

OMA Safety & Security Plan & Procedures
Reviewed & Updated: October 2023

For Safety or Security Issues Call

Building Security – 416-275-6171

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Purpose

To increase the level of safety and security for staff and visitors. Every procedure makes personal safety the first response. Once people are safe, other response and continuity plans will be initiated to, protect company assets from various risks and to provide guidance for staff in case of an emergency or security related incident.

Basic Emergency Announcements will be made when possible as warranted by the situation. This could be in the form of email, phone message or a building wide announcement from Colliers over the PA system.

Scope

The Safety and Security Plan encompasses all aspects of employee safety and physical security at the OMA site (which includes OMA, OMD and PHP) covering floors 6, 7, 8 and 9 at 150 Bloor Street West. All Employees, Temporary Staff, Visitors, Contractors and Service Technicians are required to understand and comply with this policy. ¹

- The safety & Security Plan forms par of the OMA Business Continuity Plan and Includes the Evacuation Plan
- The Crisis Manager (Director, Office Services) will act as the Incident Manager to coordinate activities related to this plan

Roles & Responsibilities

All employees have a personal responsibility to work safely and to abide by the legislation, rules and established safe work practices. All employees are responsible for their own safety and that of fellow employees. Appropriate training will be provided for all employees in support of our health and safety commitments and as required by applicable policies and legislation.

Employees have a duty to:

- Report unsafe or unhealthy working conditions to their supervisor
- Immediately report to Office Services any unknown person who is not visibly displaying an access card or visitors badge. If unsure, ask the person, "Can I help you?"
- Immediately report lost, stolen or misplaced access cards or keys to Office Services
- Not share you access card or keys with anyone
- Not allow unknown persons to follow you when you enter through a locked entry door
- Ensure your visitors are escorted when in the OMA office areas

OMA Staff with Safety & Security Functions

Office Services: Coordinates safety and security functions, and the Director, Office Services serves as the Incident Manager. These duties include, but not limited to, the following:

- Act as a first responder for critical incidents and Incident Manager as per BCMP
- Manage and control access cards and keys
- Act as a liaison with building security. Designated Office Services personnel are the only OMA staff authorized to give instructions to building security

- Act as a liaison with the police or other emergency services as required

Technology: Has primary responsibility for emergencies involving the server room. Other roles and responsibilities are outlined in the BCP.

Building Security: Building Security’s role is protection of the building facility as a whole and managing access to various parts of the building. All calls to Security are redirected to the guard’s cell phone when the guard is away from the security office. If the guard is not visible in his/her office or the main lobby, he/she can be summoned by pressing “001” from the intercom display at the entry door in the main lobby or by pressing the call button on the intercom box beside the security office window. Building Security staff are trained to carry out only the following functions.

