



Emergency Response Policy for Lockdown, Hold and Secure, & Shelter in Place

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PURPOSE

The purpose of this policy is to identify the guidelines and procedures intended to reduce the risk of harm in the event of serious violent threat or violent incident that would endanger the lives of staff or students (Lockdown). The policy also outlines response requirements in the event of an external threat to the college (Hold and Secure) and environmental threats outside of the school (Shelter in Place). This policy is to work alongside the Emergency Management Plan but may be used as a standalone policy.

SCOPE

This policy applies to all staff, faculty, students, contractors and visitors on the premises of George Brown College.

DEFINITIONS

This includes an explanation of terms and abbreviations used within the policy and procedure.

Word/Term	Definition
Shelter in Place	GBC’s response to an environmental or weather related situation, where it is necessary to keep all occupants within the college building to



Word/Term

Definition

protect them (e.g., may include chemical spills, explosions or extreme weather conditions that may affect student/staff safety such as downed wires during ice storms). People are free to enter the building. People inside the building need to remain there, with doors and windows closed. Air intake fans should be turned off if the outside air poses a health or safety risk for occupants. Normal operations may continue inside the building.

Hold and Secure

GBC's response to an ongoing situation outside that requires all persons to remain in the building (e.g., a bank robbery nearby). All movement in to and out of the college building(s) is restricted – exterior doors are locked, preventing entry, and people inside the building need to remain there. Exterior facing windows should be covered if possible and lights dimmed. Otherwise, normal operations may continue inside the building.

Lockdown

GBC's response to an active threat to serious violence that is perceived to exist *within* a campus building, posing an immediate threat to staff and students. Normal operations immediately cease. Movement into the building is restricted, and people inside the building are instructed to take cover, hiding in place, if they do not feel they can exit the premises safely.

ENS

Emergency Notification System. A system utilizing multiple platforms to send an emergency message to the community. The policy applies to the ENS in its current state and any future additional tools or technologies.

Evacuation

A state in which all occupants are required to leave the building in a quick but safe and orderly manner. Normally, this would be accomplished through the use of the fire alarm. Fire alarm procedures are documented in each building's Fire Plan.

EOC

The Emergency Operations Centre is a physical or virtual location from which coordination and/or support of on-site activities is directed during a major emergency.

POLICY

George Brown College is committed to the safety and security of all occupants of our buildings, and to undertaking responsive and mitigating actions during an emergency. Procedures exist within the broader Emergency Management Plan, defining the process by which the College will respond to an emergency. The Plan provides authority for College officials to act and identifies the measures to be taken in response to an event which threatens the safety of College personnel. Control of the incident will require coordination of both internal College staff and external agencies, such as law enforcement.



The specific procedures for Lockdown, Hold and Secure, and Shelter in Place are contained within this policy, informing the roles and responsibilities of individuals, College faculty and staff, and external agencies throughout the duration and changing nature of the emergency event. This policy also covers the communication and post event procedures.

Internal threats of violence tend to come from disturbed members of the community, more often than from people not connected to the college. Recognising that fact, it is important that all staff and students communicate any information or concerns about an individual or a potential situation which may result in a violent incident, to our Security staff. The college's Public Safety and Security team is trained in threat assessment and in defusing and managing situations and issues before they escalate, and in doing so in a respectful way. The community's safety risks are minimised when members come forward with information or concerns as soon as possible.

PROCEDURES

Appendix A – Lockdown Procedures

Appendix B – Hold and Secure Procedures

Appendix C – Shelter in Place Procedures

NON-COMPLIANCE IMPLICATIONS

This policy and the associated procedures are in place to safeguard the college community and general public, and non-compliance may result in additional risk to the individual and other community members.

Education and training are crucial components to being prepared for the unexpected. All employees are expected to complete lockdown training and employees within college-operated buildings are expected to participate in periodic simulations or drills. Training material is available through PD Place, and reference materials via www.georgebrown.ca/publicsafety/.

