



THE UNIVERSITY OF
WINNIPEG

4/14/2026

EMERGENCY RESPONSE GUIDE

QUICK REFERENCE GUIDE FOR
UNIVERSITY OF WINNIPEG
EMPLOYEES, STUDENTS,
CONTRACTORS, AND VISITORS

EMERGENCY

CALL SECURITY SERVICES 24/7 OPERATOR

DIAL 6666

FROM INTERNAL LINE

OR

204-786-6666

FROM ANY OTHER PHONE

SECURITY@UWINNIPEG.CA

Download the UWSafe App on Google Play or
the Apple Store

Please consider calling 911 AFTER you have called Security Services

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1.0 PURPOSE

The purpose of this document is to provide University of Winnipeg employees, students, staff, contractors, and visitors with basic emergency response guidelines that should be followed in the event of an incident or emergency on campus.

An emergency phone numbers list is available in Appendix A at the end of this document.

2.0 APPLICATION

For your own safety and security, all employees, students, contractors, and visitors should follow these guidelines and instructions provided by the University of Winnipeg Risk Management department.

3.0 ROLES AND RESPONSIBILITIES

During an emergency, University of Winnipeg employees, students, contractors, and visitors that are non-responders are required to strictly comply with the directives and orders given by Security Services or any of the campus emergency supervisors such as Fire Wardens.

BE PREPARED

- Read this guide carefully.
By increasing your state of readiness and response capabilities to incidents and emergency situations, you can decrease response time and minimize any potential harm.
- No matter what sort of emergency situation that presents itself, act in best interest of yourself and others safety but never needlessly put yourself in danger.
- To report an incident or suspicious activity, please call Security Services or report through the website or UWSafe App.

4.0 DEFINITIONS

TERM	DEFINITION
911	Refers to the different local emergency response services. The most common are the Winnipeg Police Service and the Winnipeg Fire and Paramedic Services.
Active Shooter	Refers, as per RCMP definition, to one or more persons who seek out a target rich environment and participate in random or systematic infliction of death or grievous bodily harm. Active threats may act with or without the use of a formal weapon and would or would not have a pre-determined pattern for their actions as well as in their selection of victims. An active threat using one or more firearms is commonly referred to as an Active Shooter.
AED	Stands for Automated External Defibrillator, a portable electronic device available to first responders that automatically diagnoses the life-threatening cardiac arrhythmias in a patient and is able to treat them through defibrillation.
Contractor	Refers to a third party engaged to carry out construction, maintenance work, an audit or any other work that is not handled by university staff.
Demonstration	Refers to a form of activism usually consisting of public meeting or march protesting against something or expressing views on a political, economic or social issue with the intention of influencing a democratic decision. Demonstrations can result in situation of sit-ins, deliberate blockades, and sometimes escalate to physical confrontations.
Emergency	Refers to a sudden, unexpected, or impending situation that poses an immediate risk to health, life, property, or the environment and may cause disruption of normal activities. Emergencies require urgent intervention and remedial actions or mitigation measures.
Encampment	Refers to a group of tents or other shelters set up on private or public property without permission. Encampments are commonly associated with political, economic, or social activism or due to unhoused people seeking shelter.
Evacuation	Refers to the process of removal of faculty, staff, students, contractors, and visitors from a location where a hazard or threat could pose imminent danger. Depending on the severity of the hazard or threat partial or total evacuations can be triggered.
Faculty	Refers to the teaching and administrative staff and those members of the administration having an academic rank within the university.
Hazard	Refers to a physical, thermal, chemical, biological, or radiological situation or condition that poses a level of

	threat to life, health, property, or the environment and may lead to an emergency or disaster. A hazard can be of natural cause or originated by an incident, including from industrial origin.
HAZMAT	Refers to a Hazardous Materials Response Team.
Lockdown	Refers to an emergency situation when security protocol requires faculty, staff, students, contractors, and visitors to be temporarily confined to disrupt a physical threat in the form of an individual or a group of individuals aiming to cause injury and assumed to have already gained access to some part of the university.
PA System	Stands for Public Address System.
PPE	Stands for Personal Protective Equipment and refers to protective clothing, respirator, safety glasses, or other garments or equipment designed to protect the wearer from injury.
Security Services	Refers to Security Guards and Management.
Shelter-in-place	Refers to an emergency situation when the use of a structure and its indoor atmosphere is used to temporarily protect faculty, staff, students, contractors and visitors from an exterior hazard or threat.
SOC	Stands for Security Operations Center.
Staff	Refers to employees of the university who are not faculty.
Student	Refers to individuals who are attending classes at the university.
Suspicious Package or Mail	Refers to an item of any size which cannot be accounted for or appears to be “out of place” or “out of the ordinary”, as well as anything suspected of housing or harboring an improvised explosive device.
Threat	Refers to a person or thing, material or immaterial, likely to cause damage or other hostile actions against someone or an institution.
Visitor	Refers to a person visiting campus for business or leisure, while not an employee or contractor working at the university.
Internal Line	Refers to a phone connected through university systems such as an office phone.
Outside Line	Refers to any phone not connected to the university systems such as cell phone.

