3717.

**SCHOOL OF HEALTH**

- Security will arrive quickly to assist you.

**4.2.3. If you are stranded in total darkness and must evacuate**

- Remain calm.
- If possible, notify Security at 3717 or 514-848-3717; Advise them of the situation and that you are evacuating.

**4.3. Minor medical emergency (non-life threatening)**

In the case where a minor incident occurs, the following procedures should apply:

- Instruct victim to stop activity.
- Remain with victim until symptoms subside.
- If symptoms worsen, use basic first aid\*.
- If symptoms do not subside, activate 3717 or as instructed by trained medical first responder.

\* At this time, have another person check with reception to see if there is a trained first responder or medical professional in the building. Have someone bring this person to your location to provide aid.

**4.4. Major medical emergency (life-threatening)**

**Call Security immediately by dialing 3717 or 515-848-3717** if a person is complaining of or suffering from:

- Sharp pain or pressure in the chest area, arm, jaw or middle of back.
- A sudden and intense headache.
- Problem breathing (not usual with exercise).
- A loss of consciousness (retrieve AED and First Aid kit).
  - Basement AED's are located between S1.113 & S1.115, Imaging Suite hallway, and in hallway between the Nutrition & Physiology Suites.
  - Ground level AED is located at the gym reception.
  - 2<sup>nd</sup> Floor AED is located between the Sleep Lab and student space.

In the event of a medical emergency, once you have contacted Security:

**SCHOOL OF HEALTH**

- Have another person check with reception to see if a trained medical first responder is in the building. Have someone get this individual and bring them to provide the victim with appropriate first-aid (AED if necessary).

**5. Evacuation routes**

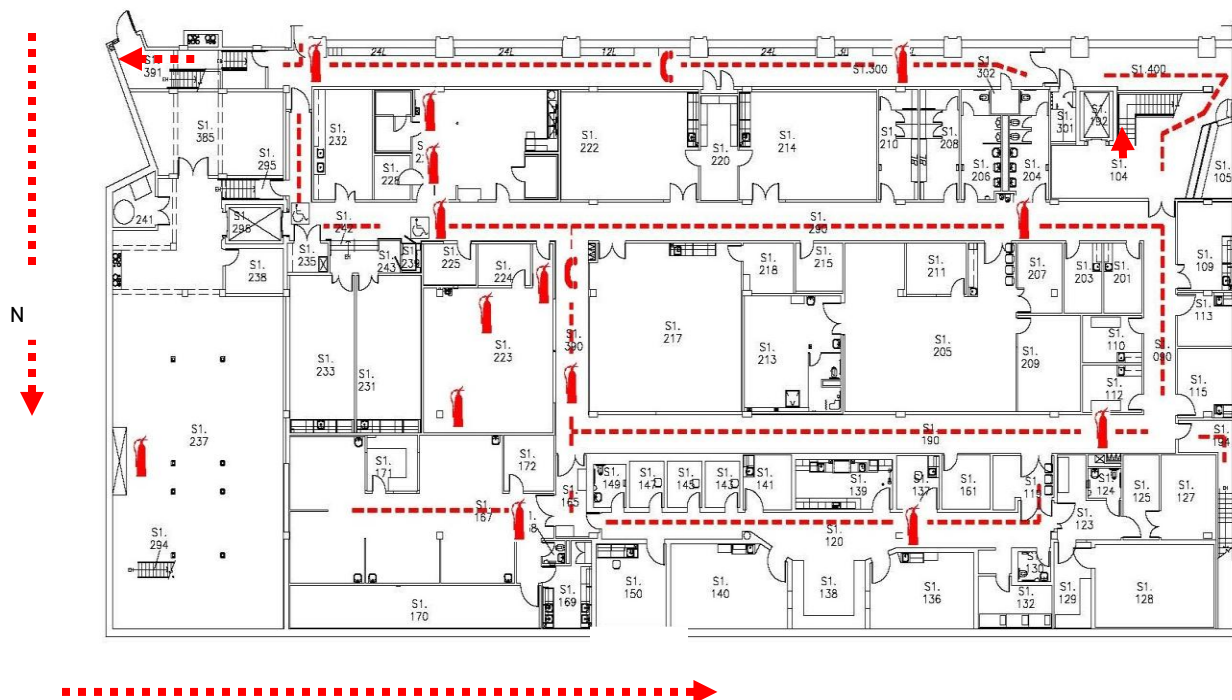
All users will familiarize themselves with emergency evacuation directions for each floor of the PC building.

The floor plans below illustrate the possible evacuations routes to be taken in case of emergencies.

