

Emergency Preparedness

<i>Overview</i>	4.1
<i>Legislative Requirements</i>	4.1
Emergency Response Requirements.....	4.2
<i>Guidelines for Meeting Legislative Requirements</i>	4.2
Responses to Identified Emergencies	4.3
Lockdown.....	4.3
Evacuation.....	4.3
Directed Response.....	4.3
Room Clear	4.3
Emergency Response Plan Components.....	4.3
Evacuation Routes.....	4.3
Assembly Locations	4.3
Emergency Response Plan	4.3
Emergency Response Kit	4.3
Safety Drills.....	4.4
Special Considerations	4.5
Contagious Emergencies	4.5
Off-site Emergencies.....	4.5
Emergency Response System Inspections.....	4.6
Roles and Responsibilities.....	4.6
<i>Training Requirements</i>	4.10
<i>Implementation Process</i>	4.10
Getting Started	4.10
Ongoing Activities.....	4.11
<i>Appendix I: Emergency Response System Inspections</i>	4.12
<i>Forms</i>	4.13
Emergency Response Development Tool.....	4.14
Emergency Response Plan Template.....	4.16
Safety Drill Record Form.....	4.17
Emergency Call Card.....	4.18
Other Emergency Resources.....	4.19
Bomb Threat Phone Checklist	4.21

Emergency Preparedness

Overview

All organizations are required to establish an emergency preparedness (response) plan to mitigate the effects of a wide variety of potential disasters. Emergency preparedness is designed to ensure the health, safety and welfare of all occupants in the facility, at the time of the occurrence. This planning shall be comprehensive enough to cope with a variety of emergencies.

The District faces the challenge of having to address general emergency preparedness for over one hundred facilities. While many emergency procedures may be common among District schools, each facility is responsible for developing a site specific Emergency Response Plan that meets Legislative and District requirements and guidelines.

The District has developed procedures that provide schools with direction on how to respond to a variety of events with each site having the opportunity to address situations unique to its location or circumstance. The Superintendent of Support Services is the District liaison with the Calgary Emergency Management Agency (CEMA) in any citywide emergency affecting any, or all, District sites.

Legislative Requirements

Under provincial legislation, every school or workplace must develop and implement an on-site emergency preparedness program. The employer must consult with affected employees in establishing the emergency preparedness program and ensure that the program is kept current. Emergency preparedness and response is regulated under the Occupational Health and Safety Act, Regulation and Code.

According to the Occupational Health and Safety Code an emergency preparedness program must include:

- The identification of potential emergencies.
- Procedures for dealing with the identified emergencies.
- The identification of, location of, and operation procedures for emergency equipment.
- Emergency response training requirements.
- Location and use of emergency facilities.
- Fire protection requirements.
- Alarm and emergency communication requirements.
- First aid services required.
- Procedures for evacuation.
- Designated evacuation responsibilities.

Emergency Response Requirements

Emergency response is judged for compliance from the appropriateness of the response to an unexpected incident. The areas an inspector or investigator would focus on are:

- Do employees understand the emergency preparedness program and their roles and responsibilities in that program?
- Are employees adequately prepared to effectively carry out their role?
- Is the program appropriate to the specific worksite involved?
- Is the frequency of safety drills appropriate and in compliance with legal requirements?
- Are records kept of safety drills and are the drills evaluated for effectiveness?
- Is the emergency preparedness program working as intended?
- Is the process to communicate the state of emergency effective?
- Are visitors and/or tenants for sanctioned school/District functions aware of the facility's Emergency Response Plan?

If the answers are YES, then there is compliance.

Principals and non-school based department heads demonstrate compliance by ensuring:

- Time and resources are provided for employees to be involved in the development of the emergency preparedness program.
- Employees have adequate preparation for any unexpected incident, including how and when to initiate the alarm.
- The required supplies and equipment (i.e., fire extinguishers, first aid kits) are available, and in good condition.
- The required number of staff are trained in emergency and standard level first aid.