5.0 ALARMS / PUBLIC ADDRESS SYSTEMS

The University of Winnipeg public address system is operated by Security Services, throughout the university campus activated through the fire alarm system. However, some staff might consider relaying the messages to contractors or employees working in noisy areas.

There are several types of alarm systems on campus:

- **Fire/Emergency Alarm Alert Signal** (Stage 1 - Slow Tone): Faculty, Staff, Students, Contractors, and Visitors should stop what they are doing, shut down any idle industrial processes, lock up any confidential or important information and then proceed to the nearest muster point.
- **Fire/Emergency Alarm Evacuation Signal** (stage 2 - Fast Tone): Faculty, Staff, Students, Contractors, and Visitors need to evacuate the building immediately. Gather at the nearest exterior muster point.
- **Local Alarms:** A security system that activates an audible alert within the premises when triggered and is monitored by Security Services.
- **Shelter-In-Place Announcement:** Pertains to a situation when it is desirable to secure the building because of an external event (Ex. Gas leak, aggressive person(s), sudden severe weather event and any event that may pose harm or injury when exiting the facility).
- **Lockdown Announcement:** To be used only when there is a major incident or threat of violence within the facility or in relation to the building.
- **Fire Alarm testing and evacuation drills:** Unless previously announced by Facilities, no alarm should ever be assumed to be part of a drill. Drills and testing will be announced in advance.

6.0 BUILDING EVACUATION

There are two types of building evacuations: fire evacuations, which are initiated by the sound of the fire alarm, generally in response to a fire in the building. The second type is a controlled evacuation, in response to any non-fire hazard in the building.

Upon hearing the fire alarm or being asked to evacuate from your workspace:

STAY CALM

- Stop what you are doing (safely).
- All building occupants - faculty, staff, students, contractors, and visitors - must evacuate the building or the designated area (only for confirmed partial evacuations).
- If you are in the building, but away from your workstation, do not return to your office or locker to collect any belongings.
- Evacuate the building using the primary fire escape route and emergency exit as long as it is safe to do so.
- Follow the directions of the fire warden (safety vest) or Security Services.
- Always use the stairs and never use the elevators. Ask Security or the fire wardens for assistance if you believe that you cannot make your way out on your own.
- If you are hosting any visitors at the time of evacuation, have them remain with you as you evacuate.
- Gather at your respective external muster point, unless instructed by Security or a fire warden to gather at an alternate point. Remain in your respective designated area unless instructed otherwise.
- Report employees, contractors, students, or visitors missing and potentially still in the building.
- Do not attempt to re-enter the building unless authorized by Security Services or the Winnipeg Fire Department.
- Await further instructions from Security, fire wardens or WFPS.

Person requiring assistance:

- If you are unable to walk down the stairs to evacuate, wait for assistance at the stairwell. If possible, contact Security Services or **911** to inform them of your location.
- If you have a disability you can be proactive by developing an individualized safety plan through the following link: <https://www.uwinnipeg.ca/emergency-guidelines/resources/employee-emergency-information.html>

Building Evacuation Muster Points and Alternate Assembly Areas:

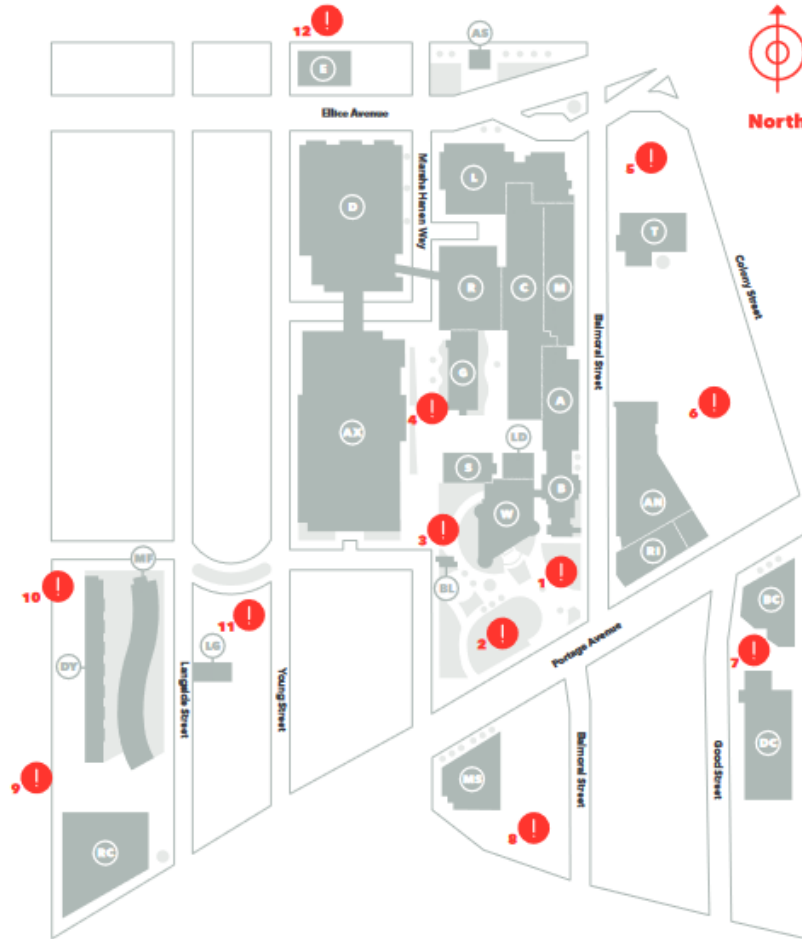
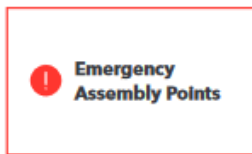
A muster point is a pre-determined location where staff, faculty, students, and visitors will assemble and await further instructions upon evacuation. An alternate assembly area refers to a second pre-determined location where staff, faculty, students, and visitors will assemble in the event that the designated area is deemed inaccessible or in a hazardous or exposed area. These would most often be the next closest muster point to your location.