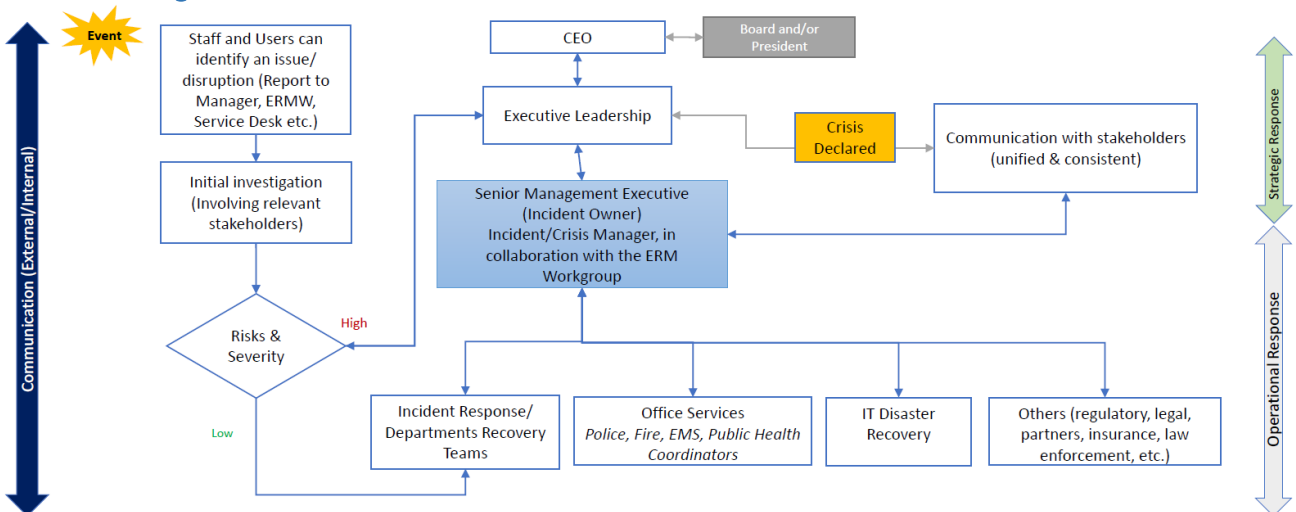
- Arrange for after-hours access for OMA & OMD visitors based on requests received from Office Services
- Respond to panic alarms in the parking garage and if requested, escort staff to their vehicles parked in the garage in the late evening
- Take charge of the building facility during the response of emergency response personnel
- Patrol common areas of the building
- Liaise with tenant’s security staff as required

In Case of Emergency

In case of an imminent threat or life safety emergency, staff should:

- **Call 911 immediately**
- If possible, (ask a co-worker if you can) notify the Incident Manager or designate as specified in [Appendix A](#) who will respond to the incident and determine next steps as determined by the circumstances

Incident Management Workflow



Incident Reporting

When an incident or breach of security occurs, staff should call the Incident Manager or designate as specified in [Appendix A](#)

- The Incident Manager will investigate the incident and determine next steps as determined by the circumstances
- [APPENDIX A](#) provides a list of first responders, staff trained in **First-Aid, AED and CPR, & Floor Wardens**
- See also [APPENDIX C](#), for the [Emergency Evacuation Plan](#)

Inappropriate, Threatening or Abusive Behaviour

The OMA is committed to providing a civil working environment in which all individuals are treated with respect, fairness, dignity. Under the Ontario Human Rights Code and the Occupational Health & Safety Act, every person has the right to be free from harassment, discrimination and violence. Please refer to the two OMA Policies listed below for additional details.

[Respect in the Workplace](#)

[Workplace Violence](#)

Panic Alarms

The reception desks on the 6th & 9th floors have panic alarms for use when the receptionist feels threatened or becomes aware of a crisis or security incident.

- The alarm sounds at an offsite monitoring company and in Office Services
- During office hours, the monitoring company will contact Building Security staff who will respond to the alarm and take action as required
- After hours, the monitoring company will dispatch a mobile security patrol unit to respond with a typical response time of 10-15 minutes. The security officer will advise building security that they are en-route to our site. Building security will facilitate the security officer's access to the OMA premises. As well, a call can be placed to 911 if the situation warrants

Intruder

Due to every situation being different it is impossible to give specific instructions that will work in all scenarios. You should determine the most reasonable what to protect your life. Do not endanger your safety or the safety of others.

If Confronted

- Try to remain calm or appear to be calm
- Don't make any sudden movements or take action to excite intruder(s)
- Be courteous, converse with and answers questions asked by the intruder(s)
- Obey all instructions given
- Hand over valuables on request
- Take a mental note of: gender, age, complexion, scars, height, weight, build, speech, weapons carried, clothing, eye & hair colour, language, unusual mannerisms, items touched

When Intruder(s) have Departed

- Call 911 and notify Management
- Ensure anyone injured is attended to
- Stop unauthorized entry into incident location
- Request witnesses to remain
- Await arrival and further instruction from the Police

Fire Alarm

The building is equipped with a single stage fire alarm to alert tenants of an emergency situation.