Guidelines for Meeting Legislative Requirements

The District has identified the following situations as potential emergencies:

- Fire/Explosion
- Chemical Release
- Building Collapse
- Utility Disruption
- Severe Weather
- Abduction
- Intruder
- Weapons
- Youth Gatherings (Civil Disturbance)
- Suspicious Activity and/or Individual
- Bomb Threat

Responses to Identified Emergencies

There are four types of responses that may be implemented for the emergency situations identified:

1. **Lockdown** – is used to maintain occupants in their room or area to provide protection from a threat (e.g., intruder) when it is safer to stay in the building than evacuate.
2. **Evacuation** – is used to move occupants out of the building by a route designed to avoid contact with a potential threat (e.g., fire).
3. **Directed Response** – is used to move all occupants away from a threat (e.g., flooding, utility disruption, chemical spill) to a specific location inside the building when it is safer to remain in the building than to leave. A directed response is used when the location of the threat is known and can be confined to a specific area. Occupants should be directed to an area that is far enough away from the threat to ensure safety.
4. **Room Clear** – is used to keep occupants away from a potential threat (e.g., student altercation) within the room while the teacher deals with the situation.

Clear language rather than code words are to be used to communicate the required response.

Emergency Preparedness Plan Components

Each worksite must prepare an annual written Emergency Response Plan utilizing the Emergency Response Plan Template (refer to intranet/Our Services/OH&S). The following items must be included in an Emergency Response Plan:

1. **Evacuation Routes** – The worksite's primary and secondary evacuation routes shall be posted in each occupied room within the facility. Administrative sites must post primary and secondary evacuation routes in each meeting room within the site. Ensure facility floor map room numbers correspond with actual room numbers.
2. **Assembly Locations** – Each worksite shall identify and inform all occupants of the primary and secondary assembly locations. Primary locations onsite will be utilized to maintain staff and students at a safe distance from the building. Secondary locations must be identified and formal, prior arrangements made for use when it is required to evacuate occupants from the site. Secondary locations must be confirmed in writing on an annual basis.
3. **Emergency Response Plan**– Each classroom/occupied work area shall be provided with an Emergency Response Plan from the site. This Plan is a summary of the emergency procedures.
4. **Emergency Response Kit** – Each worksite shall assemble and maintain an Emergency Response Kit to support the Emergency Preparedness Plan. Ensure Emergency Response Kit is kept in a secure yet accessible location at all times. Due to the contents of the Emergency Response Kit, additional security measures should be taken to secure the kit

(e.g., locked filing cabinet, safe) when the office is not occupied. The Emergency Response Kit shall include the following:

- A minimum of three up-to-date copies of the site's Emergency Response Plan.
 - Current list of all staff and/or students in the facility.
 - Student's parent/guardian emergency contact lists (updated in September and February annually).
 - Emergency Call Card (see *Forms*).
 - Chemical inventory list (see *Chemical Hazard Section*).
 - Evacuation route maps highlighting primary and secondary evacuation routes.
 - Megaphone.
 - Five flashlights with a supply of batteries (packaged separately) and a supply of spare bulbs.
 - A portable AM/FM radio with a supply of batteries packaged separately.
 - A minimum of three clipboards.
 - Miscellaneous office supplies: pens, pencils (sharpened), box of paper clips, letterhead paper and envelopes, string, duct tape.
 - Portable First Aid Kit No. 3 (fanny pack).
 - List of qualified first aiders at site (update in September and February annually).
 - Emergency blankets.
 - "Caution - Do Not Enter" tape.
 - Vinyl gloves.
5. **Safety Drills** – The purpose of drills is to ensure that in the event of an emergency, persons present in District buildings can leave, move within, or be secured in the building in an orderly fashion, without panic, and with self-control. The speed of a drill is important, but speed should not be stressed at the expense of good order. Recognize that personal reactions during an actual emergency occurrence may alter the effectiveness of executing an emergency response plan.

Safety drill procedures and instructions should be reviewed with staff, including permanent contract workers, and students on an annual basis. The following elements must be implemented when planning a safety drill:

- All school facilities must complete one safety drill per month, **with a minimum of 3 fire drills by December 21 and a minimum of 3 fire drills by June 30 for a total of 6 drill during the school year. In addition, two lockdown drills must be completed-one by Thanksgiving.** The choice of the other 2 safety drills to be completed is at the discretion of the Principal. (The four types of safety drills are: **Directed Response, Evacuation, Lockdown, Room Clear**). All non-school based sites must complete a minimum of one fire drill per year.
- The Emergency Response Plan shall be readily available to staff in each room within each school based site.
- Ensure each safety drill is documented on the District Safety Drill Record Form and filed within the District's OH&S Document Binder (see *Forms*).

