UNIVERSITY OF TORONTO

Emergency Response Guidelines

If you have immediate concerns for your own safety or the safety of others, call 9-1-1

Call 9-1-1 for life-threatening events, and station management for any other incidents.

Koffler Scientific Reserve

2026

Last Update: **March 2026**

Divisional Contact: **Radana Molnarova, Station Manager: 647-581-6628**

UNIVERSITY OF TORONTO

divisional incident response guide

SAFETY AND SECURITY

quick reference sheet

Emergencies

York Regional Police	9-1-1
King City Fire Department	9-1-1
King City Paramedics	9-1-1

Other Resources

U of T Campus Safety (Non-emergency)	416-978-2323
Toronto Police Service (Non-emergency)	416-808-2222
Community Safety Office	416-978-1485
Sexual Violence Prevention & Support Centre	416-978-2266
TravelSafer Program	416-978-7233
Student Crisis Response	416-946-7111
Health & Wellness Centre (Students)	416-978-8030
Health & Well-being (Employees)	416-946-0537
Accessibility Services (Students)	416-978-8060

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PREFACE

Koffler Scientific Reserve and the University of Toronto are committed to providing a safe environment for students, faculty, staff, and visitors. As members of the **Koffler Scientific Reserve** community, you play an important role in keeping our community safe. Safety and security are our shared responsibility.

This guide is designed to help you in a range of emergency situations, giving you basic information on what to do and how to proceed before emergency responders arrive.

This guide will not cover every incident that you may encounter at **Koffler Scientific Reserve**. Hopefully, the range of emergencies and the associated steps help you to adapt and modify procedures as needed, depending on the unique nature of the emergency. We encourage you to keep this emergency response guide nearby.

In the case of any situation requiring immediate response from police, fire, or medical services:

- Call 911
    - State your name
    - Provide the address and the nearest intersection. The address of your building is: **17000 Dufferin St, King City, ON, L7B 1K5; nearest intersection: Dufferin St & 19th Sideroad**
    - Provide the following information about the fire or emergency:
        - **WHERE:** Floor number, room number
        - **WHAT:** What caused the fire or emergency, is it spreading, are people injured or requiring urgent assistance
        - **OTHER INFORMATION:** Hazardous materials, potential access issues etc.

You are always in the best position to assess your own safety. While these plans are a starting point, you may need to supplement these plans with your own judgment and situational awareness.

If you ever have concerns for your safety, your first step is to always call 9-1-1 or KSR station management.

Dial 9-1-1 for life-threatening matters (like medical emergencies) .

FIRE AND BUILDING EVACUATION PROCEDURES

(For people with disabilities, please see *Evacuation for Individuals with Disabilities*)

Fire Emergency Procedures

In case of fire:

Close the door as you leave the room.

Pull the nearest fire alarm (located at any exit).

Evacuate the building. Do NOT use elevators.

Report the fire.

General Information:

- The purpose of a mandatory evacuation fire drill is to practice the emergency evacuation procedures as though a real fire emergency is taking place. The building must be fully evacuated in three to five minutes.
- When the fire alarm sounds, faculty and managers:
  - Are responsible for evacuating students and staff using the nearest and safest exit
  - Must remind students and staff of the evacuation procedures
  - Must ensure all equipment is turned off prior to evacuating the building (e.g., Bunsen burners, machines, kitchen stoves)
- Report all fires, no matter how small, to station management.
- Any fire alarm activation automatically notifies local Fire Services through electronic monitoring. 9-1-1 dispatch is notified immediately and provided with all required information.
  - If you call 9-1-1 instead of pulling the alarm, this causes difficulty because it doesn't alert other occupants inside the building and won't inform U of T responders.
- Familiarize yourself with the locations of fire exits, fire alarm pull stations, and fire extinguishers in your work areas:
  - **Fire alarm pull stations at 17000 Dufferin St are located by each exterior door. Always pull the manual pull station before exiting the building.**
  - **Fire extinguishers at 17000 Dufferin St are located on each floor, in all common-use spaces and near bedrooms**
  - **Your team's designated mustering point is located at the intersection of the main property entrance road and the side lane towards 19th Sideroad**

EVACUATION

If you discover a fire:

- Activate the nearest wall-mounted fire alarm.
- Use a fire extinguisher only if you can do so safely.
- Evacuate the fire area immediately and close any doors behind you.
- Leave the building by the nearest safe exit.
- Report the fire to station management and give the exact location of the fire.