- When the alarm sounds, everyone must evacuate immediately in accordance with the [Emergency Evacuation Plan](#)

Lockdown – Hold & Secure/Soft & Hard

Hold & Secure/Soft Lockdown – This procedure is used to protect the safety of tenants and is enacted when the building Security Department has been made aware of a physical or environmental threat outside the facility or in the neighbourhood that poses a potential safety risk to the tenants. A soft lockdown allows the security department to strictly control access and egress from the building and allows for a quick transition to a hard lockdown if required.

What to expect during a Hold & Secure/Soft Lockdown

- Colliers will initiate the hold & secure by making an announcement over the building PA system.
- Once received Office Services will email all staff and a notice will be posted on StaffSpace
- Security will contact Toronto Emergency Services to advise of the situation and request assistance as required
- Stainless Steel door from breezeway will be locked but, your access card will still work
- The main entrance doors will be locked but, your access card will still work
- All people leaving the building will be advised of the issue which initiated the soft lockdown and will be advised that they may want to remain on site until the event/issue has ended
- At the end of the event Colliers will announce over the PA system that the building has returned to normal operations.
- Once received Office Services will email all staff and a notice will be posted on StaffSpace

Staff Should:

- Close all doors
- Close all window blinds
- Turn off all lights
- Stay away from the windows
- Access cards and elevators will continue to work during a soft lockdown
- Be prepared to move into a Hard Lockdown

Hard Lockdown– This procedure is used to protect the safety of tenants and is enacted when the building Security Department has been made aware of an imminent physical or environmental threat immediately outside the facility or in the instances where the threat is already in the building and poses a safety risk to the tenants. A hard lockdown allows the security department to completely restrict access and limit egress from the building.

What to expect during a Hard Lockdown

- Security will make an announcement over the building PA system that the building has been placed in a hard lockdown. The building may be evacuated as warranted by the situation so, ensure you listen carefully to the announcements made over the PA system.
- Once received Office Services will email all staff and a notice will be posted on StaffSpace

- Security will contact Toronto Emergency Services (911) to advise of the situation and request assistance
- All entrance doors to the building will be locked and there will be signage notifying people that the building is closed due to an emergency situation. **Your access card will not permit entry.**
- All elevators will be placed on Fire Access mode and recalled to the lobby. This means you can't use the elevators during a hard lockdown
- Your access card will work in the stairwells
- People may or may not be allowed to leave the building as dictated by the situation at hand and all direction will come from Toronto Emergency Services who will assume incident command once on site.
- Security will make an announcement over the building PA system when given the okay by Toronto Emergency Services that the event has ended. Toronto Emergency Services will assume command of the site as soon as they arrive the Colliers staff will follow their directions.
- Once received Office Services will email all staff and a notice will be posted on StaffSpace

Staff Should:

- Remain in the room in which they are located and lock the door if possible
- Your access card will not work on any of the building entrance doors or elevators
- Your access card will continue to work in the stairwells for OMA floors 6, 7, 8, 9
- If you leave the building for any reason you will not be able to get back in
- If in a hallway, immediately head to the closest room and lock the door if possible
- Move down to the floor unless you are advised otherwise
- Make as little noise as possible
- Turn off all cell phones, computers, electronic devices, radios, TVs etc.
- Close all window blinds
- Turn off all lights
- Stay away from the windows
- Await further communication/instruction over the building PA system

Infectious Disease Outbreak

Infectious Disease Outbreak refers to an airborne or physically spread bacteria or virus that can cause severe or fatal injury or illness. High level summary provided directly below, reference detailed [Infectious Disease Response checklist](#) (Appendix D).

