

Purpose:

The purpose of this **Emergency Response Plan (ERP)** is to provide processes and procedures that will reduce the risk to safety for Yukon College employees, students and visitors when faced with an emergency situation.

The Plan outlines the role each individual needs to take in order to make the plan work, how to evacuate Ayamdigut campus buildings and what everyone needs to do in the different emergencies that they can potentially face at their workplace.

The threat to personal safety and property is decreased when all employees are familiar with their role in the emergency response evacuation plan and have the opportunity to practice during scheduled non-emergency drills.

In all emergency situations, protecting the life and personal safety of staff, faculty, students and visitors takes precedence over protecting property.

Communications:

In the event of an emergency it is crucial that communication is delivered effectively. Along with direct face to face communication, other communication modes at YC include classroom/office phones, text to cell phones, intercom paging and Fire Warden two-way radios. The mode used will depend on the actual emergency.

Please download the free YC Mobile App from the Apple and Android stores (and enable PUSH NOTIFICATIONS) to receive notice directly from Safety & Security in the event of an emergency on campus.

Legend:

GREEN: These incidents are more common to Ayamdigut campus and **DO NOT** require evacuation or lockdown and likely will not affect the entire campus.

YELLOW: These incidents require individuals to **STAY PUT** and follow procedures in this Emergency Response Plan. No immediate evacuation.

RED: These are major incidents and would likely require **EVACUATION**.



Roles and Responsibilities

All Students and Staff Must:

- Keep a copy of the Emergency Response Plan where it can be reached easily during a communication such as a telephone call (either printed or via the YC Mobile app).
- Be familiar with Exit Routes and Muster Points at their classroom/work location
- Where possible, know the Fire Warden and Alternate Fire Warden of their zone.
- Be familiar with locations of “Safe Rooms”.
- Be familiar with and competent in the use of the communication systems available.
- Inform their visitors of the nearest evacuation route in the event of an emergency.
- Report immediately to their Instructor or Direct Supervisor any hazards that may result in an emergency or impede in an evacuation or emergency response (e.g. blocked exits).
- IMMEDIATELY OBEY ANY EVACUATION ORDER.
- Follow the specific evacuation instructions given at the time.
- Inform their fellow students/co-workers in advance if they need help in the event of an evacuation or emergency.
- Notify the Fire Warden of any student/staff member who is not accounted for during an evacuation.

Instructors must:

- Ensure students are aware of the Emergency Response Plan on the YC website and YC Mobile App.
- Conduct the ERP Classroom Questionnaire at least once per term with each of their classes and report results to their direct supervisor.

Management Must:

- Ensure that a Fire Warden and Alternates are assigned to each zone at all times and that they are fully aware of their duties and responsibilities.
- Review the Emergency Response Plan with all new employees during their Employee Safety Orientation.
- Conduct the ERP Departmental Questionnaire at least once per term with their staff and report results to the Director of Student and Infrastructure Support.
- Conduct an ERP Tabletop Exercise at least once per term with their staff and report results to the Director of Student and Infrastructure Support.
- Take appropriate corrective actions to any hazards reported by staff.

Fire Wardens and Alternates Must:

- Familiarize themselves with their zone and staff, the building, exit routes, operation of two-way radios and all other communication modes used at the work site.
- Participate in planned evacuation procedures and drills.
- Evacuate people from their zone by checking all offices, classrooms, washrooms, storage rooms and file rooms.
- Ensure that all doors in their area are closed but not locked during an evacuation.
- Ensure the safe evacuation of persons requiring assistance.
- Radio-communicate the status of area evacuation to the Chief Fire Warden.
- Assemble evacuated staff by the assigned Muster Point and remind staff to remain there until otherwise instructed.
- Debrief after an evacuation drill or emergency evacuation with the Chief Fire Warden.

First Aid Attendants Must:

- When called, retrieve the First Aid Kit and go to the scene as quickly as possible.
- Assess and control any hazards.
- Administer First Aid and call for emergency medical services, as required.
- Report relevant information to the Ambulance Attendant, as required.



Emergency Notification

You can dial 911 directly from a payphone on campus, via the YC Mobile app, or by dialing 9-911 from an office or classroom phone.