When you hear the fire alarm sound:

- Never ignore or assume the alarm is false or a test.
- Turn off all equipment before evacuating, if applicable.
- Take your coat and keys with you.
- Close (but do not lock) the doors behind you, moving quickly to the nearest marked stairwell exit
- Alert others you see to do the same.
- If you're able, use stairs to exit the building. If stairs become unusable, use the other set of stairs on the floor as an alternative exit.
- Evacuate the building, move away from the affected area and proceed to your team's designated mustering point at:
- **The intersection of the main property road and the side lane towards 19th Sideroad**, or a safe location.
- At your mustering point, ensure that all members of your team are present and accounted for
- Keep clear of fire routes, hydrant areas and walkways used for emergency vehicles and personnel.
- Do not return to an evacuated building unless told to do so by the Fire Prevention Personnel or a person with authority.

Site Specific Considerations:

- If you are staying in a bunkie and the alarm in the main building is triggered, you **must still evacuate and meet at the intersection of the main entrance road and the side lane towards 19th Sideroad**
- If you are staying in the main building and a bunkie alarm is triggered, you **must still evacuate and meet at the intersection of the main entrance road and the side lane towards 19th Sideroad**
- The kitchen has it's own dedicated fire suppression system. In case of a cook fire, the pull station is located and marked near the closest exterior door to the ovens and stovetops. In case of a kitchen fire **trigger this pull station and the alarm pull station located next to it**

EVACUATION

for individuals with disabilities

Individualized Workplace Emergency Response Plans

In accordance with Ontario's accessibility legislation, employers are required to collaborate with employees who have disabilities to develop individualized workplace emergency response plans. These written plans outline the specific types of assistance an employee may need during a workplace emergency.

These plans are reviewed annually, and must also be reviewed if and when:

- The individual moves offices;
- The individual's overall accommodation changes; and/or
- There is an update to general emergency response information.

As an employee, you can seek guidance from Health and Wellbeing for an individualized emergency plan and may request an accommodation at any time. The process will provide you with the opportunity to be consulted on the type, if any, of assistance required during a workplace emergency.

If you are a supervisor of an employee with an individualized workplace emergency response plan, you are responsible for ensuring that support is provided in compliance with the above.

In keeping with the Accessibility for Ontarians with Disabilities Act, the employer has an obligation to provide public safety information in an accessible format or with communication supports upon request.

If you have general questions about the AODA and how it might apply to you (or if you have issues relating to your individualized emergency response plan), contact the University of Toronto's AODA office.

Individuals requiring assistance to evacuate:

The fire emergency procedures for individuals requiring assistance to evacuate the St. George campus are:

- If you are on the ground floor, and can do so safely, exit as you usually would.
- If you are above or below the ground floor, call station management at 647-581-6628 and stay where you are.
- Provide the dispatcher with your location and a callback number.
- Always stay where you are unless it is unsafe, the Fire Department will assist you in evacuating.
- Call station management back if there is any change in your situation.

SHELTER IN PLACE PROCEDURES

General Information:

Authorities may issue a shelter in place order when it is safer to remain indoors than to go outside.

- The order may be issued because of an environmental hazard outdoors (such as tornado or wildfire smoke), a chemical or radiological hazard, or a pandemic. It may also be issued in response to an individual with a weapon or a protest or demonstration.
- A notice advising that you should shelter in place may be received by way of the Canadian Alert Ready Emergency Alert System or through other channels.

If you are directed to Shelter in Place:

- Remain indoors or proceed indoors if you are outside. Close any open doors and windows.
- Proceed to the safest location possible, such as a small room with no windows.
    - In the event of a chemical threat:
        - a location above ground is preferable to a below-ground option
        - turn off fans, air conditioning, or heating systems
        - try to make the room as airtight as possible by sealing the doors, windows, and other ventilation systems
    - In the event of a tornado:
        - a basement or small, interior ground-floor room is preferable
        - stay away from corners, windows, doors and outside walls
- Monitor updates through Public Safety Emergency Alerts in Ontario.