University of Winnipeg Muster Points are shown on the map on the following page.

Emergency Assembly Map



THE UNIVERSITY OF
WINNIPEG



- | | | | |
|---------------------------------------|---------------------------------------|---|--|
| A Ashdown Hall | BL UWSA Bike Lab | L Lockhart Hall | RC Richardson College for the Environment and Science Complex |
| AN AnX | C Centennial Hall | LD Leatherdale Hall | RI Rice Centre |
| AS Axworthy Community Stage | D Duckworth Centre | LG Langside Learning Garden | S Sparling Hall |
| AX Axworthy Health and RecPlex | DC Downtown Commons | M Manitoba Hall | T Asper Centre for Theatre and Film |
| B Bryce Hall | DY UWSA Daycare | MF McFetors Hall Student Residence | W Wesley Hall |
| BC Buhler Centre | E Helen Betty Osborne Building | MS Menno Simons College | |
| | G Graham Hall | R Riddell Hall | |

7.0 FIRE

Fires can quickly lead to serious injuries and/or death, especially by asphyxiation. Fire drills and emergency preparedness can mitigate such consequences.

STAY CALM

If you hear the fire alarm:

- Refer to the evacuation section (6.0 Building Evacuations)

If you smell burning:

- Contact Security Services at **6666** internally or **204-786-6666** from an outside line.
- Wait in a safe location until Security Services attends.
- Direct Security Services to the area where the smell was detected.

If you discover fire or smoke:

- Warn people nearby.
- Act as a first responder only if you are trained, equipped and it is safe to do so.
- Pull the nearest fire alarm pull station and/or call **911** and then Security Services by dialing **6666** internally or **204-786-6666** from a outside line.
- Evacuate the building immediately using the nearest safe exit.
- Do not use the elevators.
- If your office door is hot and you cannot exit, remain in your office, and seal the bottom of the door to prevent smoke from coming in. Contact Security Services or **911** to let them know your location.
- Persons with disabilities should arrange for a “buddy” to help in evacuation. If further assistance is needed contact Security at **6666** internally or **204-786-6666** from an outside line. An individual emergency plan can also be developed ahead of time, please visit <https://www.uwinnipeg.ca/emergency-guidelines/resources/employee-emergency-information.html>

BE PREPARED

- Locate at least two designated emergency exits near your workstation.
- Make sure emergency exits are always free of obstacles.
- Know where the closest fire alarm pull station is located.
- Learn how to use fire-extinguishers and identify their locations near you.

8.0 RELEASE OF HAZARDOUS MATERIALS

Some substances may pose a real hazard to human health or the environment, depending on their quantity, concentration, and physical characteristics. Whether they are present inside or outside of a building, occupants must follow directions from the building emergency representatives to reduce the risk of injuries or health concerns.

STAY CALM

If a hazardous spill occurs that is not an imminent threat, proceed as follows:

- If it is safe to do so, clean up the spill, using appropriate protective equipment.
- If you cannot clean up the spill, attempt to contain the spill if it is safe to do so.
- If you cannot contain the spill, evacuate the area immediately.
- Contact Security Services at **6666** internally or **204-786-6666** from an outside line and if necessary, call **911**.
- Close doors behind you as you evacuate an area.
- Once evacuated, move to a muster point that is at minimum 500 feet away from the affected building.

If a hazardous material is released outside of the building:

- Stay inside an office without windows if possible.
- Close all windows and inside doors to create extra barriers.
- Seal cracks around the doorway.
- Refrain from leaving the building, unless instructed to do so by first responders or your emergency representatives.

If a hazardous material is released inside of your lab/workspace:

- Call Security Services at **6666** internally or **204-786-6666** from an outside line, if necessary, call **911**.
- If you have been in contact with the hazardous product, use the closest emergency wash station, if safe to do so.
- Go to the next immediate workspace or identified safe area.
- Do not touch anything without appropriate Personal Protective Equipment and prevent others from entering the hazardous area.
- Close the door to the affected area to limit and prevent other employees from contamination.