- HR to call local Public Health authorities to alert them to the situation and get advice on infection management
- HR to immediately alert the Incident Manager and Facilities
- Isolate the person(s) with symptoms in an unoccupied office or meeting room and have them wear a mask over nose and mouth to stop the spread of germs if possible
- HR to arrange transportation either have a family member or friend assist them to return to their home or hospital if needed
- Facilities to contact Building Management to arrange additional Cleaning Services for proper disinfection and cleaning
- HR to discuss requirements with Public Health to slow or eliminate the spread of the disease or virus, such as increased cleaning or special hygiene measures

Earthquake

Do not attempt to evacuate.

- The safest course of action is to crawl under a desk/table until the quake subsides
- After the tremors stop, assess the damage nearby and wait for direction from the building's public address system
- The elevator will stop and lock in place with an anti-drop device
- Do not use the elevators until advised that it is safe to do so

Tornado

Do not attempt to evacuate.

- Move as far away from the exterior windows as possible and protect yourself from flying glass and debris in an interior room without windows or, in the stairwell if possible
- Once the tornado had passed, assess the damage nearby and wait for direction from the building's public address system
- Do not use the elevators until advised that it is safe to do so

Threatening Call or Bomb Threat

Follow the procedure and form outlined in [Appendix B](#) to document as much information as possible.

Immediately call 911 as soon as the call ends

- Information gathered during the call is critical to assisting emergency services
- During the call, if possible, signal a nearby employee of the situation (perhaps with a written note) asking them to alert Building Security
- Immediately notify the [Incident Manager](#) and your department manager who will initiate next steps

Suspicious Package

In case of an imminent threat of life safety emergency call 911 immediately

Suspicious packages could be found anywhere in the OMA space or they could arrive via mail or courier. Packages with no return address, poor packaging or unusual writing could potentially be suspicious. Always err on the side of safety can get an opinion from the [Incident Manager](#) before touching or opening a package that seems suspicious.

Public Disruption

In the event of a public demonstration, disturbance, strike or aggression the poses a threat to any tenant in the building, Security staff will take action as required to ensure tenant safety is maintained.

Security can:

- Program the elevators to lock the elevators so that OMA floors can only be accessed with a valid access card
- Request additional security guards to assist as required
- Request the intervention of Toronto Police Services in the case of violence or damage
- Use a designated area to meet and listen to the concerns of the group(s) involved

Theft or Vandalism in the Parking Garage

If your vehicle is broken into or vandalized, it is the vehicle owner's responsibility to call their insurance company and file a police report.

- The vehicle owner should also notify the [Incident Manager](#) and [Building Security](#) to make them aware of the incident
- As per the parking agreement, the building is not responsible for damage, vandalism or theft

Elevator Emergencies

- Each elevator has an emergency phone which is located behind a panel below the floor buttons
- Lifting the receiver automatically alerts offsite monitoring at Otis Canada
- Otis immediately dispatches an emergency services technician and notifies Building Security
- Pressing the Red alarm button also alerts Building Security
- Building Security will provide assistance until help arrives
- During an earthquake, the elevator will stop and lock in place with an anti-drop device

Out of Office Meeting Safety

Meetings outside of the office and even outside of the city are business as usual for some of our staff. Corporate concern for staff safety includes this group. We have developed the following guidelines for meetings at non-OMA facilities / public places.

- Be prepared for negative reactions to bad news, consider bringing a co-worker
- Structure the meeting to try to minimize or control negative reactions
- Carry your personal or company cell phone, ensure your manager has the number and be sure you carry appropriate contact numbers
- If you are unable to avoid or manage an escalating situation call for help or leave
- If you experience violence or a medical emergency call 911

Travel Safety

We have developed the following travel safety guidelines.

- Contact the party you are meeting to ensure everything is in order for your visit
- File a travel and check-in plan with your manager
- Always travel with appropriate travel and medical documentation
- Carry your personal or company cell phone, ensure your manager has the number and be sure you carry appropriate contact numbers
- If, in the course of your trip, you are exposed to an infectious disease outbreak (that you know of) you must follow the assessment, treatment and / or release procedure set out by the medical team
- Be sure to pack your vehicle first aid and emergency kit
- For travel emergencies such as a vehicle accident call 911 as appropriate
- Contact your manager if your trip is unexpectedly extended

- Avoid travel when weather warnings have been issued. However sometime conditions can change suddenly.