When calling 911 in an emergency situation the following information will be necessary:

- Your Name
- Building Location
- Physical Location
- Nature of Emergency
- Persons Affected

Also notify Safety and Security (334-6042, speed dial 222 from your office/classroom phone or via the YC Mobile app) and your instructor/direct supervisor as quickly as possible.

Emergency Response Procedures:



Power Outage



Wildlife encounters



Medical Emergency



Finding Suspicious Parcels



Violent Incident and Threat



Explosion



Hostage Taking



Earthquake



Active Shooter/Lockdown



Chemical Incident



Emergency Evacuation



Bomb Threat



Fire



Bomb Threat Checklist

**Power Outage:**

Power outages are very common throughout Yukon and often last for less than two hours. Here are some steps to follow and processes to consider when a power outage occurs at Ayamdigt campus.

IMMEDIATE ACTIONS:

- Remain calm. Emergency lighting will come on.
- If you think the power is out just in your area – notify Safety and Security (334-6042, speed dial 222 from your Office/Classroom phone or via the YC Mobile app).
- Turn off computers and other voltage-sensitive equipment including equipment that is normally switched off when not in use (e.g.: fans, heaters). Time permitting, save documents prior to shutting down computer.
- If the room/area you are in is dark move cautiously to an emergency exit or illuminated area.
- Open the door to your office/classroom to hear any face-to-face communications.

WILL CLASSES AND ACTIVITIES BE CANCELLED?

College staff will be working to gather more information and determine the severity of the power outage. Until there is information to share, please continue classes and activities where possible or gather in places where there is adequate natural light such as the A-wing hallway, the Kaff, the Pit.

The first assumption is that the power will be back on within a two-hour time period. A decision on whether the College will cancel campus activities will be made with consideration for the following factors:

- Time of day/year – natural daylight levels
- Temperature/weather
- Booked events
- Occurrence of student examinations
- Geographic scope of outage

IF CLASSES AND ACTIVITIES ARE CANCELLED:

No services will remain available to students and the public, with the exception of Campus Housing and Safety and Security. All students will be required to evacuate the building

Communication to students and staff will be carried out via the following methods:

- Face-to-face via staff moving through the building
- Signage on all main entrances
- Text to cellphones (for those using the YC Mobile app)

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- Signage on all main entrances
- Text to cellphones (for those using the YC Mobile app)
- Local radio stations
- Social media - via Facebook and Twitter
- Website Emergency Notification - on the YC main webpage
- Whitehorse Transit - bus drivers will be asked to advise those travelling to Ayamdigut campus that classes and activities have been cancelled.

WHEN CLASSES AND ACTIVITIES RESUME:

The same communication methods will be used to inform staff and students that classes and activities have resumed.



Medical Emergency

A medical emergency refers to any situation in which a person(s) requires medical attention or where a death has occurred.

If you are the first person on the scene of a medical emergency:

- Ensure your own safety by making sure that there are no hazards around.
- Administer First Aid if qualified to do so, or call loudly for help.
- When help arrives, ask them to call the First Aid Attendant and/or 911 for an ambulance and report back to you confirming that the First Aid Attendant/ambulance is on the way.
- Stay with the person until the First Aid Attendant/ambulance arrives.
- Complete an Incident Report following the incident.

First Aid Attendant:

- When called, retrieve the First Aid Kit and go to the scene as quickly as possible.
- Assess and attempt to control any hazards within your ability/training.
- Administer First Aid and call for emergency medical services, as required.
- Report relevant information to the Ambulance Attendant, as required.
- Log the incident in the First Aid book and complete any other required reporting (e.g., Workers' Report of Injury in the case of a workplace injury).
- Meet with other First Aid Attendants after any emergency to debrief.

All other Students & Staff:

- Stay away from the area; await instructions.