When the Shelter in Place order is lifted:

- Do not leave the building or go outside unless you've either received instructions from emergency response personnel. You can also leave your location if the area you're in becomes unsafe.
- Provide first aid to those who may need it, if you are trained to do so.

HOLD AND SECURE PROCEDURES

General Information:

Authorities may issue a Hold and Secure order when there is a potential safety or security threat outdoors.

- A Hold and Secure order is issued for threats that are proximate to, but not inside of a building. For example, a Hold and Secure may be issued for a building on a University of Toronto Campus if a crime is in progress nearby, or if the police are in pursuit of an armed suspect in an adjacent neighbourhood.
- During a Hold and Secure, exterior building doors should be locked.
    - Lockable doors at **17000 Dufferin St** are located at:
        - **All exterior doors, including the basement service access door**
        - **All bedroom doors, all toilet stall doors and shower stalls, and two doors leading into the basement utility space**
    - The process for locking doors at **17000 Dufferin St** is:
        - **All exterior doors lock automatically when shut and require a code or key to open. Access codes and keys can be obtained from the Station Manager or other KSR staff and are not meant to be shared. Bedroom doors lock automatically when shut and require a code or key to access. Keys are held by the Station Manager, and any access codes can be obtained from the Station Manager or other KSR Staff. Doors into the basement utility space lock automatically and require a key to open. The Station Manager holds these keys.**
- If a Hold and Secure order is issued for an area of campus or building that you are not in the vicinity of, do not enter the area or attempt to gain access to the building. Move as far away from the building or area in question as possible and find a safe place indoors to wait for further directions.
- A notice advising that you should Hold and Secure may be received by way of the Canadian Alert Ready Emergency Alert System or through other channels.

If you are directed to Hold and Secure:

- Remain indoors or proceed immediately indoors if you are outside.
- If you encounter a locked door when trying to seek shelter during a Hold and Secure, proceed to the next closest building, or find a safe location off campus and wait for further updates.
- Lock exterior doors immediately.
- Confirm that secondary doors in your area are also secured.
- Do not allow entry or exit once the Hold & Secure has been announced.
- During a Hold and Secure order, activities in the building will proceed as usual, however, individuals are recommended to stay away from windows, and to close curtains or blinds where possible. Classroom doors may also be secured where possible.
- Be aware that the situation could escalate to an Active Attack if the threat enters the building.
- Be prepared to Get Out, Hide or Defend if required. Scan and assess your surroundings and consider potential exits as well as items that could be used as makeshift weapons if necessary.
- Monitor updates through Public Safety Emergency Alerts in Ontario.

When the Hold and Secure order is lifted:

- Do not leave the building or go outside unless you receive instructions to do so from emergency response personnel or the area you're in becomes unsafe.
- Cooperate with police and first responders. Keep your hands visible at all times and avoid making sudden movements.

POWER FAILURES

Most power failures at KSR are of a short duration. For a localized outage during business hours, you can contact the station manager to report the outage. We regularly experience outages during stormy or windy weather.

In some cases, if the cause of the power failure extends beyond the property, it may require local and regional resources to restore power.

- You can check for an outage in King City by visiting the Hydro One outage map.

During a power failure:

- If you are advised to leave the building, turn off any electrical appliances, take your belongings with you, and use the stairs to exit the building if you are able. If you need help exiting the building safely, call station management.
- As you evacuate the building, encourage others to do the same. If you find someone in need, call station management.
- Proceed to your team's designated mustering point at:
  - **The intersection of the main entrance road and the side lane to 19th Sideroad,** or a safe location.
  - At your mustering point, ensure that all members of your team are present and accounted for

During a power failure, it may not be possible to predict when power will be restored. You may wish to consider in advance the point at which you may send employees home or make other modifications to your operations.