Failure of Technology Systems

The response plan for any incident or crisis as a result of failure of Information Technology systems is contained in the IT Disaster Recovery Plan.

- Please refer to [APPENDIX A](#) for the related key contacts
- Please refer to the [IT DR Plan](#) for further details

Building Access

Building Hours

The building is open for normal business hours between 7:00 AM and 6:00 PM, Monday to Friday. Outside these hours an access card is required to enter the building and to use the elevators. OMA access cards allow after-hours elevator access only to floors 6, 7, 8 and 9. Contractor access hours are set at 7:00 AM to 7:00 PM, Monday to Friday. Contractors working outside these hours must be escorted by an OMA/OMD/PHP staff member for the duration of their stay

Access Cards

Card administration is managed through Office Services (OS). All maintenance & repair requests are managed by Office Services.

- Access Cards, lanyards or belt clips must not have any identifying marks indicating that the card is associated with OMA
- Cardholders must carry their access cards on their person in a visible location (i.e. lanyard or belt clip) at all times when in the office
- Cards are issued or cancelled by Office Services based on direction from an appropriate manager or the New/Exiting employee forms. Access hours vary depending on job requirements, and are determined by the department Director and OS Director
- Lost or misplaced cards must be reported to OS immediately so they can be cancelled or suspended. This will prevent the card being used by unauthorized persons, and provides a record of attempted use, should someone find the card
- Replacement for damaged or inoperable cards can be requested from OS. Loaner cards for day use are available from OS to authorized cardholders. OS will assign temporary access cards to Contractors and Service Technicians to facilitate their work

Keys

Keys for internal doors and furniture are managed by OS. Master keys and keys to specific doors are assigned to individual staff according to job requirements. Lost or misplaced keys must be reported to OS immediately.

Entrance Doors

All entrance doors to the office space are secured by an electronic lock.

- Gaining entry requires a valid access card

- During an alarm, access doors remain locked from the outside but, staff are always able to exit
- All exterior doors are to remain closed and locked at all times. The only exception is the 9th floor main reception door which is unlocked from 8:45 AM to 5:00 PM on business days

Visitors

All Visitors must sign-in and sign-out at 9th floor reception log-book. Visitors to PHP must sign in and sign out at the 6th floor reception. These requirements are for the personal safety of everyone in the office space.

- Visitors will receive an identification card (with no door access capabilities) that must be worn visibly while in the OMA space
- Visitors must be escorted when moving about the building
- Staff who bring a guest (family member, friend, business associate) into the office must have the guest sign-in at reception. Guests must wear a Visitor badge and be escorted by an OMA/OMD/PHP staff member

Parking Garage

The parking garage is open to OMA personnel with parking privileges at all times (24/7). The assigned access card is required to enter and exit the parking garage. The building access card must be used to access the elevator or stairs to the garage. “Panic Stations” are strategically placed in the garage. If you feel you are in danger or observe an incident requiring security, press the panic button to summon the security guard.

On request to [Building Security](#), a security guard will escort parkers to their cars in the late evening. Please provide a minimum of 10 minutes notice.

After Hours

Regularly meetings or events at the OMA site extend beyond the normal working hours or are scheduled for after- hours or weekends. Typically these events have been scheduled by an OMA staff member.

- A receptionist will be on duty during after-hours events when booked in advance, and will act as Floor Warden in case of an evacuation
- After hours Visitors to the 9th floor may be required to sign the meeting attendance list as well

Working Alone

Staff who are working alone in the office in the evening or on a weekend should inform [Building Security](#). It is also advisable to provide details to a spouse, family member or friend and to check in with them periodically.

Office Conditions

Workspace

Workstations, desks and offices should be kept tidy and potential hazards (such as power cords) must be made safe. Valuable or personal items should be secured at all times. All desks and cabinets have locks for your convenience.