Wildlife encounters:

Bear encounters rarely result in an attack. Remaining calm is the most important thing to do. You should also:

- Choose routes with good visibility where possible.
- Avoid hiking or biking alone.
- Stay alert. Keep an eye out for bears so you can give them plenty of room. Look for recent bear signs such as tracks, scat, fresh diggings or tree scratches. (If you see any of these, be especially cautious).
- Make noise to let bears know you're coming, especially in thick brush, berry patches or near running water.
- Loud talking or singing is better than using bells.
- Don't approach a bear for a closer look or better photo.
- Group together if there are other people present.
- Speak calmly but firmly to the bear.
- If the bear is staying still, back away slowly, but DON'T RUN. Leave the area.
- If the bear is focused on you and keeps coming as you back away, try standing your ground, raising your arms and speaking loudly.
- Notify Safety and Security (334-6042 or via the YC Mobile app)
- Notify Yukon Conservation Officer (667-8005 or via the YC Mobile app).



Finding Suspicious Parcels:

Look for inappropriate or unusual labeling or package characteristics such as:

- Excessive postage
- Handwritten or poorly typed addresses
- Misspellings of common words
- Strange return address or no return address
- Incorrect titles or title without a name
- Not addressed to a specific person
- Marked with restrictions such as "Personal," "Confidential," or "Do not x-ray"
- Marked with any threatening language
- Postmarked from a city or other location that does not match the return address
- Powdery substance felt through or appearing on the package or envelope
- Oily stains, discolorations, or odor
- Lopsided or uneven envelope
- Excessive packaging material such as masking tape, string, etc.

- Excessive weight
- Ticking sound
- Protruding wires or aluminum foil

Person finding a suspicious parcel:

- Report to Safety and Security (334-6042, speed dial 222 from your office/classroom phone or via the YC Mobile app) or your instructor/direct supervisor.
- Under no circumstances will any employee attempt to touch, sniff, taste, move, look closely, or dispose of the suspicious package.
- Alert others in the area about the suspicious package or envelope. Leave the area, close any doors, and take actions to prevent others from entering the area.
- WASH hands with soap and water to prevent spreading potentially infectious material to face or skin. Seek additional instructions for exposed or potentially exposed persons.
- Await instructions. If told to evacuate, follow specific instructions, as the usual evacuation procedures may not apply.

Safety and Security or manager:

- Immediately report item to Police.
- Meet with emergency services personnel to determine the best course of action.
- Instruct staff according to directions of emergency personnel.
- If instructed to evacuate, follow evacuation procedures.

All Students & Staff:

- Stay in your work area/classroom, unless instructed otherwise by Safety and Security or Dean/Director/Manager. Look around your work area for any suspicious packages.
- If you find something suspicious, do not touch it. Report anything unusual to the Safety and Security (334-6042, speed dial 222 from your office/classroom phone or via the YC Mobile app), your instructor/direct supervisor or emergency personnel.
- Await instructions.
- If instructed to evacuate, follow "Emergency Evacuation".



Violent Incident & Threat

The majority of potential violent situations will be managed using skills acquired through training and safe work practices and/or safe job procedures. Unfortunately, there may be some situations that cannot be controlled where individuals may be faced with threats and violence. These procedures provide guidelines that may assist to safely disengage.

A violent incident is an event or series of events that:

- Causes an individual to feel that personal safety is compromised.
- Results in physical harm or to an individual.

Threat

According to the National Centre for the Analysis of Violent Crime (NVAVA), a threat is defined as an expression of intent to do harm or act out violently against something or someone. Threats can be spoken, written or symbolic.

If you are threatened or fear for your personal safety:

- Contact 911 at any time that you are feeling your personal safety is compromised by an unwelcomed visitor or hostile individual.
- If safe to do so, immediately report the incident to Safety and Security (334-6042, speed dial 222 from your office/classroom phone or via the YC Mobile app) or your instructor/direct supervisor.
- Do not confront a violent or potentially violent person.
- Maintain your professional face (don't show personal emotion).
- Maintain a bladed stance (staggered stance with feet shoulder width apart) and a safe distance.
- Explain to the hostile individual/unwelcome visitor that what they are asking for is beyond your authority (If applicable).
- Tell them you know where your supervisor is and that you can get them to come and speak to the person.
- Ask for their cooperation.

If the hostile individual/unwelcome visitor refuses to cooperate:

- Explain that you are required to call RCMP.
- Give them options on how to leave.

Tell them:

- It would be ideal if they left now and RCMP can question them privately.
- It would be embarrassing to have them escorted out by Police or in handcuffs.
- To leave now and without any further incident as it would be good for everyone.