- Review and address issues identified as areas of concern arising from the safety drills with staff and students following each drill.

The following elements must be implemented when conducting a safety drill:

- The principal or non-school based department head or designated administrator shall initiate all safety drills. The duty of sounding the alarm, when required, should rotate among staff members to promote familiarity with emergency procedures.
 - The fire alarm shall be sounded during an evacuation drill (fire drill).
 - **Each site must inform Highfield Security Services (214-1131) at least one hour prior to a fire drill, identifying the time that the alarm will be activated and call following the drill to inform Highfield Security Services that the drill is complete. Please note that our P3 schools and Bishop O’Byrne have different protocols.**
 - All occupants shall participate in the safety drill.
 - Ensure occupants leave, or move within, the building in an orderly manner and class lines do not cross during evacuation.
 - Ensure no individual re-enters the buildings following an evacuation until the “All Clear” indicates that the building is safe to re-enter.
 - Ensure all required individual roles and responsibilities for an emergency preparedness plan are assigned to identified employees and their alternate.
 - Special considerations shall be made for individuals with compromised physical and/or mental abilities.
- 6. Special Considerations** – Each worksite shall establish a special provision plan for assisting staff and/or students with a degree of compromised physical and/or mental ability, whether permanent or temporary (e.g., broken leg), in meeting the response procedures for the various emergencies identified.

A special provisions plan for individuals with compromised mobility should consider the individual’s ability to exit and the degree of support required. Please contact an OH&S representative for assistance.

- 7. Contagious Emergencies** – In the event of the District/individual worksite experiencing a contagious health emergency, each worksite will be provided direction from the District and/or the Alberta Health Services.
- 8. Off-site Emergencies** – Each worksite shall refer to District Regulation IJOA, Field Trips, Excursions and Student Travel in preparing for off-site events. Ensure the District Field Trip Planning Guide is referenced and forms completed. The Field Trip Planning Guide can be found on the R: Drive in the following location: R://District/Forms/Field Trips/IJOA.

Should an emergency occur during an off-site event:

- Move from area of risk to maintain student safety.
- Keep students together.

- Call 911. Look after any injured individuals.
 - Call the principal if the situation occurs during school hours, Monday to Friday. Outside of regular school hours call Highfield Security Services (403-214-1131), explain emergency situation and ask for the District on-call supervisor.
- 9. Emergency Response System Inspections** – See Appendix I for the individuals and District department responsibilities for inspecting the emergency response systems. Principals and non-school based department heads verify inspections are completed through documentation provided.
- 10. Roles and Responsibilities** – Each worksite shall ensure that all employees are made aware of their roles and responsibilities during each of the four identified emergency responses. New and substitute employees shall be made aware of their roles and responsibilities on an ongoing basis.

See Appendix I for the individuals and District department responsible for inspecting the emergency response systems.

Lockdown Roles	Responsibilities
School Administrators (Principal, Vice Principal or Designate) and Office Support Staff	<ul style="list-style-type: none"> • Assess the situation and determine need. • Communicate with occupants using clear language. • Inform staff of response and whether situation is occurring inside or outside of the facility. • Contact Emergency Services (9-1-1). • Contact Area Superintendent to inform of situation. • Take Emergency Response Kit to designated secure room. • Contact applicable numbers on Emergency Call Card (found in Emergency Response Kit). • Meet with Emergency Personnel, if safe to do so. • Refer all media inquiries to Communication Services at Central Office (403-500-2763).
Teachers	<ul style="list-style-type: none"> • Remind students of lockdown procedures. • Keep students away from doors and windows. • Refer to Emergency Response Classroom Flipchart. • If situation is outside the facility, close window coverings on outside window. • If situation is inside the facility, keep classroom exterior windows open where possible and interior classroom windows covered where possible. • Be prepared to evacuate, if required, on short notice. • Ensure door is locked. • Maintain a calm environment by staying calm and reassuring students that everything possible is being done to return the situation to normal.

