

INTERNATIONAL BUSINESS UNIVERSITY (IBU)

Policy Number	1014
Policy Title	Emergency Response Plan
Policy Owner / Responsible Offices	Office of HR
Approval Authority	Board of Directors
Applies To	All IBU staff, students, visitors, faculty, and all members of the IBU community at IBU campuses
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1. INTRODUCTION AND BACKGROUND

It is the responsibility of IBU to ensure that the safety and well-being of students, staff, faculty, and visitors are safeguarded at all times while on campus. To ensure that this goal is met, IBU has developed this Emergency Response Plan (“ERP”), which provides guidelines for the management and protocol required to respond to an emergency or disaster. The overall objective of the ERP is to enable IBU to respond to emergency conditions and manage the process of restoring the University’s operations, academic programs, and services.

The ERP has been prepared to provide students, faculty, staff, and visitors with important emergency response information related to roles, responsibilities, and protocol during an emergency and encompasses managing the flow of information, planning a response, and recovery activities.

General Principles

The primary objectives of the ERP are as follows:

- **Prevention:** Includes actions taken to stop an emergency or disaster from occurring and to reduce the chance of an emergency happening.
- **Mitigation:** Includes actions taken to reduce the adverse impacts of an emergency or disaster that cannot be reasonably prevented.
- **Preparedness:** Ensures the ability to prevent, mitigate, respond to, and recover from an emergency. To be prepared includes appropriately addressing all the other components of the ERP.
- **Response:** Refers to measures taken immediately before, during, or immediately after an emergency for the purpose of managing the consequences. This may require the implementation of appropriate response plan(s), as well as the use of resources (such as personnel, services and/or equipment), and establishment of appropriate management to oversee and handle emergency situations.
- **Recovery:** Refers to the process of restoring the affected community to a pre-disaster or higher level of functioning.

2. PURPOSE

IBU has established the ERP to outline the protocols to be taken in the event of a major disaster in which normal operations are interrupted and special measures must be taken to:

- Save and protect the lives and well-being of students, faculty, and all members of the IBU community.
- Manage immediate communications, information, and reporting regarding emergency response operations and campus safety.
- Manage University and building resources effectively in the event of an emergency.

This plan does not supersede or replace the procedures for safety, emergency response, or other procedures that are already in place at the building.

This plan encompasses the guidelines prepared by the City of Toronto Corporate Security, City of Toronto Office of Emergency Management, Toronto Fire Services, and the Toronto Police.

3. POLICY STATEMENT

The primary purpose of the ERP is to preserve the safety and well-being of the IBU campus community and to safeguard IBU's property, the environment, and its reputation during emergency situations.

4. APPLICABILITY

The Emergency Response Plan applies to all IBU staff, students, visitors, faculty, and all members of the IBU community at IBU campuses. Please see the Emergency Reporting Form attached as Appendix A hereto.

5. DEFINITIONS

- **Emergency:** An incident or event that may threaten life, health, safety, property, the environment, operations, or reputation and requires immediate response actions.
- **Disaster:** A major emergency that interrupts normal operations and requires special measures and coordinated recovery activities.
- **Emergency Response Plan (ERP):** The University's documented guidelines for managing emergencies and restoring operations, academic programs, and services.
- **Emergency Response Team / Emergency Response Team Committee:** A group of designated University employees under the guidance of the Office of HR to oversee the ERP and support response, training, outreach, and exercises.
- **Municipal Emergency Services:** Police, paramedics, fire services, and other city emergency response services.
- **Category 1 / 2 / 3 Emergency:** IBU's internal classification of emergency severity as described further below in Section 6 of the policy.

6. POLICY

6.1 EMERGENCY CATEGORIES

Emergency conditions vary with each incident. IBU has developed three distinct categories to measure emergency conditions, outlined as follows:

- **Category 1:** An emergency incident which requires the response and coordination by staff on campus and, in some cases, municipal emergency services. There may be some damage and/or interruption to University operations, but the conditions are localized, and the incident can be effectively managed.
- **Category 2:** An emergency incident that is severe, causing damage and/or interruption to University operations, such as class cancellations and/or building closures, and lasting for several hours. This requires support from the Emergency Response Committee alongside Municipal Emergency Services.
- **Category 3:** An emergency incident that threatens to cause, or has caused, death or injuries to staff, students, faculty, or the public; or that has, or threatens to, shut down business, disrupt operations for an extended period, or cause physical, environmental, or reputational damage. A Category 3 emergency requires hands-on

support from the Emergency Response Committee and the President & Vice-Chancellor along with municipal emergency services including the Municipal Police, Paramedics, and Fire Services.

6.2 MUNICIPAL POLICE REPORTING

Emergency Matters

For emergency matters, please call **9-1-1**. For reference, an emergency can be defined as including, but not limited to, the following:

- Person with a weapon.
- Assault in progress.
- Heart attack.
- Fire.
- Person in crisis.
- Bomb or physical threat to person.