If the hostile individual/ unwelcome visitor cooperates:

- Leave the area.
- Inform your instructor/direct supervisor of the situation.
- The your instructor/direct supervisor will see the client, introduce themselves, explain that RCMP have been contacted, and give the options of how the person can leave.
- The your instructor/direct supervisor may offer to schedule a meeting for another time.
- If the hostile individual/unwelcome visitor agrees to cooperate with you, the your instructor/direct supervisor must escort the person to the door.

If hostile individual/unwelcome visitor continues to refuse or if you are attacked physically:

- Defend yourself from the attack.
- If able to, activate the one-button VOIP paging.
- Leave the area as quickly as possible.
- Warn others in the area of the problem as you leave the area for a safe place.
- Shout for someone to call 911 or if necessary, do it yourself when it is safe to do so.
- If you witness a coworker being threatened or being physically attacked - immediately contact 911 and warn others to leave for a safe area.

If you are threatened or attacked and prevented from leaving the room:

- This situation is considered a hostage taking.
- Follow the procedures for being held hostage.

**Hostage Taking:**

Hostage taking is a situation in which a person(s) is (are) detained against their will by another person(s). Hostage situations may occur from spontaneous escalations of difficult situations between staff and emotionally disturbed people, coworkers or family members. This procedure is designed to provide guidelines on how to respond to hostage situations that will offer a reasonable level of protection to staff.

If you are taken hostage:

- Do everything the hostage taker tells you.
- Remain calm, and be patient and observant.
- Tell the hostage-taker(s) if you require any special medication.
- If the hostage-taker(s) orders you to make or answer phone calls, be brief.
- At the first opportunity following release, contact 911
- Report to Safety and Security (334-6042, speed dial 222 from your office/classroom phone or via the YC Mobile app) or your instructor/direct supervisor. Provide all incident details, being objective, detailed and descriptive. Such detailed documentation could be of great assistance for investigative purposes.
- Await instructions - be prepared to cooperate with authorities.

Behavioral Guidelines for Hostage Victims:

- Speak only when spoken to.
- Be courteous and genuine.
- Do not use humor or sarcasm – it might trigger the hostage taker to further actions.
- Do not show your emotions.
- Maintain face to face contact, unless otherwise directed.
- Be patient. Even though it may appear that little is being done, the police and others will be working hard to have you (and others) released, unharmed.

If you become aware that a person(s) has been taken hostage:

- Under no circumstances shall an employee, who has knowledge of any person(s) having been taken hostage, deal with a hostage taker alone.
- Immediately contact 911. Provide all known incident details (location, number of people involved, any weapons involved, etc.).
- Notify Safety and Security (334-6042, speed dial 222 from your office/classroom phone or via the YC Mobile app) or your instructor/direct supervisor and no one else.



Active Shooter/Lockdown:

An "Active Shooter" is an individual actively engaged in killing or attempting to kill people in a confined and populated area. Prior to the arrival of police, how you respond to an active shooter will be dictated by the specific circumstances of the encounter. If you find yourself in an active shooter situation, try to remain as calm as possible and use these suggested actions to help you plan a strategy for survival. Keep in mind that afterwards the entire area is a crime scene so do not move or remove items or tidy up.

IN THIS SITUATION IT IS IMPORTANT THAT YOU **DO NOT ACTIVATE THE FIRE ALARM** AS THIS WILL INITIATE AN EVACUATION, POTENTIALLY ENDANGERING MORE PEOPLE. INSTEAD **STAY PUT**.

Active Shooter Outside Building:

- Go inside a building to a room that can be locked. Most offices and classrooms in Ayamdigut have thumb-lock-type locks.
- Close the window blinds, turn off the lights and get everyone down on the floor so that no one is visible from outside the room.
- Spread out and seek concealment behind walls, desks, file cabinets, etc.
- Put cellphones on silent or vibrate.
- Call 911 and Safety and Security (334.6042, speed dial 222 from a classroom/office phone or via the YC Mobile app).
- Safety and Security will transmit via the internal PA system the "Lockdown" message to alert everyone ("Lockdown, Lockdown, Lockdown, activate now").
- If you are not in your office or work area, proceed to the nearest lockable room or space available.
- Safety and Security will activate the Lockdown by engaging magnetic locks throughout the building.
- Once Lockdown is activated, **STAY PUT** in the room you are in and remain in place until Police give the 'All Clear' message.
- If the fire alarm is activated, ignore it unless you observe fire or smoke as the shooter may activate the alarm to encourage people to leave their safe space.
- Do not respond to any voice commands until you can verify with certainty that they are being issued by a Police Officer.
- Unfamiliar voices may be the shooter attempting to lure people from their safe space.