Documents

Work documents are an asset of the OMA and should be protected from loss or destruction. Confidential documents and documents containing any person's personal information must be locked in drawers or cabinets when not in active use. Please refer to the [Information Confidentiality Policy](#) and [Privacy at the OMA Policy](#) on StaffSpace.

Property

All employees have a responsibility to ensure that OMA property ² used in performing their work is kept safe and secure. This means, but is not limited to:

- Adhering to guidelines for hardware and software use, signing out any property that is permanently or temporarily assigned for use
- Protecting portable assets from theft or damage when used inside or outside of the office (cable lock for laptop, password protect a mobile device, locking asset in trunk of car when traveling)

1. A Visitor is defined as any person who is not an employee, contract employee or temporary staff at OMA/OMD/PHP with the exception of Board or Committee Members who have been issued access cards.

A contractor is defined as any person providing services to OMA/OMD/PHP under a formal agreement (e.g. software developers, consultants) and is required to provide services on the OMA site, typically for several weeks or months. A contractor/consultant is required to sign a non-disclosure agreement.

A contractor/consultant is issued a day-use access card (see Paragraph 6.)

A Service Technician is a person working on equipment within the OMA space (e.g. photocopiers, printers, HVAC, electrical, plumbing), and is typically on site for less than a day.

2. This includes hardware, software, all computer related equipment, furniture, documents (hard copy and electronic), proprietary information, copying and printing equipment, telephony related equipment, portable communication devices, art and supplies.

APPENDIX A

EMERGENCY CONTACT LIST

In case of a critical incident or physical security breach:

- **Call the Incident Manager and follow the applicable instructions.**

In a confirmed **EMERGENCY SITUATION**, where there is an imminent threat:

- **Call 911 & and follow directions given by emergency services staff**
- **Contact the Incident Manager to inform them of the situation and it's current status**

Key OMA Contacts

ROLE	NAME	OFFICE PHONE
Incident Manager Designate	Peter Lee	416 340-2936
	Virve Aljas	416-340-2937
Technology Related Issues		
Incident Notification	Service Desk	416 340-5555
IT Operations - Primary	Ammar Rahman	416 599-2580 x3036
IT Operations – Secondary	Saadat Khan	416 599-2580 x3116
Internal Communications		
	Dmytro Pavlov	416-599-2580 x 3003
If OMA security-designated staff are unavailable		
	Colliers building security	416 275-6171

CPR, AED, First Aid & Fire Wardens

There are 2 AEDs at the OMA. One is located on the 9th floor in the Meeting Room lounge Area, just inside the glass door and the other is on the 7th floor in the Staff Lunch Room.

To find staff who are trained in CPR, AED, First Aid or Fire Wardens, please use the search function in [OfficeSpace](#)

Instruction on how to use the search function can be found [here](#)

First Aid Kit & AED Locations

6 th Floor AED in Lunch Room	7 th Floor	8 th Floor	9 th Floor AED in Members Lounge
Kitchen	Staff Lunch Room Sick Room OMD Copy Room	Coffee area	Coffee Area Catering Kitchen Inside AED Cabinet

APPENDIX B

Bomb Threats

Employee Procedures

IT'S IMPORTANT TO REMAIN CALM

During the Call:

- **Keep the caller on the line and complete as much information in the form below as possible**
- Put caller on speaker phone if possible
- Get someone's attention (wave or pass them a note)... so they can call for help on another line

Bomb Threat Reporting Form

Call	Time of call	
	Phone # on call display	
	Exact words of caller	
Threat	Where is the bomb located?	
	What type of bomb is it?	
	What does it look like?	
	When is it set to go off?	
	Why are you doing this?	
	Where are you?	
Caller	Male or female	
	Voice – loud or soft	
	Did the voice seem familiar	
	Nervous or calm when speaking	
	Noticeable accent or speech impediment	
	Did the caller seem familiar with the building	
	Background noises – <ul style="list-style-type: none">• traffic, music, voices• bad connection• other	
General	Time call ended	
	Form completed by	
	Date & time	