GAS LEAKS

or a smell of gas

- Though naturally odourless, mercaptan, an odorant that smells like rotten eggs is added to natural gas to make it possible for leaks to be identified. Odour, hissing sounds or visible damage to gas lines could all be indicators of a potential leak.
- If you detect or suspect a gas leak:
    - If you are using equipment with an open flame, ensure that you turn off the flame. Do not turn "on" or "off" any electrical devices such as wall light switches, computers, cell phones, laboratory equipment that might produce a spark and trigger an explosion.
    - Immediately evacuate the building and call 9-1-1.
    - Pull the nearest fire alarm to notify other building occupants of the need to evacuate.
    - Advise people in the affected area as you are evacuating and leave doors open.
    - Evacuate to your team's designated mustering point at:
        - **Across the grassy field in front of the BCBG Lab** or a safe location.
    - Notify Radana Molnarova at 647-581-6628 when it is safe to do so.
- Faculty and managers should facilitate the safe and orderly evacuation of students and staff, directing them to use the nearest safe and accessible exit. Every reasonable effort should be made to confirm full evacuation from their immediate areas.
- If the suspected leak is outdoors, do not start any vehicles, use lighters or matches, or smoke in the area of the suspected gas leak.

WEATHER ALERTS

Campus Closures and Class Cancellations

In severe weather conditions, classes may be canceled by the Vice-President & Provost, and the Vice-President, People Strategy, Equity and Culture. For more information on this, please refer to the Provost's website on the Cancellation of Classes and/or Closures Due to Adverse Weather.

Class cancellation and/or Campus closure information is communicated through numerous communication channels, which may include: UTAlert, e-mail, cell phone alerts, posted information, voice messaging, and media announcements. Campus status updates are available on the University of Toronto Campus Status webpage.

In cases where all three campuses are closed due to adverse weather conditions, Koffler Scientific Reserve is also closed. If you require access to the site or are staying on site when such an event occurs, contact the Station Manager at 647-581-6628 for more information. In rare instances during extremely adverse weather, Koffler Scientific Reserve may be closed or inaccessible. In these instances the Station Manager will reach out to notify users.

All registered students, faculty and staff are already subscribed to receive emergency UTAlert messages via e-mail. UTAlert is only used on rare occasions, such as in the event of a crisis on campus. To expedite the receipt of UTAlert notifications, we encourage you to download the Alertable App to receive UTAlerts via push notification on your mobile device. Make sure to set your preferences to include all the University of Toronto campuses you frequent.

If you are planning a large outdoor event and are concerned that it may be impacted by extreme weather, please consult with your Campus Events Coordinator, or contact Campus Events at 416-946-5108 or campusevents@utoronto.ca for directions. A decision to cancel an outdoor event will be made two hours prior to the scheduled event time.

For specific directions/recommendations related to extreme weather events visit The University of Toronto Emergency Preparedness website.

MEDICAL EMERGENCY
procedures

In the case of a critical injury or medical emergency:

- *Before an emergency, familiarize yourself with the locations of first aid and Automated External Defibrillator (AED) stations closest to you.*
- Call 9-1-1 first. Then call station management.
- Attend to the injury if you are trained to do so.
- Do not attempt to move the injured person unless their location places them in danger of further injury.
- Send a colleague or bystander to meet emergency responders at the building entrance and escort them to the injury site/**alert the Station Manager at 647-581-6628** so that they can direct emergency responders

Site specific information:

- First Aid Stations at **17000 Dufferin St** are located by:
  - **The storage locker located in the mudroom**
  - **The kitchen**
  - **The bedrooms**
  - **The bathroom sinks**

Reporting requirements:

- In the event of any medical emergency, call 9-1-1. Once help is on the way, contact **Radana Molnarova, Station Manager at 647-581-6628**
- Accidents, occupational illnesses, and incidents which result in (or have the potential to result in) personal injury or property damage must be reported to the Office of Environmental Health and Safety as soon as possible by completing the online form available on the University of Toronto Environmental Health and Safety webpage.
- Accidents or occupational illnesses involving death, critical injury*, lost time or health care by a medical practitioner for all employees (full or part time) must be reported to the Workplace Safety and Insurance Board (WSIB) Administrator, Health and Wellbeing Programs and Services, within 24 hours of the incident.
  - The Accident/Incident E-Form for reporting accidents/incidents involving employees, students, contractors or visitors can be found on the Environmental Health and Safety webpage.