First aid / Decontamination:

If anyone is exposed to contaminants, first responders will provide the expertise and equipment to decontaminate properly and safely.

- Keep your hands away from your eyes, mouth, and ears to avoid aggravation.
- Do not brush off your clothing, body or clean up any powder or liquid without PPE.
- Gently remove contaminated clothing and lay them on the floor. Avoid pulling over the head. Instead cut the clothes off or wet them down.

BE PREPARED

- ☑ If you notice a spill, gas leak or a toxic or suspicious smell, pull the nearest fire alarm and report it immediately to Security Services at **6666** internally or **204-786-6666** from an outside line.

9.0 MEDICAL EMERGENCIES

At any moment, you could require immediate medical assistance or witness someone who does. When medical emergencies occur, knowing what to do can decrease response time and save lives.

STAY CALM

Call Security Services by dialing **6666** internally or **204-786-6666** from an outside line to report a workplace medical emergency or imminent risk to health and safety.

Provide the following information:

- Nature of the emergency.
- Location (building, floor, room number or precise location of the person requiring assistance).
- First and last name of the person requiring assistance (If known).
- Telephone number where you can be reached.

If you encounter someone who requires immediate medical assistance:

- Ensure there is no further danger to you or the person in need of care.
- If the person is conscious, ask for known medical conditions and emergency medications.
- Provide basic first aid. If you feel comfortable performing first aid, do so to the extent of your training. If the person is conscious, obtain consent before starting any first aid.
- Do not attempt to move the person unless directed to by emergency services or if the person is in immediate danger.
- Comfort and reassure the person until help arrives.

BE PREPARED

- All Security Guards are certified First Aiders, Security Services is prepared to respond to medical emergencies within minutes.
- Consider disclosing your medical condition to the Wellness Center, Health and Safety, your supervisor, Fire Wardens and/or trusted coworkers so that people will know what actions to take in a medical emergency.
- Identify colleagues that have been trained for basic first aid/CPR and the use of an Automated External Defibrillator (AED).

10.0 SHELTER-IN-PLACE

“Shelter in place” is used when it is desirable to secure the building due to a situation outside not related to the building. (Ex. Criminal activity, industrial accident such as a gas leak, or extreme weather conditions). Occupants are asked to stay in the building for their own safety until informed by Security or Emergency Services that it is safe to leave. When the situation is resolved and the area is determined to be safe, work within the facility will resume as usual.

In the event of a shelter-in-place, Security Services will repeatedly advise occupants via the PA System and an alert will be sent out through the UWSafe App:

“ATTENTION PLEASE, ATTENTION, A SHELTER-IN-PLACE SECURITY STANCE HAS BEEN IMPLEMENTED DUE TO (INSERT INCIDENT HERE). PLEASE REMAIN IN THE BUILDING AND MOVEAWAY FROM WINDOWS TO A SAFE LOCATION. MORE DETAILS WILL FOLLOW.”

STAY CALM

- Do not activate the fire alarm pull station. Assemble somewhere safe away from exits and windows.
- Wait for instructions before evacuating or leaving the building - procedures will vary depending on the incident causing the shelter-in-place.
- Wait for authorization to move freely within the building and continue normal activities.
- Provide safety for visitors by asking them to remain inside the premises.
- After the briefing it is likely that you will be able to move freely within the building and continue normal activities.
- You may be asked to follow lockdown procedures if the threat increases.

BE PREPARED

- A shelter-in-place could escalate to a full lockdown with little notice.
- For your own safety, remain alert and follow the instructions received via the PA system or the UWSafe App.
- A shelter-in-place can potentially be implemented for an extended period of time. Please advise Security Services if you may need special assistance, especially related to medical incidents.

11.0 LOCKDOWN

“Lockdown” is a situation in which all staff, students, contractors and visitors immediately stop what they are doing and gather in a room or other safe location that can be locked and wait for instructions from Security Services or law enforcement. It is only to be used in case of a major incident or an active threat of violence within the buildings or in relation to the buildings.

In the event of a Lockdown situation, Security Services will broadcast instructions over the PA System and send out an alert through the UWSafe App.

STAY CALM

- Do NOT activate the fire alarm.
- Avoid staying on your own, gather with other staff, contractors, students or visitors.
- Immediately lock yourselves in a room. If the room can not be locked barricade the door with furniture. If the room has no door find somewhere out of sight, such as under a desk or anywhere you cannot be seen.
- If you are in a washroom, lock the door, if the door cannot be locked hide in a stall and lock the door to the stall.
- Turn off lights, close blinds and turn off computer monitors.
- Keep phones on silent to avoid detection.
- Move to a safe corner to reduce visibility, keep away from windows and stay low to the floor.
- Stay put until Security Services or law enforcement give the “all clear”.
- Follow Security Services instructions and be available to provide a statement.