Active Shooter Inside Building:

- Secure the room you are in by locking the thumb lock and follow the same procedures described above.
- If you cannot secure the room, determine if there is another room nearby that you are able to reach safely.
- If you are in the open area of the College like Cafeteria or the Pit and cannot safely access a room that can be used for lockdown – exit the building and move away.

Active Shooter Inside Room:

- If the active shooter enters your office or classroom, there are no set procedures.
- The decision to flee or seek shelter inside the room can only be made by you and is dependent upon the circumstances.
- Try to remain calm, it will aid you in decision making.
- If able, call 911 via a classroom/office phone or via the YC Mobile app, alerting RCMP to your location.
- If you can't speak, leave the line open so the dispatcher can hear what is taking place. Usually the location of a caller can be determined without speaking.
- If there is absolutely no opportunity of escape or concealment and the shooter is not actively firing on people it might be possible to negotiate with the shooter.

Active Shooter Leaves Room:

- If the shooter leaves the area and it appears safe, proceed immediately to a safer place.
- Do not touch anything that was in the area of the shooter because of the possibility of explosives being left and the destruction of crucial evidence needed for investigation.

What You Should Do:

- Make sure you have an escape route in mind.
- Do not attempt to carry anything in your hands while fleeing; move quickly.
- Keep your hands visible, and follow instructions of Police officers you may encounter.
- If you know where the shooter is located, tell the officers.
- Remain at the designated assembly point until you have been released.
- Do not leave until told it is safe to do so by Police.
- Do not try to move any injured people; leave them where they are and notify authorities of their location as soon as possible.

What You Should Expect:

- Responding police officers are trained to proceed immediately to the area where the shots were last heard; their purpose is to stop the shooting as quickly as possible.
- The first officers to arrive will not stop to aid injured victims; rescue teams composed of additional officers will follow the first team into secured areas and remove injured persons.
- Follow officers' commands.

**Chemical Incident:**

The response to a chemical spill or an accidental release of a hazardous substance shall be based on an assessment of the threat to Health and Safety of building personnel and shall include reference to the appropriate WHMIS Material Safety Data Sheets.

If you discover a chemical accident:

- Do not go near the chemical.
- Warn other employees in the immediate vicinity.
- Inform Safety and Security (334-6042, speed dial 222 from your office/classroom phone or via the YC Mobile app) or your instructor/direct supervisor.
- Move to a safe location and await further instructions.

If you discover a chemical accident after hours:

- Call the Spill Line at 9-667-7244, report what you have discovered then contact Safety and Security (334-6042, speed dial 222 from your classroom/office phone or via the YC Mobile app).
- Move to a safe location and determine next steps based on Spill Line direction.

If a chemical fire occurs:

- Pull the fire alarm
- If the fire is small and you are appropriately trained, put it out with a fire extinguisher.
- NEVER allow the fire to come between you and the exit.
- Evacuate the area by following evacuation procedures.
- Fire crew will sweep the workplace - they are trained to do so.
- If you evacuate the area, close doors and windows behind you to confine the fire, if it is safe to do so.

DO NOT:

- break windows as oxygen will fuel the fire
- return to your office to retrieve your possessions
- leave the Muster area until instructed to do so
- return to the building until instructed to do so

**Explosion:****If an explosion occurs in the vicinity of your work station:**

- Take immediate shelter. Tables, desks, or other objects will offer protection against flying glass or debris. Protect your face and head with your arms.
- Remain under cover until the effects of the explosion have subsided.
- When safe to do so activate the nearest fire alarm pull station.
- Notify the Fire Department at 911.
- Check to ensure the exit is free of obstruction and evacuate the building to your Muster Point.