**According to the Occupational Health and Safety Act, a critical injury is an injury of a serious nature that: places life in jeopardy; produces unconsciousness; results in substantial loss of blood; involves the fracture of a leg or arm (but not a finger or toe); involves the amputation of a leg, arm, hand, or foot (but not a finger or toe); consists of burns to a major portion of the body, or causes the loss of sight in an eye.*

MEDICAL EMERGENCY
procedures

Accessible Washroom Emergency

The safety, dignity, and autonomy of all individuals are paramount in any emergency response. These procedures are grounded in the principle that every person has the right to privacy, respect, and control over how they are assisted during moments of vulnerability. In responding to emergencies in accessible washrooms, responders must prioritize clear communication and informed consent whenever possible, and engage in sensitive, respectful actions that uphold the individual's agency. Do not assume that an individual requires assistance; offer help only when it is clearly needed or requested. Our goal is to provide timely and effective assistance while honouring the inherent dignity of all.

- When an individual triggers an emergency alert system in an accessible washroom to indicate that they require assistance, please go to the area.
- Attempt to make contact with the individual and ask if they require assistance (they may have triggered the alarm by accident).
- If possible, determine if the person is experiencing a medical emergency. If they are, call 9-1-1 and then call station management.
- If the individual is not having a medical emergency but does require assistance, please call station management. Inform the individual that you are making this call.
- If the person has fallen, determine if there is a caregiver or support person nearby who might assist. If not, work with the individual to determine how best you can support them. If they request physical assistance, call Campus Safety and inform the dispatcher of the nature of the matter and the assistance being required. It is important to report any slips and falls within the purview of this section to Campus Safety who will, in turn, forward a report to appropriate officials at the University.
- Do not enter the washroom unless there is a clear and certain need for you to do so, and you have gained the consent of the responding individual by asking, for example, ‘would you like me to enter the washroom to assist you’.
- If you need to go into the washroom, go in with someone else and keep the individual informed of every step you are taking (For example, you can state ‘I am opening the door now and will enter with a colleague to assist you’). Provide the individual with the option to express discomfort with the assistance you are providing and to express alternative options for support.
- If the person is unresponsive at any point, call 9-1-1, and then call station management. Enter the washroom with a colleague to determine if you can provide first aid assistance if you are trained to do so.

BUILDING SECURITY

and personal safety

For the security and safety of all members of **Koffler Scientific Reserve**, Supervisors are encouraged to regularly review key safety and personal security practices with their staff. This includes protocols related to building access, emergency procedures, and general workplace safety. These reviews help ensure that all team members remain aware of current policies and can contribute to maintaining a secure and safe working environment. The following practices are in place to support the safety and security of **Koffler Scientific Reserve**:

- If you observe anyone in your proximity who is engaged in criminal behaviour, do not approach the individual. Immediately contact station management or call 9-1-1.
- Know where your closest emergency exits are located.
- Do not leave cash, wallets, computers, electronics or other valuables unsecured or unattended in your office, classroom, meeting room, or other public areas.
- Ensure that laptop computers in offices are locked away when you are absent.
- Ensure that office doors and lockable cabinets are locked at all times, even if you're stepping out for a few minutes.
- Do not leave keys in door locks or cabinets unattended. If possible, ensure that your door is locked or otherwise secured when you are not in your office.
- Ensure that the building's main entrance and all areas that should be secured after hours are locked, stay locked, and are not propped open.
- Do not let people follow you in when accessing a locked door.
- Bicycle Policy: *Bicycles that are illegally parked in corridors, foyers, stairways, and access ramps provided for the mobility impaired could pose a serious threat to life safety or the occupants of a building in the event of emergency evacuation. Bicycles left in these areas represent a violation of the Ontario Fire Code, Article 2.7.1. Bicycles found in violation of this Article will be removed.*