	<ul style="list-style-type: none"> • Ensure absolute quiet. • Do not open the door if someone knocks, District personnel or the Calgary Police Service will have keys to enter • Keep students on floor out of line of sight from windows. • Request students turn off their mobile devices and set them in front of them • If gunshot or an explosion is heard, ensure everyone remains on the floor. • Remain in secured room until further directions are received. • Be cognizant of student allergies when stocking classroom comfort kits • Refer all media inquiries to administration.
Caretakers	<ul style="list-style-type: none"> • If safe, move to office area and be available to support the principal. Otherwise take cover in a locked room.

Evacuation Roles	Responsibilities
School Administrators (Principal, Vice Principal or Designate) and Office Support Staff	<ul style="list-style-type: none"> • Assess the situation and determine need. • Take the following items to designated assembly locations: <ul style="list-style-type: none"> - Emergency Response Kit. - Visitor Sign In Sheet. • Contact Emergency Services (9-1-1) if required. • Contact applicable numbers on Emergency Call Card (found in Emergency Response Kit) • Contact your Area Superintendent • Collect attendance sheets from attendance messenger from all classrooms and areas, to clarify who may be missing. Provide information on missing individuals and/or individuals with compromised mobility to emergency personnel. • Contact parent/guardian of student(s), if required, under direction from the principal. • Refer all media inquiries to Communication Services at Central Office (403-500-2763).
Teachers	<ul style="list-style-type: none"> • Take the following items with you: <ul style="list-style-type: none"> - Class list, paper and pen. - Emergency Response Plan • Ensure classroom is evacuated of all occupants. • Close door, but do not lock. • If previously directed by principal, check designated rooms to ensure area(s) are evacuated. • Check hallway to ensure primary exit route is safe and clear for exit.

	<ul style="list-style-type: none"> • Leave building immediately, in a calm and orderly manner, using only the exit and directions given. • Remain with students at the designated assembly location and do not allow students to leave. • Complete class attendance to identify missing students. Be sure to account for visitors or volunteers in your class. • Send reliable attendance messenger with a written note to principal or designate to indicate all occupants are accounted for, or that specific individuals are missing. Also note any individuals with compromised mobility that may be waiting within the site. • Wait for further directions from principal or designate. • Refer all media inquiries to administration.
Caretakers	<ul style="list-style-type: none"> • Provide support for principal/designate and/or emergency personnel on site.

Directed Response Roles	Responsibilities
School Administrators (Principal, Vice Principal or Designate) and Office Support Staff	<ul style="list-style-type: none"> • Assess the situation and determine need. • Contact Emergency Services, if required. • Contact Area Superintendent • Communicate with occupants, using clear language, regarding further direction. • Take Emergency Response Kit to designated area. • Contact applicable numbers on Emergency Call Card (found in Emergency Response Kit). • Secure cleared area(s), if required, until safe to re-enter.
Teachers	<ul style="list-style-type: none"> • Take the following items with you: <ul style="list-style-type: none"> - Class list, paper and pen. - Emergency Response Plan • Go immediately, in a calm orderly fashion, to the area inside the building designated by the principal or designate. • Follow route indicated by principal. • Stay with students, keeping them in a group. • Account for all students and remain in designated area until further direction is provided. • Implement the special provisions action plan for individuals with compromised mobility (should be previously planned). • Notify school administrators if any concerns arise.

Caretakers	<ul style="list-style-type: none"> • Provide support for principal/designate and/or emergency personnel on site.
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Room Clear Roles	Responsibilities
School Administrators (Principal, Vice Principal or Designate) and Office Support Staff	<ul style="list-style-type: none"> • Assess the situation and determine need. • Go to problem area to provide assistance as needed. • Contact parents/authorities, if required. • Ensure alternate room/location is provided with supervision for uninvolved students. • Determine when uninvolved students may return to room. • Inform Area Superintendent, if situation warrants.
Teachers	<ul style="list-style-type: none"> • Assess situation and notify office immediately for support including desired response. • Remain calm. • Send uninvolved students directly, to alternate room/location. • Respecting personal safety, remain with the problem situation and work to defuse the crisis. • Take Emergency Response Plan if you leave the room.
Caretakers	<ul style="list-style-type: none"> • Clean up room, as required.