Non-Emergency Matters

For any non-emergency matters, please contact **416-808-2222** (655 Bay St, Toronto) and **613-277-0507** (979 Bank Street, Ottawa). For reference, a non-emergency can be defined as including, but not limited to, the following:

- Illegal parking.
- Theft under \$5,000.
- Damage to property under \$5,000.
- Damage to vehicle under \$5,000.
- Theft from vehicle under \$5,000.
- Graffiti vandalism on private property.
- Theft of gas under \$5,000.
- Fraud under \$5,000.

Additionally, you can also report non-emergency crimes, concerns, or complaints to the Online Reporting Centre via the following link:

Online Reporting – Toronto Police Service (www.tps.ca)

6.3 MEDICAL EMERGENCIES

In the event of a medical emergency, immediately call **911** for paramedics and advise the emergency medical dispatcher of:

- Your name and telephone number;
- the building name and address;
- the floor and the location on the floor where you and the patient are located; and
- the nature of the emergency and any details available, for example, any hazards present that the first responders should be aware of.

While you are calling 911 and following the above-referenced steps, have someone else on the scene take the following steps:

- retrieve the first aid kit and/or automatic external defibrillator if available on site;
- update the emergency medical dispatcher on the patient's condition and the exact location of the patient; and
- greet arriving emergency personnel (paramedics/fire/police) and escort them to the patient's location.

Minor Medical Emergencies

For medical situations that do not initially appear to require emergency services but may be serious (e.g., fainting that ends with the person breathing and okay), call **Ontario Health 811** at **811** or Toll Free TTY line: **1-866-797-0007** and speak with a registered nurse, available 24 hours a day, seven days a week.

First Aid

For minor injuries (e.g., cuts, bites, scrapes), first responders should use their best judgment in following standard first aid practices. Seek assistance from trained first aid providers as needed.

When administering first aid, retrieve the first aid kit from a designated location and implement first aid measures consistent with the nature of the medical emergency.

Report the Incident

All students, faculty, and staff are required to report any campus-related incident involving injury as soon as possible to their instructor, student support personnel, or the Dean/Vice-President (or designate). Faculty and IBU staff must report the incident to the Office of the Dean/Vice-President in writing through IBU's Reporting Form attached as Appendix A hereto.

6.4 BUILDING FIRE SAFETY PLAN

IBU has adopted its fire safety protocol from the building's **(655 Bay St, Toronto and 979 Bank Street, Ottawa)** emergency procedure plan. Please reference Appendix B for the full building fire safety plan.

Each IBU campus shall follow the fire safety protocol implemented by the building in which it is located.

6.5 SEVERE WEATHER

Students, staff, and faculty of IBU will be exposed to natural hazards, including severe weather due to, but not limited to, blizzards, ice storms, heavy rainfall, etc.

IBU makes all decisions with the safety of students, faculty, and staff in mind. Decisions to cancel classes or close the University campuses are based on information from Environment Canada, TTC, city and provincial police, and other relevant agencies and institutions.

In the event of a full campus closure, all classes on campus will be cancelled in conjunction with the campus closure. Students will receive notifications on their IBU portals informing them of campus closures.

When the University remains open in severe weather conditions, IBU will strive to ensure the safety and accessibility of the campus.

6.6 SUSPICIOUS PEOPLE, ACTIVITY, OR PACKAGES

Suspicious activity may take the form of a suspicious individual(s), suspicious activities (such as theft), or suspicious objects.

Reporting

In the event you observe suspicious activity, individual(s), or objects, immediately call the Police at **9-1-1** and also notify Building Security on +1 (416) 270-3555 (655 Bay St, Toronto) and +1 (613)-782-2355 (979 Bank Street, Ottawa).

Upon reporting, make sure to provide the following:

- The nature of the activity; and
- the exact location, including the building, room number, and closest entrance.
- Do not attempt to follow or track a suspicious person.

Safety

Your personal safety in these situations is of the utmost importance to IBU. To be mindful of your safety, please ensure the following:

- Do not confront an individual engaged in criminal activity.
- If you see a person is armed, do not attempt to disarm the individual.
- Do not attempt to block or restrain the individual from leaving the area.
- Do not touch, move, shake, or open any suspicious packages.
- Report immediately to the Police and Building Security on +1 (416) 270-3555 (655 Bay St, Toronto) and +1 (613)-782-2355 (979 Bank Street, Ottawa).

6.7 CAMPUS LOCKDOWN PROTOCOL

IBU's lockdown procedures will be initiated in the following emergency situations including, but not limited to:

- A person with a weapon inside the building.
- An active attacker inside the building.

During the following events, all students, faculty, and IBU staff should:

- Listen to instructions from emergency responders or building security.
- Move to a safe area.
- Close and secure doors and windows.
- Barricade doors with furniture (i.e., desks or chairs) if possible.
- Turn off lights.
- Keep away from doors and windows.
- Silence cellphones.
- Remain silent.
- Lie on the floor if gunshots are heard.
- Call **9-1-1** if it is safe to do so and if you have information such as the location of the attacker.