SUPPORTING DOCUMENTATION

George Brown College Emergency Management Plan

George Brown College Crisis Communications Plan

George Brown College Fire Plans (specific to each building)

LOCKDOWN PROCEDURES

Roles and Responsibilities:

- The lockdown call will be made by the Security team, acting on their own judgement and/or direction from the college's Public Safety and Security Division or from Toronto Police Services.
- Once a lockdown has been called and Toronto Police are on scene, the responsibility for dealing with the active threat belongs to Toronto Police Services. The building will be under their control, as they seek to identify the threat, assess the best approach to dealing with it, neutralize the threat, and declare the situation safe. The Police will determine whether the lockdown will end with an "all clear" signal, or whether they will go room by room to bring occupants safely out and ensure there are no residual threats.
- Once a lockdown has been called, the Security personnel in that building have a particular responsibility to coordinate with and assist Toronto Police Services in their response, while taking due care to protect themselves and the safety of those other people immediately around them.
- Once a lockdown has been initiated, Public Safety and Security will engage the college's Emergency Management Plan and initiate Incident Command. The Emergency Operations Centre will coordinate further communication during and after the lockdown, and will coordinate the identification, marshalling and delivery of required college support services to those affected.

<u>Action</u>	<u>Responsibility</u>
1. Requirements for Lockdown simulations and drills	PSS management
1.1 One Lockdown simulation (exercising the ENS communication) should be completed at each campus in the first two weeks of classes in each fall and winter term. Staff and students should be given clear prior notice of the simulation.	
1.2 One Lockdown drill should be completed each year at each campus during an intersession week. Staff and students should be given clear prior notice of the drill. Toronto Police involvement should be utilised whenever possible during such drills.	
2. Initiating a Lockdown	
Advice to initiate a lockdown may be given by Toronto Police Services, or direction may be given by PSS management, but in all cases, Lockdowns will be initiated by the Security team at the affected campus.	



<u>Action</u>	<u>Responsibility</u>
<p>2.1 Campus Security dispatch will implement lockdown by using the ENS to send out a message within the affected campus or building, by all methods currently available within the ENS system, including telephones, public address systems, digital signage and strobe lights.</p> <ul style="list-style-type: none"> • Time is of the essence. • Immediate and intrusive communication will target as many building occupants as possible, with strobe light, tonal, text and voice alerts of lockdown status. • Strobe lights at the exterior doors will be engaged, warning people outside the building to avoid entering and get clear. 	Campus Security
<p>2.2 Management of PSS will then be notified by Campus Security of the lockdown and given all information pertaining to the event and action taken.</p>	Campus Security
<p>2.3 The Vice President, Corporate Services and the Vice President, Marketing, Student Life & Alumni will be notified by a member of the PSS team with a full accounting of why the lockdown was called and what actions have taken place. This will result in the activation of the Emergency Plan, and opening of the EOC, as well as initiating the Crisis Communication Plan.</p>	PSS management
<p>3. Staff and student response to a lockdown</p>	
<p>3.1 In general, once a lockdown is initiated, the responsibility for occupant action belongs to the individual. Each person will make their own assessment of whether it appears safe to exit the building, or whether it would be safer to hide in place.</p> <p>In the event of a campus lockdown, each member of the College community bears responsibility for their own safety and wellbeing. Additionally, all employees share in a responsibility to ensure that our students are kept safe. Supervisors, managers and administrators also bear a responsibility to ensure that every precaution reasonable in the circumstances is taken to protect workers. Accordingly, this policy sets out the procedures and steps that each member of the College community are to follow in the event of a violent incident.</p>	All staff, faculty, students, contractors and visitors
<p>3.2 Speed of action is critical. Community members should be prepared to respond immediately when they become aware of a lockdown.</p>	
<p>3.2 If possible, individuals should engage in "flight" –</p> <ul style="list-style-type: none"> • Staff and students should escape the situation if they judge it safe. • Using their own judgement, if they can safely evacuate/exit the building, then they should do so, as quickly as possible and without taking time to retrieve belongings. 	