When caller hangs up:

- **Call 911 & follow directions given by emergency services staff**
- Immediately call the Incident Manager or designate
 - **Peter Lee (416.340.2936)**
 - **Peter Pellegrini (416.340.2882)**
- If Incident Manager and designate are not available, call a senior manager

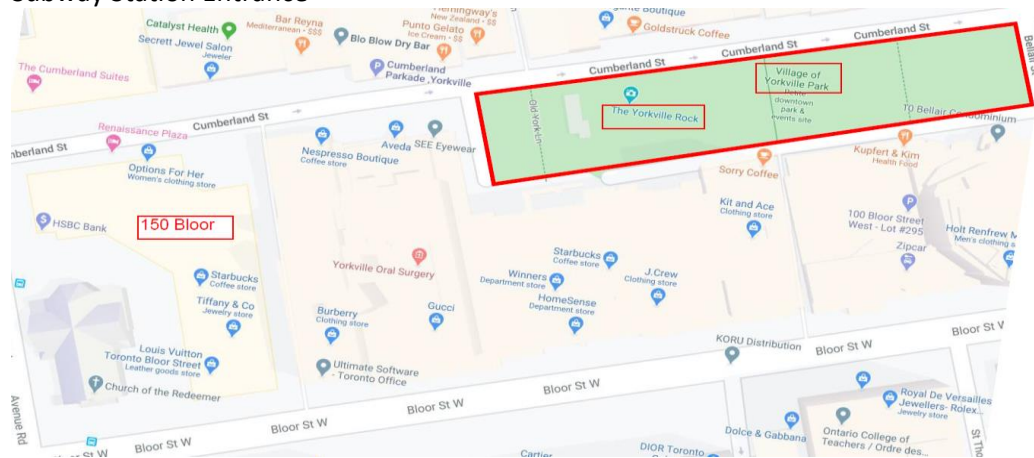
Bomb Search Procedures: Toronto Police Services will take control of the scene and assume command. Building security & maintenance staff will assist as required. Depending on the situation and the information gathered Toronto Police Services will advise of the appropriate course of action.

APPENDIX C

Emergency Evacuation Plan

In the Event of a fire alarm or building evacuation you should:

1. Remain calm
2. Exit the building immediately upon hearing the fire alarm as the building has a single stage alarm
 - Do not wait for an announcement over the PA system. The only announcements will provide an update on the situation, they will never tell you to stop and re-enter the building as the only people with the legal authority allow re-entry is Toronto Fire Services.
 - Proceed to the closest exit staircase, (walk, do not run) closing all doors behind you
 - Check the door handle to see if it's cool to the touch & safe to proceed. If not, use your alternate exit
 - The 5th & 10th floor of the building is what is referred to as a crossover floor. A cross over floor allows you to exit the staircase at the 5th or 10th floor and find a secondary staircase in the case that your primary staircase is blocked somewhere below the 5th or 9th floor and prevents you from going further
 - Follow the directions of the Fire Wardens – they can be identified by their hats and vests
 - If reasonable to do so, take your coat, keys, purse/wallet etc. with you
3. Go to our designated meeting location
 - [The Rock](#), and adjoining [Village of Yorkville Park](#) on Cumberland St. just East of the Bay St. Subway Station Entrance



4. Only re-enter the building when
 - Given the all clear by the Incident Manager (Director, Office Services), one of the Fire Wardens (the fantastic group of volunteers wearing the fancy vests), any member of the Colliers team or, Toronto Fire Services
5. *** Please note that with reduced staff on site, it is no longer possible to guarantee that a trained fire warden is on each floor at all times. Thus, it now becomes the collective responsibility of all staff to exit the building as soon as they hear the fire alarms and to also remind others to leave while making their way to the closest fire exit. Please refer to the Dos & Don'ts of Fire Safety which can be found here. ***

Employee Responsibilities:

- Know the location of your nearest exit stairwell and alternate stairwell
- Get out safely
- Go to the meeting spot & wait for all clear message to be given
- Participate in regularly scheduled fire drills

Floor Wardens: Please be reminded that you need to report to Colliers if there is a person in attendance on the day in question requiring evacuation assistance or if anyone refused to leave your search area. This ensures the Fire Department isn't utilizing resources to search for someone who isn't in the office on that particular day.