CIVIL DISTURBANCES

and demonstrations

- The University is guided by a commitment to the right of University members to communicate and to discuss and explore all ideas, and to engage in peaceful demonstrations. Forms of protest have been a force for progressive change at the University, as it has elsewhere, for generations.
- Peaceful protests are a form of free expression, and often are part of the corollary of the University's institutional purpose.
- Most campus demonstrations such as marches, meetings, picketing, and rallies will be peaceful and non-disruptive.
- If you see a demonstration beginning and have concerns about your safety or the safety of participants, contact station management when it is safe for you to do so.
- A demonstration should be allowed to proceed provided that it adheres to the limitations set out in the User Guide on U of T Policies on Protests.
- The User Guide to U of T Policies on Protest and Use of Campus Spaces outlines the current law and policy framework for protests on campus and encapsulates the following:
    - Protests are allowed only in authorized areas and must follow space booking procedures through the Office of the Vice-Provost, Students site.
    - Protests are prohibited between 11:00 PM and 7:00 AM, including any overnight occupation of space.
    - Building structures such as tents, encampments, fences, or barriers are not permitted.
    - Protests must be performed in a manner that is peaceful and non-disruptive, without interrupting classes, meetings, or University operations.
    - Violence, excessive noise, blocking access, intimidation, harassment, and discriminatory language are prohibited.
    - Affixing signs, posters, or flyers (including the use of chalk, marker, paint, and projections) outside of designated areas is prohibited

CONCERNING BEHAVIOUR

Concerns Regarding an Employee's Behaviour

Some workplace behaviours may require a report to a supervisor or your human resources officer under the University's Bill 168 obligations. Refer to the University of Toronto Policy with Respect to Workplace Harassment for more information.

- If you feel unsafe for yourself or others, contact station management.
- If you feel safe, but have concerns relating to an individual's behaviour, contact your supervisor or your Human Resources representative as well as station management. Following the incident, if you have long-term concerns, you may want to refer to the Community Safety Office or to the Employee and Family Assistance Program (EFAP) for support and resources.

Concerns Regarding a Student's Behaviour

- If you feel unsafe, contact station management.
- If you feel safe, but have concerns relating to an individual's behaviour, contact your manager, and station management.

Concerns for a Staff Member in Difficulty

If a staff or faculty member approaches you with difficulties (whether they're medical, personal, financial, familial), there are resources at the University to help. If you are unsure of which service to refer the individual to, your Human Resources representative can assist you as a first point of contact. Some of the University's services include:

- Human Resources
- Health and Well-being
- Community Safety Office
- Sexual and Gender Diversity Office
- Anti-Racism and Cultural Diversity Office
- Sexual Violence Prevention and Support Centre
- Employee Family Assistance Program
- Campus Safety

CONCERNING BEHAVIOUR

Concerns for a Person in Crisis

If a person's problems require urgent support (for example, they're indicating intent to harm themselves or others), you should access urgent assistance. If it is safe to do so, take steps to de-escalate the situation and to isolate the individual. Remember that you are in a position to best assess your own safety, and that there is no substitute for your judgement.

If you are dealing with an individual who is overwhelmed and could harm themselves, or is in an acute crisis situation that can't wait for a referral, you should call station management or 9-1-1.

De-escalation workshops are offered four times a year by the Office of Safety and High Risk.
More information and future training opportunities can be found on the University of Toronto SuccessFactors page.

CONCERNING BEHAVIOUR

Threatening Calls, Emails, or Online Postings (including Bomb Threats)

Every threat, however it comes in, should be assessed by someone other than the person(s) receiving the threat. Do not try to guess whether the threat is real or a hoax. Threats rarely happen in isolation and security needs to know of even the vaguest of threats to people or property. Always report a threat to Campus Safety at 416-978-2222.

If the threat is received by telephone:

- Write down what was said, in detail, as soon as possible.
- If it is a bomb threat, try to get as much information as possible, including information on:
    - The location of the bomb
    - The type of bomb
    - When it will explode
    - What will cause it to explode
    - Why U of T was chosen as a target
    - What the bomb looks like
    - What can be done to stop the detonation (demands)
    - The name and location of the caller
- Note any information about the speaker, including:
    - The register of the speaker's voice (high pitch, low/deep)
- Note any distinctive or distinctive characteristics of the speaker's voice, including:
    - Fast/slow, loud/soft, calm/emotional/angry, vulgar, rapid, intoxicated, disguised, raspy, etc.
- Note any background noises including:
    - Traffic, music, voices, animals, office noise, other people, silence, etc.
- Record telephone call display information if shown.
- Call 9-1-1 to report the threat. Contact station management as soon as it is safe to do so.
- The decision to evacuate the area or building will be made by Campus Safety in consultation with Toronto Police Service.