Action

- As people are leaving they should notify anyone they may encounter to exit the building immediately.
- Once outside, people need to move to a safe area away from the building, and to not approach the building until an all-clear has been communicated via the GBC website or app (or other direction is provided by the Police).
- Staff and students should *not* call telephone extensions or people inside the building that is under lockdown. Text messaging or similar silent communications are safer.

3.3 If it is not possible to engage in flight, then people should hide in place – Staff and students (who are not confident they can escape the building) should seek the nearest room or office that can offer a hiding place.

- An ideal room is one with doors that can be secured and without uncoverable windows to open hallways. A GBC telephone is desirable (particularly if the individuals do not have smartphones with them).
- If a good hiding room is found, community members should consider gathering others remaining in nearby open areas or corridors outside the room and including them if possible.
- Once in the room, the door(s) should be closed and locked or otherwise secured from easy opening. Any and all means of securing the door(s) should be used, such as moving furniture against the door, using door stoppers, wrapping a belt around the automatic door closer arms, etc. If the door(s) cannot be secured by any method, the individuals need to assess whether they can safely move to another office or classroom which can be secured.
- To the extent possible, all interior windows which may allow sight into the room from a hallway should be covered.
- All lights, computers, projectors or any other devices that may indicate a room is occupied should be turned off.
- People in the room should lie, sit, stand or hide behind walls or furniture so as not to be visible from outside the room.
- It is important for all individuals in the room to remain quiet and calm. The situation will likely be tense, and individuals should support and encourage each other.
- All cell and smartphones should be placed in silent mode, so as not to signal room occupancy should a call or message be received.
- Use the GBC app to receive status updates on your smartphone, or monitor the georgebrown.ca website which will have banner update communications on it. If your room has a GBC telephone in it, the phone will also provide periodic

Responsibility



Action

verbal and text confirmation that the lockdown is still in progress.

- Once individuals have hidden themselves, it is important to remain hidden in place until positive direction to leave is received (see next section).

3.4 Once a lockdown has been initiated, if a fire alarm is activated, staff and students in secure rooms should remain in the room until given direction by police or the fire department. It is possible that an intruder could have set off the alarm. The Toronto Police Services will respond to lockdowns immediately and will assess and manage other visible dangers, such as fire.

3.5 Leaving a shelter/secure room – there are only two circumstances under which people sheltering in a secure room should open the door (or otherwise make themselves visible):

1. If an all-clear message is sent over the ENS; or
2. If Police or Campus Security lead people out of the room.

If the lockdown was assessed to have been precautionary and it is determined by the Toronto Police Services that no residual risk remains, then a clear message will be repeatedly sent over the ENS signalling that the lockdown has been lifted. In that event, all building occupants are free to exit their secure areas. No further restrictions on movement or activities will apply.

If there is a violent crime scene associated with the lockdown, or Police think there could be residual risks, then a room-by-room guided evacuation of the building will be conducted by Toronto Police Services, working with Campus Security. In this case:

- People should remain in place, hidden and secure, until Police and/or Security come to the room. Police Services and Campus Security will have a key to unlock locked doors. They will announce themselves before attempting to open the door. Do not open the door for them.
- If the door was secured by means other than locking it (e.g., by blocking it, using a belt of the opener, etc.), then room occupants will need to help open the door. If occupants have any concerns about who is requesting the door be opened, they should first contact Campus Security Dispatch at “0” on an internal phone (or call 416-415-4000 from a cell phone), tell them the location and how the person asking for access has identified themselves. Dispatch will then verify the identities and location and inform the caller if it is safe to unsecure the door.

Responsibility



Action

- Room occupants are to follow the specific directions by the police for how and where to leave the building. The Police may have specific directions about what personal effects or materials can or cannot be taken when leaving, which must be followed.

Responsibility

4 End of a Lockdown

After a thorough investigation of the campus or building Police Services will inform the PSS team member they are working with, that the area is considered safe. This information will be given to the VP Corporate Services who, with consultation with the other members of the Senior Management Team, will decide to officially end the lockdown.