Once the Lockdown is over, Security Services will broadcast instructions over the PA system and a notification will be sent over the UWSafe App advising that it is safe to return to normal.

BE PREPARED

- Locate a safe place near your office or workspace that may be used in the event of a Lockdown.
- During a Lockdown, don't react to a fire alarm, unless a real fire is near you.
- Be prepared to stay where you are for a long period of time.

12.0 ACTIVE SHOOTER

The RCMP defines an “Active Shooter” as a situation where one or more persons who seek out a target rich environment and participate in a random or systematic infliction of death or grievous bodily harm.

Should Security Services become aware of an intrusion by an armed person with aggressive intentions against university personnel, students or visitors, Security will take the following actions:

- ☑ Contact **911** to report the number of intruders as well as any types of weapons involved and whether or not people have been injured.
- ☑ Security Services will broadcast instructions over the PA System and an alert will be sent out over the UWSafe App.
- ☑ Mobilize the University Emergency Operation Center.
- ☑ Security Services will take steps to isolate the threat and evacuate as many people as possible.
- ☑ Deliver first aid treatment if it can be provided without putting anyone in danger.

The Winnipeg Police Service will take command of the situation once they arrive on site.

If the threat is nearby:

STAY CALM

- ☑ **Do NOT activate the fire alarm.** Do not stay in corridors, do not take the elevators.
- ☑ Quickly find a room to lock yourself in. If the room cannot be locked, barricade it with furniture. If the room has no door, hide under desk or where you cannot be seen.
- ☑ If you are in a washroom, lock the door. If the door cannot be locked hide in a stall and lock the door to the stall.
- ☑ If time permits, close blinds, turn off lights, and computer monitors.
- ☑ Move to a safe corner to reduce visibility. Keep away from windows and remain close to the floor.
- ☑ Keep phones on silent to avoid detection.
- ☑ **If you hear what sounds like gun shots, do not investigate.**
- ☑ Dial **911**, if possible, to alert police to the active threat’s location.
- ☑ If you cannot speak, leave the telephone line open to allow the Dispatcher to listen.
- ☑ Wait for Police Officers and Security Services to clear each area and notify you when it is safe to evacuate.
- ☑ Make sure your hands are clearly visible and avoid brisk movements.
- ☑ Follow orders and be available to provide a statement.

BE PREPARED

- ☑ Remember these three steps to protect yourself: **RUN → HIDE → FIGHT.**
- ☑ If confronted by an Active Threat, consider fighting actively for your life.
- ☑ Acting as a group will greatly increase your chances of success.

13.0 HOSTAGE TAKING

A hostage taking refers to a person or group of people taken and held against their will by a captor. A hostage taking is usually carried out in exchange for a ransom or for ensuring that a request is fulfilled.

STAY CALM

If you witness a hostage-taking incident:

- Refrain from intervening directly.
- Clear the area or evacuate the building.

CALL Security Services by dialing 6666 internally or 204-786-6666 from an outside line.

- Await further instructions from Security Services or Emergency Responders on whether you should barricade yourself where you are or evacuate the building.

Should Security Services become aware of an intrusion by an armed person or a hostage taking incident, they will take the following actions:

- Call **911** to report the number of intruders and/or hostages, and to advise of any weapons the intruders may have.
- Mobilize the Emergency Operation Center.
- Immediately evacuate as many people as possible from the area.
- Cordon off the area and prevent people from entering.
- Contain the hostage taker(s) until the arrival of a specialized Winnipeg Police Unit.
- Try to dissuade the hostage taker from taking any violent action.
- Deliver first aid treatment if this can be provided without putting anyone in danger.

The police will take command of the situation when they arrive. Security Services Management will provide police with any information required, including floor plans.

If the police determine that an evacuation of the building is needed, police officers and Security Services will visit each area and notify any staff, students, contractors, or visitors to evacuate immediately. Make your hands clearly visible when approaching them.

BE PREPARED

If you are taken hostage:

- Remain calm and passive. Speak only when spoken to.
- Refrain from volunteering suggestions or courses of action.
- If there is more than one hostage taker, refrain from taking sides and appearing to favor one more than the other.
- Stay as far away from the hostage taker as possible, preferably in a corner and out of the way. Try to stay low to the ground at all times.
- Avoid calling the hostage taker by name.
- Follow the hostage takers instructions.
- Be aware that help is being organized.

14.0 BOMB THREAT

A bomb threat could come by way of an e-mail message or a phone call indicating that a bomb has been placed in a specific location or will be detonated within a given timeframe.

STAY CALM

Bomb threat received by email:

- Do not delete the email.
- Refer to section **15.0 Threatening Messages** for more detailed procedures.

Bomb threat received by phone:

- Listen carefully, be courteous and let the caller say as much as possible without interruption.
- Obtain as much information as you can. Follow the procedures listed on the back of this page.
- Keep the caller on the line for as long as possible, do NOT be the one to end the conversation or hang up first. Continue asking questions for as long as possible.
- Note the number that appears on caller ID.