If the threat is received by email or on social media:

- Call 9-1-1 to report the threat. Contact station management once authorities have been notified.
- Do not erase any threatening messages received by email or online. Screen-capture threatening messages found on any media platform. Do not forward the message to anyone, as the original email properties are vital in identifying the sender. Inform Campus Safety.

Please report any threatening or criminal behavior immediately.
If you are unsure whether to report something, please err on the side of caution and contact Campus Safety.

CONCERNING BEHAVIOUR

Individual Threatening Criminal Behaviour

A threat of criminal behaviour in a workplace setting can take various forms, including:

- Threats of physical harm (e.g. threatening to injure a coworker or supervisor)
- Threats against property (e.g. threatening to damage or sabotage University equipment or facilities)
- Threats involving blackmail or extortion (e.g. demanding money or benefits in exchange for silence or non-disclosure)
- Cyber-related threats (e.g. threatening to hack or crash company systems)
- Stalking or intimidation (e.g. making veiled threats about following or confronting someone outside of work)

These threats can be verbal, written, or implied, and are often considered criminal even if not acted upon. If someone threatens criminal behaviour:

- Call 9-1-1. Notify station management as soon as authorities have been notified.
- Be prepared to state the reason for the call, give your name, your telephone number, **your location (17000 Dufferin St – Lab building)** and any other areas involved. Provide information on the description and the current location of the person(s) ofconcern. Do not engage with the individual.
- Remain on the phone with the dispatcher until they have hung up.
- If necessary, remain in or go to a safe location, and lock or barricade the door in your area involved until Emergency Responders arrive.

CONCERNING BEHAVIOUR

Active Attack

An active attack occurs when an individual engages in, attempts to engage in, or is about to engage in an attack where there is reason to suspect that,

(a) the attack will be sustained,
(b) the attacker will cause serious bodily harm or death to other individuals, and
(c) the attacker will continue to attack more individuals if the attacker is not stopped

If an active attacker situation occurs, consider three options: Get Out, Hide, or Defend.

Get Out: remove yourself from any location of immediate danger.

- If you are in a building, assess the situation and determine if it is safe to leave. If so, get out.
- Leave your belongings behind. Evacuate regardless of whether others follow.
- Warn others from entering the building. Keep your hands visible so that emergency responders will be able to see that you don't have a weapon.
- Call 9-1-1 when you are safe. Contact station management once authorities have been notified.

Hide: if you can't flee, or don't know the location of the aggressor, hide in an area that can be locked or barricaded.

- Lock the doors and windows
- Identify items that can be used as a doorstopper, such as a chair wedged under a doorknob, or a heavy piece of furniture that can block a door from opening
- Turn off the lights
- Silence your mobile devices
- Stay low to the floor and out of sight – under a desk, in a closet, in a corner, or on the floor
- Do not move from your hiding space unless you are directed to do so by emergency response personnel, or if the area becomes unsafe

Defend: as a last resort, fight to disorient the assailant in order to get away.

- Look for any items that could be used as makeshift weapons in the event that you need to defend yourself, such as scissors or a fire extinguisher
- Commit yourself to delay, block, or overcome the attacker
- Consider using nearby objects to help you so you can get away

When the police arrive

When police arrive, their first priority is to find the assailant and stop them. If you disarm the attacker, do **NOT** touch the weapon. Do not run towards police. They must consider you, and everyone else, a possible threat.

Stay calm and follow their instructions at all times. Keep your hands visible and empty.

CYBER INCIDENTS

Cyber incidents are becoming increasingly common and can affect the security and privacy of the University's network. The resources below provide additional tips, tricks, and support on e-mail safety and many other facets of cyber safety.

Preventing a Cyber Incident

- Be aware of phishing e-mails. Whether you receive an e-mail from a known or unknown source, pause and reflect before you act.
- The University of Toronto's Security Matters website contains information and links to security resources for students, faculty, staff and IT professionals and includes helpful directions for reporting phishing emails.
- Resources like Consumer Reports' Security Planner, launched by The Citizen Lab, can help you protect your confidential information and personal data. Visit CR Security Planner to build your personalized plan and improve your online safety.
- Please visit the Community Safety Office's website for more information and general e-safety tips on subjects including social media best practices, doxxing, and email, internet and cell phone safety.