***NOTE: If the Stinger dome is the source of emergency requiring evacuation of the PC building (e.g. fire), east emergency exits should not be used. Either the main entrance or the south-west emergency exit should be used.***

## SCHOOL OF HEALTH

### 5.1. Basement Level



Gathering point at fence bordering Sherbrooke Street



## 5.2. Ground Level



### 5.3. Second Floor



**SCHOOL OF HEALTH**

## **6. Emergency response equipment**

### ***6.1. Automated external defibrillators (AED)***

AEDs are readily available throughout the building in case medical emergencies require their use. CPR/AED certified School of Health staff are available in the PC building to operate these units. However, in the absence of trained personnel, in an emergency situation, non-certified staff can easily follow the instructions on the AED. Individuals are expected to familiarize themselves with the location of the AED in their areas.

### ***6.2. Emergency evacuation chairs***

Emergency evacuation chairs are available for individuals with limited mobility. If there is no immediate danger and to avoid possible injury, individuals with limited mobility should not be evacuated immediately. Evacuation chairs are located either at the top or the bottom of each stairwell.

#### ***6.2.1. If it becomes necessary to evacuate***

- Use an available evacuation chair.
- Evacuation chairs should be used by a minimum of two rescuers.
- If more than one person needs to be evacuated with an evacuation chair in one location, carry other individuals using a straight chair or the crossed-arms method.
- Evacuate individuals to a safe location, ideally the next safe floor.
- Advise Security of your new location by using the yellow emergency call phone box.
- Be prepared – the School of Health staff or PIs in the PC building should identify 2 people who can accompany and assist the evacuation of individuals with limited mobility during an emergency.

## **7. Alarm system**

The PC building is equipped with a two-stage alarm system in case of emergencies and potential evacuation of the building. Security will initiate through the Fire Alarm Control Panel (FACP) a single-stage continuous signal or a two-stage intermittent signal depending on the type of response needed for evacuation. **Under current conditions most scenarios will be under a Single Stage Alarm.**

## **SCHOOL OF HEALTH**

### ***7.1. Two Stage Alarm***

- During the alert or first-stage alarm, occupants are required to listen to a message delivered by the Public Announcement system and prepare to leave the building.
- Listen to announcements/instructions. In the event of a second-stage alarm, occupants are required to respond immediately and follow instructions to evacuate.
- If a first-stage alarm is neither cancelled nor confirmed, the FACP will automatically move to the second-stage after a pre-specified length of time (typically 3-5 minutes).

### ***7.2. Single Stage Alarm***

- A single-stage FACP is a continuous alarm. During a single stage alarm occupants are required to respond immediately and follow instructions to evacuate.

NOTE: White flashing strobe lights will be activated only when evacuation is required.

## **8. Emergency response training of designated School of Health employees in the PC building**

### ***8.1. Cardiopulmonary resuscitation (CPR), first aid and automated external defibrillator (AED) certifications***

Annually, designated School of Health staff in the PC building will attend training sessions and be certified OR be re-certified for CPR, first aid and AED. If a medical emergency occurs, these employees will use their training to help the individual until first-responders or other medical professionals arrive on scene and may continue to provide assistance as required.

### ***8.2. Concordia emergency response team (CERT)***

During normal working hours, several School of Health staff in the PC building are trained as CERT members who will respond to emergencies and help to evacuate individuals. The Manager, Bio-Imaging and Centre Facilities is the CERT leader, and the Facilities Coordinator is a CERT member. Whoever is the closest to the fire panel located in the Recreation and Athletics building will be the point of contact for the CERT team. The CERT leader liaises with the CERT members to ensure that everyone is evacuated and report to Security and be the point of contact between Security and the School of Health.

## **SCHOOL OF HEALTH**

During evening working hours, when there is no CERT member available, the front desk staff coordinates with Security to ensure that the ground level of the PC building is evacuated and will notify the on-call Manager who will then coordinate emergency response with Security. Security will ensure that the other levels of the PC building have been evacuated.

After hours, security will be responsible for all evacuation in the PC building.

### **9. Incident reporting**

In case of an incident, the Concordia University policy on injury/incident/near miss reporting and investigation should be followed. See VPS-42 Policy on Injury/Incident Reporting and Investigation. The report should be sent directly to Environmental Health and Safety and a copy should be made for internal tracking.

### **10. Departmental Emergency Preparedness Plan (DEPP)**

A continuity document defines the steps and priorities to be taken in a serious emergency and how the School of Health managed sections of the PC building will be brought back to being fully functional.

All Concordia University departments and units are required to complete a Department Emergency Preparedness Plan (DEPP) for Security to ensure basic business continuity. The Manager, Bio-Imaging and Centre Facilities is responsible for this document.

If an emergency requires the deployment of School of Health's DEPP, the School of Health administrative team will initiate the process.