What to expect for those requiring evacuation assistance: Go to your pre-arranged location and follow the procedure developed for you with your HR Business Partner. If it's deemed to be a false alarm the Fire Department will not come to evacuate you. You will hear an all clear announcement come over the PA system. If it's determined to be a real fire, the Fire Department will prioritize the immediate area where the fire is located and will continually evaluate the proximity of those requiring evacuation assistance against their ability to contain the spread of the fire while, ensuring the safety of occupants requiring assistance. Based on their assessment, it is possible that you may not be evacuated.

If you require Evacuation Assistance: Please ensure that you keep HR up-dated if you require evacuation assistance as well as if you no longer require evacuation assistance. Accurate and timely information is what helps keep everyone safe. There are several types of conditions that can require assistance which could be short or long term. Some examples are; people in wheelchairs, using crutches, (short term), respiratory conditions, heart conditions, phobias (claustrophobia, fear of fire) and disorders (panic, anxiety).

If you have any questions or concerns, please contact the [Incident Manager](#)

Task		Done	Notes
	<ul style="list-style-type: none"> Public Health phone numbers for employee 	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
13	Incident Manager has evaluated and implemented immediate safety needs including but not limited to building cleaning, protective gear (face masks, gloves), barriers, restricted access and ventilation turn off	<input type="checkbox"/>	
14	HR & Incident Manager based on direction from Health Authorities has a plan to address vaccinations, medications, and quarantines as appropriate	<input type="checkbox"/>	
Communications			Notes
15	Schedule for receiving information from Public Health Authorities, as well as notification back (i.e. additional cases)	<input type="checkbox"/>	
16	Incident Manager has communicated to employees about the incident, supplies (IT related or other) they should be taking home should short or long term evacuation become necessary	<input type="checkbox"/>	
17	Incident Manager to decide if evacuation is necessary; evacuation procedures as per Emergency Response	<input type="checkbox"/>	
18	Incident Manager has developed ongoing communication plan for employees (means and minimum frequency)	<input type="checkbox"/>	
19	All employees have required contact information	<input type="checkbox"/>	
20	Communications to 3 rd parties as appropriate: <ul style="list-style-type: none"> Building Management Covered Members 	<input type="checkbox"/> <input type="checkbox"/>	
21	A decision has been made regarding how direct phone calls will be handled including the hiring of extra staff if that becomes a necessity in order to maintain business	<input type="checkbox"/>	
22	Announcements have been prepared and broadcast on site using the various capabilities available (clarify communication options i.e. TBD, web, meeting, email, etc.)	<input type="checkbox"/>	
Staff Related			Notes
23	Staff understand how they will manage covered member visits, delivery personnel	<input type="checkbox"/>	
24	Confirm Call Centre has updated their messaging to covered members	<input type="checkbox"/>	
25	Additional hiring requirements have been assessed and implemented to support business operations	<input type="checkbox"/>	
Virtual Work Requirements and Remote Access			Notes

Task		Done	Notes
26	Appropriate support of IT requirements to minimize interruption to daily business occurs	<input type="checkbox"/>	
27	Access procedures for new hires is in place	<input type="checkbox"/>	
Building Management & Maintenance			Notes
28	<p>Communication with Building Management regarding:</p> <ul style="list-style-type: none"> • Shut down and restart of facilities, ventilation equipment, other equipment, etc. • Implications of health authority directives (i.e. HVAC shutdown, temperature controls, hydro needs, etc.) 	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	