Police Services, PSS management, VP Corporate Services

Once notified of the decision, the Security Dispatcher will initiate the sending of ENS messaging clearly and repeatedly stating that the lockdown has been lifted. A similar message will be posted to the www.georgebrown.ca website.

Campus Security

5 Post Lockdown

Particularly if there has been human injury, Police Services may have an ongoing investigation after the lockdown is ended. Police Services may wish to speak with individuals with knowledge related to the event, in which case information would be provided by Toronto Police on that process and where to meet. If a building is the scene of a crime, access to the building may be curtailed for a time by Police Services; Police Services and the College's Emergency Management Team would in that case coordinate action and communication.

Toronto Police Services

Media inquiries will be directed to the Communications lead person for response. All stakeholder communications and media communications/inquiries will be managed by the Communications Department under the crisis communications plan.

Communications

After such an event there would be many activities and resources available. The Communications Department would provide a more detailed communication to the faculty/staff/students on next steps and resources available, but they would include:

- Counselling services will be available for students through Counselling and Disabilities Services. Information on how to access the services will be sent in the communication to students.
- Counselling Services for staff are available through EAP and information on the access to EAP will be sent to staff.

Counselling and Disabilities Services

Human Resources



APPENDIX B

HOLD AND SECURE PROCEDURES

A “Hold and Secure” is GBC’s response to an ongoing situation outside that requires all persons to remain in the building (e.g., a bank robbery nearby). All movement in to and out of the college building(s) is restricted – exterior doors are locked, preventing entry, and people inside the building need to remain there. Exterior facing windows should be covered if possible and lights dimmed. Otherwise, normal operations may continue inside the building.

<u>Action</u>	<u>Responsibility</u>
1. Initiating a Hold and Secure If there is an Emergency situation where a Hold and Secure is required, direction will be given by PSS Management. Hold and Secure activation will be initiated by the Security Team at the affected campus. Depending on the emergency, PSS Management will act on advice from Emergency Services (Toronto Police or other external response agencies) as it pertains to the situation.	PSS management
1.1 Campus Security dispatch will implement Hold and Secure by using the ENS to announce Hold and Secure within the affected campus or building, by all text and speech methods currently available within the ENS system, including telephones, speakers, and digital signage.	Campus Security
1.2 Campus Security will lock all exterior doors to the building, preventing entry. Where possible, all exterior doors will have a security member or designated warden stationed nearby, to advise community members that it is not safe to leave the building.	Campus Security
1.3 Management of PSS will then be notified by Campus Security of the Hold and Secure status and given all information pertaining to the event and action taken.	Campus Security
1.4 The Vice President, Corporate Services and the Vice President, Marketing, Student Life & Alumni will be notified by a member of the PSS team with a full accounting of why the Hold and Secure was called and what actions have taken place. This will result in the launch of the Emergency Plan, and opening of the EOC, as well as initiating the Crisis Communication Plan.	PSS management
2. Staff and student response to a Hold and Secure	
2.1 During a Hold and Secure, most normal operations and activities inside the building can continue. The exceptions: <ul style="list-style-type: none"> • Movement into and out of the affected building(s) is restricted by the emergency situation. If Police or other emergency 	All staff, faculty, students, contractors and visitors



Action

Responsibility

services are involved, their advice (safe exit routes and timing) will be acted upon.

- For rooms with external windows, particularly at ground level, lights should be dimmed and blinds drawn where possible. PSS will determine if certain areas of the building(s) will require further safety measures.

2.2 If the Hold and Secure is extended, PSS management and members of the college's Emergency Operations Centre will formulate an action plan. Advice from Police or other emergency services will be sought if required and possible, to identify a safe and secure route out of the building.

PSS management and EOC

- The ENS can be used to communicate the exit availability and directions.
- All exits will be secured by Security. Designated people monitoring the doors should be informed, so they can advise staff and students of which exit is safe to use.