Do not open the door for anyone unless you have a plan in place to protect yourself and others from the potential threat. If you open the door, you may be placing others in danger. Police and security staff will announce their entry. You should remain in the lockdown response until police or building security release you with a key.

6.8 BOMB THREATS

Bomb threats can be delivered in a number of ways, including over the phone, through email, in writing, etc. IBU treats all threats or potential threats very seriously and abides by the process outlined by the Toronto Police and Fire Services.

In the event IBU receives a bomb threat by phone, email, or mail, IBU's Campus Coordinator will immediately contact building security at +1 (416) 270-3555 (655 Bay St, Toronto) and +1 (613)-782-2355 (979 Bank Street, Ottawa) and then call **9-1-1**.

If the threat is received via phone:

1. Remain calm and ask the caller the following questions:
 - What time will the bomb explode?
 - Where is it?
 - What does it look like?
 - Where are you calling from?
 - Why did you place the bomb?
 - What is your name?
2. Write down as much information as possible, including the time, telephone number, exact words used, identifying characteristics of the caller, etc.
3. Immediately contact the Toronto Police Service at **9-1-1**.
4. Immediately contact building security at +1 (416) 270-3555 (655 Bay St, Toronto) and +1 (613)-782-2355 (979 Bank Street, Ottawa) for building security.
5. Follow the instructions given by security and the Toronto Police Service.

Please see Appendix C attached hereto for a comprehensive Bomb Threat Telephone Checklist created by the City of Toronto.

7. ROLES AND RESPONSIBILITIES

IBU's Emergency Response Committee will dictate policy, strategic, and resource allocation for significant emergencies that may negatively impact academic programs or normal business operations at the University. The Committee will also be responsible for supporting emergency management training and outreach as well as participating in emergency management exercises.

The Emergency Response Committee will be mandated by the Office of HR to oversee the University's Emergency Response Plan.

Members of the Emergency Response Committee include:

- Dean/Vice-President or Designate
- Registrar
- General Counsel
- IBU's Marketing Director

8. REVIEW

The emergency response plan will be reviewed every 2 years by the Emergency Response Committee.

9. COMPLIANCE PROCEDURES

- For emergencies, call **9-1-1**, follow the applicable protocol in Section 6, and comply with emergency responder and building security instructions.
- For medical incidents/injuries, report using IBU's Reporting Form (Appendix A)
- For suspicious activity, contact Police and Building Security at +1 (416) 270-3555 (655 Bay St, Toronto) and +1 (613)-782-2355 (979 Bank Street, Ottawa) immediately and do not intervene physically.
- For lockdown, remain in lockdown until released by Police or Building Security.
- For bomb threats, follow the listed call-handling steps and contact Police/Building Security at +1 (416) 270-3555 (655 Bay St, Toronto) and +1 (613)-782-2355 (979 Bank Street, Ottawa) as required, and use Appendix C as applicable.

10. EVALUATION AND QUALITY ASSURANCE

- The Emergency Response Team will periodically review incident trends (Category 1-3), response effectiveness, and training/exercise participation to identify improvement actions.
- Lessons learned from actual incidents and exercises will be documented and used to inform updates to internal guidance, outreach, and training approaches.

11. RELATED DOCUMENTS

- Appendix A – Emergency Reporting Form
- Appendix B – Building Fire Safety Plan for 655 Bay St, Toronto and 979 Bank Street, Ottawa
- Appendix C – Bomb Threat Telephone Checklist

APPENDIX A - EMERGENCY REPORTING FORM

Emergency Reporting Form	
IBU Faculty/Staff Member	

Name:	Date of Report:
Work Address:	Date of Incident:
Job/Position:	Day of Week of Incident:
Department/Section:	Time of Incident:
Age: <input type="checkbox"/> Male <input type="checkbox"/> Female	
What were you doing at the time of the incident?	
Effected Person(s)	
Name(s):	Name(s):
Address(es):	Address(es):
Age: <input type="checkbox"/> Male <input type="checkbox"/> Female	Age: <input type="checkbox"/> Male <input type="checkbox"/> Female
Description:	Description:
Relationship between employee and effected person (if any): co-worker <input type="checkbox"/> visitor <input type="checkbox"/> business partner <input type="checkbox"/> student <input type="checkbox"/> member of public <input type="checkbox"/> other (specify)_____	
Other details (e.g. injury, fire, flooding):	
Apparent damage:	
Witness(es)	
Name:	Name:
Address:	Address:

APPENDIX B – BUILDING FIRE SAFETY PLAN

[Appendix B - Building Fire Safety Plan for 655 Bay St, Toronto and 979 Bank Street, Ottawa](#)

APPENDIX C – BOMB THREAT TELEPHONE CHECKLIST

[Appendix C - Bomb Threat Telephone Checklist](#)