Once the phone call has ended:

Call Security Services by dialing **6666** internally or **204-786-6666** from an outside line.

- Inform your manager only after you have informed Security Services.
- Do not discuss the threat with any other building occupant.
- Do not touch anything suspicious but report it to Security without delay.
- Be available to supply information to Security Services and law enforcement upon their arrival.
- Await further instructions from your building emergency representative.

BE PREPARED

- Know how to handle a bomb threat over the phone and keep a hard copy of this document accessible at your desk (See next page)

Bomb Threat Quick Reference Procedure

When a bomb threat is received:	Questions to ask:				
Stay calm.	What time will the bomb explode?				
Listen and be courteous.	Where is the bomb?				
Do not interrupt the caller.	What does the bomb look like?				
Record the conversation or have someone listen in and write down what is said.	Where are you calling from?				
	Why did you place the bomb?				
Obtain as much information as possible and note the characteristics.	Is there more than one bomb?				
	Why did you call? What is your name?				
	Identifying Characteristics:				
Record details:	Sex:	Male	Female	Unknown	
Date & Time:	Estimated age:				
Call display number:	Accent:	English	French	Other:	
Duration:	Voice:	Loud	Soft	Nasal	
Call Received phone line:		Deep	Distinct	Distorted	
		Raspy	Stutter	Pitch:	
Name of employee:		Other:			
	Voice was familiar (Specify):				
Telephone Number:	Speech:	Fast	Slow	Other:	
	Manner:	Emotional	Calm	Vulgar	Relaxed
Department:		Rational	Irrational	Coherent	Incoherent
		Deliberate	Laughing		
		Other:			
Other Witness:	Background Noise:	Traffic	Factory/Machinery	Airplane	Office Machines
		Music	Animals	Party	Quiet
		Trains	Voices		
	Diction:	Good	Slang	Lisp	Foul
Exact words of the caller:	Specific Words:				
	Phone Connection:	Static	Clear	Long Distance	Cell
Caller was familiar with the area (specify):					

15.0 THREATENING MESSAGES

“Threatening messages” refers to a letter, email, package, call, or voicemail message threatening Administration, Faculty, Staff, Students, Contractors, Visitors or anyone other person(s) related to the University.

STAY CALM

Call Security Services by dialing **6666** internally or **204-786-6666** from an outside line.

- Be available to provide information to Security Services or the police.

Letter/Package

- Avoid handling the item.
- Consider the possibility of harmful substances in the letter/package (see **17.0 Suspicious Package**).

Email

- Do not click on any link or open any attached document yourself.
- Do not delete the email.
- Simply close the email and forward it Security Services (security@uwinnipeg.ca).

Verbal

- Request Security Services assistance (see section **16.0 Violence in the Workplace**)
- If the perpetrator leaves, note which direction they went.
- Quickly write down the threat exactly as it was communicated.
- Note the description of the person(s) who made the threat (name, gender, clothing, etc.)

Message left on voicemail

- Do not erase the recorded message.
- Wait for Security Services presence before playing it again.

BE PREPARED

- Whether personal in nature or not, a threatening message should always be taken seriously.

16.0 VIOLENCE IN THE WORKPLACE

Violence in the workplace refers to any incident in which a person is threatened, intimidated, coerced, abused physically or verbally, assaulted, or sustain physical, emotional, or psychological harm or injury in, at or related to the workplace.

If you witness or experience violence at work:

STAY CALM

- Remove yourself from the situation.
- If you can and it is safe for you to do so, CALL Security Services at the Security Operation Center by dialing **6666** internally or **204-786-6666** from an outside line.
- You may also inform your manager or seek assistance from coworkers immediately.
- If your physical security is threatened, escape the area and seek help from Security Services.
- If you feel threatened by Security Services, contact the Security Supervisor or the Security Operations Center, or call **911**. Follow up with Security Management once it is safe to do so.

BE PREPARED

Dealing with a violent or potentially violent person:

- Remain calm. Try to calm the other person or deescalate the situation.
- Acknowledge the person's feelings. Indicate that you understand they are upset.
- Do not encourage violence or retaliation emotion.
- Be respectful of their personal space (try to stay at least 2-3 feet away).
- Do not glare or stare, which may be perceived as a challenge.
- Do not make any sudden movements that can be perceived as a threat.
- If the behavior persists, inform your manager, or seek assistance from a coworker immediately.
- Always report violent behavior to Security Services. Security is always available to assist you.

17.0 SUSPICIOUS PACKAGE

A suspicious package is a letter, bag, briefcase, or parcel that may contain a chemical, biological, radiological, nuclear, explosive substance, or combination thereof.

The leaflet established by the RCMP and presented on the next page will help to identify signs of a suspicious package or mail that could contain explosives or harmful substances.

STAY CALM

- Do NOT activate the fire alarm!**
- Do NOT touch the package.** Leave the item where it is found.
- Do not use your phone or a radio-communication device near the suspicious package.
- Identify your discovery to nearby personnel and advise them to leave the area.
- Note the characteristics of the package (Ex. What does it look like? Where is it located?).