Training Requirements

All employees including permanent contract workers on-site (e.g., caretakers, artists in residence) shall participate in an orientation regarding the District Emergency Response Plan, appropriate responses and individual responsibilities during an emergency situation.

Orientations shall occur:

- On an annual basis, and/or
- When new employees are introduced into the worksite.

Orientation records must be kept in the Document Binder providing a copy of the orientation and a signed list of attendees.

Safety drills shall occur:

- On a monthly basis for school sites, or
- On an annual basis for non-school based sites.

Implementation Process

Getting Started

Utilizing the Emergency Response Development Tool (see Forms), principals and non-school based department heads shall:

1. Determine and record the primary and secondary evacuation routes of the worksite.
2. Identify and arrange for primary, secondary, and tertiary assembly locations.
3. Distribute Emergency Response Plans to all classrooms/occupied work areas.
4. Ensure all required Emergency Response Kit contents are assembled.
5. Establish a special provisions plan for staff and/or students with compromised mobility.
6. Prior to the start of the school year, complete the formal Emergency Response Plan utilizing the Emergency Response Plan Template located on the OH&S landing page on the intranet.
7. Conduct an annual orientation with staff at the start of the school year regarding roles and responsibilities during each of the four Emergency Responses.
8. Ensure Field Trip Kit is assembled and maintained. Ensure Emergency contact numbers are provided.

Ongoing Activities

Principals and non-school based department heads shall:

- Conduct monthly safety drills, document on District Safety Drill Record Form and file in the Document Binder.
- Review issues and concerns identified upon completing a safety drill and share issues and solutions with staff.
- Maintain the Emergency Response Kit and Field Trip kit contents.
- Ensure the continuous identification and planning for staff and/or students with special considerations.
- Complete an annual review of the Emergency Response Plan.
- Review Emergency Response Plan to ensure site specific adjustments are made to the evacuation routes and/or assembly locations if existing routes and/or locations are altered as well as ensuring assignments are given to current staff members.
- Ensure alternates are assigned to key roles should a specific employee be absent or working off-site.
- Ensure the Emergency Preparedness Plan is maintained in the Document Binder.
- Ensure all temporary staff/volunteers are familiar with the Emergency Response Plan.
- Complete debriefing with staff following actual emergency. If Emergency Response Plan is initiated, submit Incident Report through Electronic Accident Report System (EARS).
- Ensure all classrooms have an Emergency Response Plan readily available.

Construction and Maintenance shall:

- Complete emergency response system inspections and provide written documentation to each worksite that the inspections have been completed for fire alarms and smoke/heat detectors.

Appendix I

Emergency Response System Inspections

Equipment	Accountable	Frequency of Inspection
Fire Alarm	Maintenance	The annual inspection of the fire alarms at each District site will be coordinated and initiated by maintenance. An inspection tag will be documented on the fire panel.
Smoke/Heat Detector	Maintenance	The annual inspection of the smoke/heat detectors at each District site will be coordinated and initiated by maintenance. An inspection tag will be documented on fire panel.
Fire Suppression System	Maintenance	The annual inspection of all fire suppression systems in District cafeterias and designated CTS food labs will be coordinated and initiated by maintenance.
Fire Hydrant	Maintenance	The annual inspection of all fire hydrants at District sites will be coordinated and initiated by maintenance.
Fire Extinguisher	Maintenance Site Caretaker	The annual inspections at each District site will be coordinated and initiated by maintenance. Inspection date is documented and attached to fire extinguisher. Complete a monthly inspection of all fire extinguishers on site and log the inspection on tag attached to fire extinguisher.
Exit/Emergency Lighting	Site Caretaker	Complete a weekly inspection of all exit and emergency lights at each District school site.