**Earthquake:**

Whitehorse lies on a combination of fault lines, or continental plate boundaries, which ultimately puts Whitehorse at a major risk for earthquakes, according to Emergency Preparedness Canada.

If the epicenter of the earthquake is very close, a loud crack may be heard as the earth shifts. If it is farther away, there may be a loud noise or rumbling, like the rushing of a train. Typically, the initial swaying is followed by the shaking, then a rolling motion that rotates up, down and sideways. It can last from seconds to minutes.

The actual movement of the ground seldom causes injuries, but rather the falling objects and debris cause most casualties.

Aftershocks frequently occur, often hours to days later, as the earth adjusts to the initial shift.

Preparedness:

- Keep large or heavy objects close to the floor.
- Anchor all shelving and large items to the wall, where possible.
- Ensure that objects like pictures and mirrors are secured to the walls.
- Ensure all cabinets have latches that will keep the door closed during shaking.
- Be aware of the safe spots in your department, such as the stable desks or tables, and locations away from potential falling objects.
- Participate in annual Earthquake drills.

If you are inside during the shaking:

- Stay inside. Do not attempt to exit. Do not pull the fire alarm, unless there is a fire.
- Move away from windows and mirrors that may shatter, and objects that may fall, such as file cabinets, unattached shelving, bookcases, etc.
- Crawl under a strong table, counter or desk if possible. Do not stand in a doorway if there is the possibility that the door will slam/close on you.
- Drop to your knees and cover your head and neck with your hands.
- Do not use the elevator.

If you are outside during the shaking:

- Stay outside until the shaking stops
- Move away from the building, power lines and overhanging structures.

After the shaking:

- Expect aftershocks.
- Check for fire, electrical and other hazards. Follow the usual procedure for fire.
- Call Safety and Security (334-6042, speed dial 222 from your office/classroom phone or via the YC Mobile app) to inform them of any electrical problems or other building related problems.
- If someone is discovered to be missing, the Fire Warden from that area will search all rooms, offices and bathrooms checking for people who may be trapped as soon as it is safe to do so.
- Leave doors to rooms open (unless there is a fire).
- Assess if anyone is injured and provide medical assistance where required.
- Check telephone lines and notify IT if there are problems. Minimize phone and cell use.
- Do not evacuate, but check to ensure the routes are clear.
- Assess further damage in your unit. Use caution when opening doors to rooms or cupboards, as objects may fall.
- Notify Safety and Security (334-6042, speed dial 222 from your office/classroom phone or via the YC Mobile app) or your instructor/direct supervisor of unsafe situations for appropriate follow up.

If you are NOT at Work:

- Ensure your family is safe.
- Listen to any radio station for information.



Emergency Evacuation

When you hear a fire alarm (a series of 3 buzzes) or are ordered to evacuate by other means of communication:

- Immediately leave your classroom/office.
- Close but do not lock the door.
- Follow the evacuation route posted in your classroom, office or work area, or leave through the nearest fire exit, or instructions given by the Fire Warden.
- Fire Wardens will be wearing bright safety vests, safety helmets and carrying walkie-talkies.
- Do not use the elevator.
- Go to your assigned Muster Point and report to the Fire Warden.
- If you, another student or staff member or visitor needs help to evacuate, ensure that person receives physical assistance and is evacuated.
- Do not re-enter the building until instructed to do so by the Fire Warden.

NOTE: If an emergency situation takes place on the Yukon College property and weather does not allow for an extended stay outside, Yukon College has an agreement with the Arts Center for the College to evacuate there (including Campus Housing CH500). Fire Wardens will advise if this will happen.



Fire:

- If you detect fire or smoke, shout "Fire! Fire! Fire!" and pull the nearest fire alarm.
- The fire alarm is indicated by a series of 3 buzzes.
- Call 911 if it is safe to do so.
- Do not attempt to control or extinguish the fire unless you are trained and have no other course of action to evacuate the building.
- Report details to Safety and Security (334-6042, speed dial 222 from your office/classroom phone or via the YC Mobile app), your instructor/direct supervisor or a Fire Warden as quickly as possible.
- Evacuate the building without delay as outlined in Emergency Evacuation.
- Fire Wardens will be wearing bright safety vests, safety helmets and carrying walkie-talkies.
- Do not re-enter the building until authorized by the Fire Department or Fire Warden.