If the package hasn't been opened:

- Stop any work. Stop any process involving vibrations, shocks or temperature increases.
- Do not let others go near the package.
- Leave the room if you are in the building.
- Contact Security Services at **6666** internally or **204-786-6666** from an outside line.
- Stay at least 25 meters away from the package.
- Do not leave the building, unless told to do so by Security Services.
- Await further instructions from Security, HAZMAT or Winnipeg Police.

If the package has been opened:

- Leave the package as it is. Do not attempt to close it.
- Refer to instructions for unopened package.

Suspicious package of hazardous nature (powder, liquid, etc.):

- Stop any work. Do not let others go near the package or near you.
- Do not move the package or try to cover it. Stop or ask to stop all ventilation systems.
- Do not leave the room if you are in the building. Instruct others to act accordingly.
- Call Security Services by calling **6666** internally or **204-786-6666** from an outside line.
- Await further instructions from Security Services, HAZMAT or Winnipeg Police.

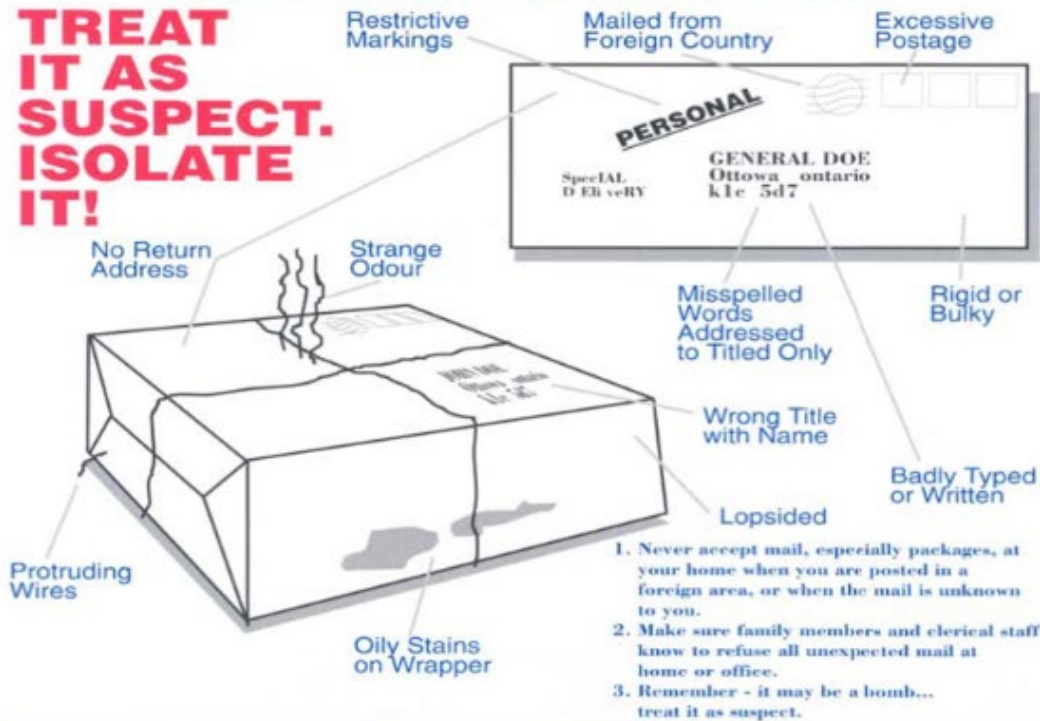
BE PREPARED

- Report the presence of unattended briefcases, bags, or parcels in or around the building to Security Services.
- Never accept letters / packages from someone you do not know.

WARNING

LETTER AND PACKAGE BOMB INDICATORS

**TREAT
IT AS
SUSPECT.
ISOLATE
IT!**



LETTER AND PARCEL BOMB RECOGNITION POINTS

- ✓ Excessive Postage
- ✓ Incorrect Titles
- ✓ Titles but no Names
- ✓ Misspellings of Common Words
- ✓ Oily Stains or Discolouration
- ✓ No Return Address
- ✓ Excessive Weight
- ✓ Rigid Envelope
- ✓ Lopsided or Uneven Envelope
- ✓ Protruding Wires or Tinfoil
- ✓ Visual Distractions
- ✓ Foreign Mail, Air Mail and Special Delivery
- ✓ Restrictive Marking such as Confidential, Personal, etc.
- ✓ Hand Written or Poorly-Typed Addresses
- ✓ Excessive Securing Material such as Masking Tape, String, etc.

RCMP CANADIAN BOMB DATA CENTRE

1200 Vanier Parkway, Ottawa, Ontario K1A 0R2 (613) 993-7880 FAX: 993-9917

18.0 DEMONSTRATION / OCCUPATION / ENCAMPMENT

Demonstrations, Occupations and Encampments on public premises are used as a means of expressing views and exercising political pressure.