Forms

Emergency Response Development Tool

School: _____ Date: _____

Principal Name: _____

Administrator Accountable: _____

Responsibility	Individual(s) Accountable	Timeline or Schedule
Mark primary and secondary evacuation routes on site map and post in each occupied room. Ensure floor plan room numbers correspond with actual room numbers.		
Identify, and share, primary assembly locations for all classrooms at the site.		
Identify, and make formal written arrangements for, secondary off-site assembly location .		
Have Emergency Response Plan available in each occupied room. Verify presence periodically throughout the year.		
Assemble and Maintain Emergency Response Kit . Maintain in office in a secure location to protect confidential information enclosed.		
Ensure a Safety Drill is completed and documented each month. Alarm MUST be activated during fire/evacuation drill and Highfield Security Services notified.		
Establish a special provision plan for individuals with compromised mobility.		
Ensure Field Trip kit is assembled and		

maintained in secure location to protect confidential information enclosed. Ensure emergency contact numbers are provided.		
Review with staff the contents and location of District Regulation IJOA - Field Trips, Excursions and Student Travel, Also review the Field Trip Planning Guide.		
Conduct an annual orientation at the start of the school year with staff regarding roles and responsibilities during each of the four Emergency Responses.		
Assign staff to ensure all rooms are checked to ensure clearance of all occupants during evacuation/room clear procedures.		
Ensure fire extinguishers and emergency exit lighting are inspected monthly .		
Assign appropriate staff to complete school responsibilities for each of the four emergency response procedures.		
Conduct ongoing orientation of temporary staff/volunteers.		
Ensure office administration is provided with a Bomb Threat Phone Checklist to be kept by office phone (see <i>Forms - Bomb Threat Phone Checklist</i>).		
Review Emergency Response Plan (on intranet site for OH&S) on a monthly basis following monthly safety drill and complete debrief with staff.		
Review and update Emergency Response Plan annually		

Emergency Response Plan Template

Please use template on OH&S landing page on the intranet.

https://staff.cssd.ab.ca/files/hr/ohsmanual/documents/EmergencyResponsePlan_Template.doc

Safety Drill Record Form

School: _____ Year: _____

Principal Name: _____

- Each District school site is required to complete **one** safety drill per month from September to June.
- **The Alberta Fire Code requires each school site to complete a minimum of 3 drills by December 21 and 3 drills by June 30 for a total of 6 fire/evacuation drills per school year. The District requires two lockdown drills per school year, one to be completed by Thanksgiving.**
- The remaining two safety drills to be completed within the school year are of the school's choice (i.e., **Lockdown, Evacuation, Room Clear, Directed Response**)*. This allows the school the option of completing a safety drill that does not require evacuation of the school during inclement weather.
- The Safety Drill Record Form should be maintained in the Document Binder and submitted to 403-500-2924 at the end of June
- Please ensure the results of all drills are shared with all staff members

Month	Type of Drill*		Date		Time of Drill		Time to Complete Drill		Comments/Issues	
September										
October										
November										
December										
January										
February										
March										
April										
May										
June										

Emergency Call Card

Emergency Services	
Ambulance, Police, Fire Department	9-1-1

District Contact Numbers Contacts	Phone Number
Superintendent, Support Services	403-500-2733
Communications Department	403-500-2763
Highfield Security Services	403-214-1131
Maintenance	403-500-2501
Principal's Cell Number	
Area Superintendent	

Utilities Organization	Phone Number
ATCO Gas (24 Hour Emergency)	403-245-7222
ENMAX Trouble calls	403514-6100
WATERWORKS (Water Trouble)	3-1-1

Other Emergency Resources

Emergency Services Ambulance, Police, Fire Department	9-1-1
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Health Organization	Phone Number
Alberta Children's Hospital	403-943-7211
Foothills Medical Centre	403-944-1110
Peter Lougheed Hospital	403-943-4555
Rockyview General Hospital	403-943-3000
Poison and Drug Information Services	403-944-1414
Calgary Health Link (24 hour advice & health services info)	403-943-5465

Utilities Organization	Phone Number
ATCO Gas (24 Hour Emergency)	403-245-7222
ENMAX trouble calls	403-514-6100
WATERWORKS (Water Trouble)	3-1-1
TELUS Repair	6-1-1