Bomb Threat:

Bomb threats are a risk to any public or private organization. There are three likely explanations for receiving a bomb threat. First, the caller has definite knowledge or believes that an explosive or incendiary device has been or will be placed in an area and wants to minimize personal injury or property damage. The caller may be the person who placed the device or someone else who has become aware of such information.

Second, the caller wants to create an atmosphere of anxiety and panic, which will possibly result in disruption of the normal activities at the target area of the organization. When a threat has been received, there will be a reaction to it. If the call is directed to a target area where a vacuum in leadership exists or where there has been no organized advance planning to handle such a threat, the call may well result in panic.

Finally, the caller wants to bring about or amplify a lack of confidence in existing leadership or programs. By injecting panic into normal operational situation through fear of the known or unknown, the caller may achieve his or her ultimate goals; i.e. an increased potential for personal injury, property damage, evacuation or shutdown which results in disruptions or economic loss to the organization.

Organization and planning efforts must be conducted in advance to handle bomb threats, confusion and panic. If we are prepared, bomb threats and finding suspicious parcels can be resolved with a minimum of exposure to personal injury and property damage.

Person receiving a bomb threat by phone:

- Try to alert someone while being on the phone with the threat maker.
- Keep the caller on the telephone as long as possible.
- Record all the details in the Bomb Threat Checklist (Appendix in printed edition of Emergency Response Plan).
- Listen carefully to all information provided and make note of any voice characteristics (Checklist; Appendix).
- A bomb threat checklist has been devised to assist staff when receiving a bomb threat. The Checklist must be kept where you can easily reach it when you are on the telephone. Immediately after the call is terminated contact 9-911.
- Notify Safety and Security (334-6042, speed dial 222 from your office/classroom phone or via the YC Mobile app) and your instructor/direct supervisor and no one else.
- If instructed to evacuate, follow the Emergency Evacuation guidelines.

****Employees asked to assist in the bomb search have the "right to refuse" under the Yukon OH&S Act, Section 15. ****

Employees who agree to assist in a bomb search must follow these instructions, unless other instructions are given at the time:

- Begin on the floor (carpet) and search the room's perimeter clockwise up to waist level.
- Continue in a clockwise direction to above your head until the entire area has been searched.
- Search with your eyes only.
- Notify Safety and Security (334-6042, speed dial 222 from your office/classroom phone or via the YC Mobile app) and your instructor/direct supervisor if you discover anything suspicious or out of the ordinary.
- Keep all personal briefcases, knapsacks, parcels and purses with you.



Bomb Threat Checklist

Date: _____ Time: _____ Caller ID #: _____

Instructions:

- Be calm and courteous.
- Listen.
- Do not interrupt the caller.
- Keep the caller talking for as long as possible.
- Record the exact words of the caller.

Questions to ask:

1. When is the bomb going to explode? _____
2. Where is the bomb right now? _____
3. What kind of bomb is it? _____
4. What does the bomb look like? _____
5. Why did you place the bomb? _____

Try to determine the following (underline as appropriate):

Caller's Identity Male, female, child, hard to distinguish

Voice Loud, soft, whisper, deep, raspy, pleasant, slurred speech, other _____

Accent Strong, not strong, local, not local, foreign, regional, specify _____

Speech Fast, slow, distinct, distorted, stutter, nasal, slurred, other _____

Language Excellent, good, fair, poor, foul, other _____

Manner Calm, angry, rational, irrational, coherent, incoherent, deliberate, emotional, righteous, laughing, slurred speech, other _____

Background Noises Office, machines, heavy equipment, animals, music, quiet voices, crowd, airplanes, street traffic, driving, party, echo, other _____

Additional Information: _____

Receiving Telephone Number: _____

Person Receiving Call: _____

Immediately after the call, CONTACT 911 and then notify Safety and Security (334-6042, speed dial 222 from your office/classroom phone or via the YC Mobile app) or instructor/direct supervisor. Do not tell anyone else until instructed to do so by Safety and Security or instructor/direct supervisor.



Notes