STAY CALM

CALL Security Services by dialing **6666** internally or **204-786-6666** from an outside line.

During a demonstration, occupation, or encampment:

- Avoid the demonstrators.
- Walk away from the area.
- Do not intervene or attempt to remove any demonstrators yourself.
- Do not directly intervene to assist Security Services, call the Security Operation Center instead.
- Do not become involved in any activities of the demonstrators.
- Follow instructions from Security Services or your building emergency representatives.

BE PREPARED

- Should you witness demonstrators close to the building entrances, please report it immediately to Security Services.

19.0 SEVERE WEATHER

The city of Winnipeg is located in a region prone to severe weather. Weather is difficult to predict. Things can happen with little to no warning; therefore action must be taken at the first warning signs such as high winds, funnel clouds, and small flying debris.

STAY CALM

Should severe weather impact the building or area nearby:

- Do not rush out of the building unless you hear the fire alarm evacuation signal.
- If you can do so, take immediate measures to idle industrial processes, then quickly move away from any large or heavy equipment.
- If you are in an office, take immediate shelter under tables, desks or other such objects that will offer you protection from flying glass or debris.
- Keep at least five meters away from windows to avoid broken glass.
- Step under a doorway or into a narrow hall or corridor.
- Keep away from large overhead light fixtures.
- Protect your head and neck with your arms and/or any slightly rigid object.
- If fire occurs, pull the nearest fire alarm pull station and evacuate.
- Await further instructions from building emergency representatives.

If evacuation is ordered:

- Watch out for falling glass, brick, electric wires, or other hazardous objects.
- Refer to the **6.0 Building Evacuation** procedures in this guide.
- Do not re-enter the building**, unless authorized by Security or Emergency Services.
- Reserve the use of phones for emergency calls only.

BE PREPARED

- Pre-determine a location within your department or office space where you could take shelter.

20.0 FLOOD / WATER INFILTRATION

A flood or water infiltration can occur at any time of the year and may be caused by a broken water pipe, sewer back-up or heavy rainfall. Water infiltration can damage electronic equipment, industrial machinery, critical documents or cause health concerns if chemicals or electrical equipment are present in the area.

STAY CALM

CALL Security Services by dialing **6666** internally or **204-786-6666** from an outside line.

In the event of a water leak / flood:

- Shutdown vulnerable equipment and protect critical documents.
- Do not attempt to shut off electricity if any water is present. Water and live electrical wires can be lethal.
- Move wet or vulnerable items to a dry and secure location if it is possible and safe to do so.
- Leave the area, if you consider your safety at risk.
- Exercise caution especially when using the stairs as the floor may be slippery.
- Advise Security Service or Facilities of all business-critical equipment or document that should be salvaged in priority.

BE PREPARED

- Should you notice an unusual puddle of water or a minor water leak, please report it immediately to Facilities or Security Services.

21.0 ELECTRICAL POWER OUTAGE

Power interruptions can occur for a variety of reasons and may last from minutes to days. However, if they last for a long period of time, follow these procedures.

STAY CALM

CALL Security Services by dialing **6666** internally or **204-786-6666** from an outside line.

- Remain in place, or if you are in an unlit area, proceed cautiously to an area where there is emergency lighting.
- Await further instructions from your supervisor or from Security Services.

BE PREPARED

- To avoid a power surge once the electricity returns, turn off unnecessary electrical equipment.

22.0 DOCUMENT REVIEW, RETENTION AND TRAINING

DOCUMENT REVIEW

This document will be reviewed by Security Services and Emergency Preparedness and updated accordingly.

RETENTION

All documents must be retained in accordance with the University of Winnipeg Record Policy.

TRAINING REQUIREMENTS

The present document is openly available to all employees, students, contractors and visitors on the University of Winnipeg website.

Training for emergency situation reaction and non-responders can be requested separately from this document.

23.0 REVISION CONTROL

REVISION	DATE	DESCRIPTION	OWNER OF CHANGE
00		New Procedure	

APPENDIX A

UNIVERSITY OF WINNIPEG EMERGENCY NUMBERS

For ALL EMERGENCIES on campus contact Security Services:

EMERGENCY

CALL Security Services Security Operation Center

DIAL 6666

(1) 204 - 786 – 6666

Security@uwinnipeg.ca

UWSafe App

Facilities **3060** or **204-258-3060**

Technology Solution Centre (TSC) **9149** or **204-786-9149**

Safety Office -	Manager	204-786-9894
	Lab and Research Safety	204-258-3066

CITY OF WINNIPEG EMERGENCY NUMBERS

Emergency Services **911** - Life threatening emergency or fire / crime in progress.

Winnipeg Fire and Paramedic Services **204-986-6380**

Winnipeg Police Services **204-986-6222**

Winnipeg Crisis Response Centre **204-926-7000**

Manitoba Poison Centre **1-855-776-4766**

BE PREPARED

- Add these emergency phone numbers to your contact list, and keep them where they can be accessed at all times.