Non-Emergency City Departments Organization	Phone Number
Calgary City Police – NON EMERGENCY (including Chestermere)	403-266-1234
RCMP - Airdrie	403-948-5911
RCMP - Cochrane	403-932-2211
Crimestoppers	1-800-222-8477
Ambulance – NON EMERGENCY	403-261-4000
Fire Department – NON EMERGENCY	403-264-1022
Weather Information (Environment Canada)	403-299-7878
Roads Maintenance (Street Lights & Sewer)	3-1-1
Child Abuse Hot Line	1-800-387-5437
Child Protection/Children Services	403-297-2995
Community Services	2-1-1

Bomb Threat Phone Checklist

Bomb Threat Procedures

When a bomb threat is received:

1. Listen carefully and remain calm.
2. Do not interrupt the caller.
3. Attempt to keep the caller talking.
4. Obtain as much information as possible using the questions on the Bomb Threat Checklist form. Ask as many questions as possible on the Checklist and take down the information.
5. Contact your immediate supervisor who will:
 - Call 9-1-1 and report everything to the Police.
 - Call your Area Superintendent, the Superintendent of Support Services at 403-500-2733 or the Manager, Employee Wellness and Safety at 403-500-2482 and update the Lobby Switchboard as necessary on the situation.
6. Wait for further instructions. Do not leave your desk. Continue to make notes and comments/observations on the Bomb Threat Checklist form.

Remain calm and do not cause panic by alarming anyone else.

The police, security, maintenance and management Emergency Response Team personnel will arrive soon and take the course of action.

Bomb Threat Phone Checklist

Caller's Voice

- | | | |
|-----------------------------------|-----------------------------------|--|
| <input type="checkbox"/> Calm | <input type="checkbox"/> Crying | <input type="checkbox"/> Deep |
| <input type="checkbox"/> Angry | <input type="checkbox"/> Normal | <input type="checkbox"/> Ragged |
| <input type="checkbox"/> Excited | <input type="checkbox"/> Distinct | <input type="checkbox"/> Clearing Throat |
| <input type="checkbox"/> Slow | <input type="checkbox"/> Slurred | <input type="checkbox"/> Deep Breathing |
| <input type="checkbox"/> Rapid | <input type="checkbox"/> Nasal | <input type="checkbox"/> Cracking Voice |
| <input type="checkbox"/> Soft | <input type="checkbox"/> Stutter | <input type="checkbox"/> Disguised |
| <input type="checkbox"/> Loud | <input type="checkbox"/> Lisp | <input type="checkbox"/> Accent |
| <input type="checkbox"/> Laughter | <input type="checkbox"/> Raspy | <input type="checkbox"/> Familiar |

If voice is familiar, whom did it sound like?

Background Sounds

- | | | |
|--|--|--|
| <input type="checkbox"/> Street Noises | <input type="checkbox"/> Household Noises | <input type="checkbox"/> Clear |
| <input type="checkbox"/> Children | <input type="checkbox"/> Motors | <input type="checkbox"/> Static |
| <input type="checkbox"/> Voices | <input type="checkbox"/> Office Machinery | <input type="checkbox"/> Local |
| <input type="checkbox"/> PA System | <input type="checkbox"/> Factory Machinery | <input type="checkbox"/> Long Distance |
| <input type="checkbox"/> Music | <input type="checkbox"/> Animal Noises | <input type="checkbox"/> Booth |
| <input type="checkbox"/> Other _____ | | |

Questions to Ask

When is the bomb going to explode?

Where is it right now?

What does it look like?

What will cause it to explode?

Did you place this bomb?

Why?

What is your name?

Exact Wording of Threat

- Well spoken/educated Incoherent Taped
- Message read by threat maker Irrational Foul

Sex of Caller: _____ Approximate Age: _____

Length of Call (minutes): _____ Phone # where call was received: _____

Date: _____ Time: _____

Comments _____

Report Call Immediately to Lobby Switchboard

Telephone: 403-500-2000

Call Received by: _____ Phone #: _____

Company: _____ Room #: _____

Call 9-1-1

Call your Area Superintendent

Superintendent of Support Services

403-500-2733

Cell (403) 804-4408

Manager of Employee Wellness and Safety

403-500-2482

Cell (403) 862-9655

Lobby Switchboard Receptionist

403-500-2000