Responding to a Cyber Incident

- If the cyber incident includes a threat to life or property –call 9-1-1. Notify station management after authorities have been notified.
- If you believe your system is or has been attacked, look for signs of suspicious activity or anomalies on your system or network traffic.
- If you suspect your system is compromised, remove its access to the internet immediately and turn it off.
- Notify the University's Information Security Team by making a report through the Security Matters website.
- If you suspect any criminal activity, report the matter to station management.

SUSPICIOUS PACKAGES

Identifying suspicious package:

- Suspicious packages are usually harmless but can contain harmful substances or explosive devices. They may be found unattended in open areas or delivered to specific locations or people.
- If a package has been mailed or delivered, look for:
    - Protruding wires
    - Excessive Postage
    - Handwritten or poorly typed address
    - Restrictive markings (e.g., confidential, personal, do not x-ray, etc.)
    - Incorrect titles
    - Misspellings of common words
    - Oily stains or discolouration on packaging
    - Strange odours or sounds
    - Excessive weight
    - Rigid structure or lopsided shape
    - No return address

Use caution if you find or receive a suspicious package

- Though not a frequent concern, it is possible that a backpack, a common item on University campuses, could be used to conceal an explosive device. The acronym HOT can help you assess whether an item, such as a backpack, poses a threat or has simply been left unattended.
    - **H: Hidden** – Has the item been placed out of sight, or concealed purposefully?
    - **O: Obviously Suspicious** – Are there visible wires, electronic components, or bomb-like elements?
    - **T:** Not **Typical** – Could the item be related to an active threat? Does the item seem out of place in the location that it has been spotted?
- Avoid all contact – do not open, sniff, shake, or move it.
- Leave the area and prevent others from entering.
- If you have handled the package, wash your hands with soap and water.
- Call 911 and alert station management when you can safely do so.
- If you determine that the item does not pose a threat, it is still advisable that you treat the item with caution. Try to identify the owner or report the item to a nearby person with authority or Campus Safety.

SEXUAL VIOLENCE
and sexual harassment

- The University of Toronto Sexual Violence Prevention and Support Centre ("the Centre") is responsible for receiving reports of incidents of sexual violence and sexual harassment involving a member of the University Community in a non-emergency situation.
- The Centre's St. George location is at Gerstein Science Information Centre (Gerstein Library), Suite B139, and can be reached at 416-978-2266. For more information about the Centre and the services it provides, please refer to the Sexual Violence Prevention and Support Centre website.
- In an emergency, Campus Safety or 9-1-1 should be the first point of contact. In the case of an emergency, sexual violence can be reported to station management, who are in turn required to inform the Centre as well as municipal police services.

ACCESSING SUPPORT AND PRIORITIZING YOUR WELLNESS

Dealing with emergencies (like many of the circumstances listed in this document) is challenging at the best of times. It's normal and healthy to need support during and after an emergency event.

Examples of resources and strategies for dealing with significant stressors include:

- A confidential discussion with a trusted friend or colleague;
- A discussion with your family doctor;
- The Centre for Mindfulness Studies website and mobile app;
- Dr. Kristen Neff's Guided Practices and Exercises on Self-Compassion and
- University supports like:
    - the Employee and Family Assistance Program;
    - your manager or divisional HR officer; and
    - the Family Care Office

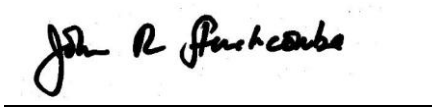
Regardless of how you choose to access supports, it's important to prioritize your own wellness throughout any challenging work event.

If your role involves supporting students, you can refer them to any of the following student-specific resources:

- Telus Health Student Support
- Student Life Health & Wellness (St. George)
- UTM Health & Counselling Centre
- UTSC Health & Wellness Centre

CAMPUS SAFETY SIGNOFF

- The Campus Safety team on your Campus will review this resource annually, and serves as a resource to students, faculty, and staff alike during times of emergencies.
- The Director on your Campus has reviewed this document.



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