3 End of a Hold and Secure

PSS management and the VP Corporate Services in consultation with other members of the Senior Management Team will decide when to end the Hold and Secure, in consultation where appropriate with on-site emergency services agencies.

PSS management, VP Corporate Services, and external emergency services

Once notified of the decision, the Security team will initiate the sending of ENS messaging clearly and repeatedly stating that the Hold and Secure has been lifted. A similar message will be posted to the www.georgebrown.ca website. All exterior doors will be unlocked. The designated person who had been stationed at the door should remain for a period of time and explain the Hold and Secure is over as needed to community members.

SHELTER IN PLACE PROCEDURES

A “Shelter in Place” is GBC’s response to an environmental or weather related situation, where it is necessary to keep all occupants within the college building to protect them (e.g., may include chemical spills, explosions or extreme weather conditions that may affect student/staff safety such as downed wires during ice storms). People are free to enter the building. People inside the building need to remain there, with doors and windows closed. Air intake fans should be turned off if the outside air poses a health or safety risk for occupants. Normal operations may continue inside the building.

<u>Action</u>	<u>Responsibility</u>
<p>1. Initiating a Shelter in Place If there is an emergency situation where a Shelter in Place is required, direction will be given by PSS management. Shelter in Place activation will be initiated by the Security team at the affected campus. Depending upon the emergency, PSS management will act on advice from Police or other emergency service agencies, as it pertains to the situation.</p>	PSS management
<p>1.1 Campus Security dispatch will implement Shelter in Place by using the ENS to announce Shelter in Place within the affected campus or building, by all text and speech methods currently available within the ENS system, including telephones, speakers, and digital signage.</p> <ul style="list-style-type: none"> • Provide calm and informative announcement of the status and directions. 	Campus Security
<p>1.2 Campus Security will check to ensure that all exterior doors and windows are closed. Where possible, all exterior doors will have a security member or designated warden stationed nearby, to advise community members that it is not safe to leave the building.</p>	Campus Security
<p>1.3 Air intake fans should be turned off to prevent outside air from entering the building if it is determined that the air intake could pose a health or safety risk for occupants.</p>	Campus Facilities
<p>1.4 Management of PSS will then be notified by Campus Security of the Shelter in Place status and given all information pertaining to the event and action taken.</p>	Campus Security
<p>1.5 The Vice President, Corporate Services and the Vice President, Marketing, Student Life & Alumni will be notified by a member of the PSS team with a full accounting of why the Shelter in Place was called and what actions have taken place. This may result in the launch of the Emergency Plan, and opening of the EOC, as well as initiating the Crisis Communication Plan.</p>	PSS management



Action

Responsibility

2. Staff and student response to a Shelter in Place

2.1 During a Shelter in Place, all normal operations and activities inside the building can continue. The only exception is that movement into and out of the affected building(s) is restricted until an all clear is communicated by PSS management via the ENS.

All staff, faculty, students, contractors and visitors

2.2 If the Shelter in Place is extended, PSS management and members of the college's Emergency Operations Centre will formulate an action plan. Advice from Police or other emergency services will be sought if required and possible, to identify a safe and secure route out of the building.

PSS management

- The ENS can be used to communicate the exit availability and directions.
- All exits will be secured by Security. Designated people monitoring the doors should be informed, so they can advise staff and students of which exit is safe to use.

3 End of a Shelter in Place

PSS management and the VP Corporate Services in consultation with other members of the Senior Management Team will decide when to end the Shelter in Place, in consultation where appropriate with on-site emergency services agencies.

PSS management, VP Corporate Services, emergency services

Once notified of the decision, the Security team will initiate the sending of ENS messaging clearly and repeatedly stating that the Shelter in Place has been lifted. A similar message will be posted to the www.georgebrown.ca website. All exterior doors will be opened. The designated person who had been stationed at the door should remain for a period of time and explain the Shelter in Place is over as needed to community members.

Campus Security