

# FLOOR WARDEN PROCEDURES



## Southcore Financial Centre

120 Bremner Boulevard, Toronto, ON, M5J 2T8



# QuadReal™

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## PERSONNEL DESCRIPTIONS

### Floor Wardens (FW)

Floor Wardens are responsible for the supervision of the occupants in an orderly evacuation of their office spaces to the recommended assembly area, either within the building or outside, should an evacuation or relocation be ordered by the authorities or the Building Incident Commander. They are also responsible for communicating with the Building Incident Commander / Assembly Area Coordinator on the status of the office space, the disposition of persons requiring assistance to evacuate, and any missing occupants. Floor Wardens report directly to the Building Incident Commander or the Operations Section Chief (delayed response by the authorities). Should any of the members of the Floor Warden team (Deputy Floor Wardens, Assistance Monitors) be unable to fulfill their duties as outlined in this manual (e.g., employment terminated or permanent reassignment to another floor or facility), the Floor Warden shall advise the Fire & Life Safety Director of the vacancy. This position will be activated during any emergency involving the relocation or evacuation of building occupants.

### Deputy Floor Wardens (DFW)

Deputy Floor Wardens are responsible for assisting the Floor Warden with the initiation of an evacuation of occupants, should an evacuation or relocation be ordered by the Floor Warden. They will assume the role of Floor Warden in the Floor Warden's absence and will advise the Fire & Life Safety Director if the Floor Warden is no longer able to perform the duties outlined in this manual (e.g., employment terminated or permanent reassignment to another floor or facility). They are also responsible for communicating with the Floor Warden on the status of the office space, the disposition of any persons requiring assistance to evacuate, and any missing occupants. Deputy Floor Wardens report directly to the Floor Warden. This position will be activated during any emergency involving the relocation or evacuation of building occupants.

### Assistance Monitors (AM)

Assistance Monitors are responsible for assisting persons requiring assistance to a safe area beside or within the stairwells to await assistance from the Building Response Team or the authorities, should an evacuation or relocation be ordered by the Floor Warden. They are also responsible for communicating with the Floor Warden on the status of the disposition of any persons requiring assistance to evacuate, and for providing that assistance should the emergency force an evacuation prior to assistance arriving. Assistance Monitors report directly to the Floor Warden. This position will be activated during any emergency involving the relocation or evacuation of persons requiring assistance to evacuate. If there is a new person requiring assistance in an Assistance Monitor's area of responsibility or if there is a change of status of a person requiring assistance to evacuate (e.g., a broken ankle heals), the Assistance Monitor will advise the Fire & Life Safety Director so that the *Persons Requiring Assistance to Evacuate* list within the Facility Emergency Response Plan can be updated.

# FIRE PROCEDURES

## Floor Wardens – Fire Procedures

### A) At the sound of a fire alarm, the Floor Wardens shall immediately:

- 1) Put on your identification, if readily available, and quickly check the integrity of the exits.
- 2) If you hear an alert fire alarm signal, stand by for further instructions over the emergency voice paging system. If there is a continuous alarm present and the exits are safe, instruct the occupants of your area to evacuate the building to the recommended assembly area **southwest of the building at Roundhouse Park or at your company's recommended assembly area.**
- 3) If safe to do so, do a quick check of the offices and washrooms (checking each stall). After the occupants have been evacuated, instruct your Deputy and other assigned emergency staff to vacate the area. Ensure that all persons requiring assistance are being cared for by the Assistance Monitors.
- 4) Use a fire phone (adjacent to the exit stairwell entrance) that is at least two floors below the fire floor and report to the Building Incident Commander.

**Note: For persons requiring assistance to evacuate, please refer to the Assistance Monitor procedures.**

### B) If you encounter fire or are informed of a fire in your area of responsibility:

- 1) Get everyone out of the room or area, activate the nearest manual pull station and close any doors behind you. This may help to control the fire by cutting off its oxygen supply, as well as limiting the spread of smoke to adjacent areas.
- 2) Assist the Deputy in evacuating the occupants of your area out of the building to the recommended assembly area **southwest of the building at Roundhouse Park or at your company's recommended assembly area.**
- 3) If safe to do so, do a quick check of the offices and washrooms (checking each stall). After the occupants have been evacuated, instruct your Deputy and other assigned emergency staff to vacate the area. Ensure that all persons requiring assistance are being cared for by the Assistance Monitors.
- 4) Use a fire phone (adjacent to the exit stairwell entrance) that is at least two floors below the fire floor and report to the Building Incident Commander.

**Note: If you ever have to open a closed door and you are suspicious that a fire condition may be present, feel the door first to see if it is hot. If it is hot to the touch, do not open that door.**

### C) Defend In Place:

**In the event that the stairwells or exit pathways are inaccessible because of fire or smoke, follow these instructions:**

- 1) Use the fire phone to advise the Building Incident Commander and calmly get all the people into one area of the office building least affected by the fire.

- 2) Dial **911** on the nearest telephone and advise Toronto Fire Services of your suite and floor number and location, whether you are in immediate danger, and anything else that may assist Toronto Fire Services to effect a rescue.
- 3) Close any doors leading into the room or area, and then take cloth, paper, strips of clothing, etc. and wedge them into the cracks around the doors (and wherever else smoke may enter the room).
- 4) Stand by for rescue by Toronto Fire Services.

**Note: The primary purpose of a fire extinguisher is to serve as an escape mechanism, in case a fire is blocking your only means of egress and knocking the fire down temporarily will aid the evacuation process. The fire extinguisher is not there to empower untrained individuals to become firefighters.**

# FIRE DRILL REPORT

## To be completed by Floor Warden

Date: \_\_\_\_\_

Your Name: \_\_\_\_\_

Company: \_\_\_\_\_ Suite # \_\_\_\_\_

Building Name: \_\_\_\_\_

Building Address: \_\_\_\_\_

Floor(s) of Responsibility: \_\_\_\_\_

Time Bells Started: \_\_\_\_\_ Time Your Floor Cleared Building: \_\_\_\_\_

Time Reporting Floor Status: \_\_\_\_\_ Time Advised Safe to Return: \_\_\_\_\_

Reported to: \_\_Senior Fire Official

\_\_Building Incident Commander

\_\_Assembly Area Coordinator

Y N N/A

- |                          |                          |                          |   |
|--------------------------|--------------------------|--------------------------|---|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Was alarm clearly heard in all areas?                     |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Was announcement heard in all areas?                      |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Was announcement understandable?                          |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Were any doors wedged open or blocked?                    |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Were the hallways and exits clear of obstructions?        |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Were any evacuation or suppression operations hindered?   |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Did all occupants know where the assembly area was?       |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Were everyone's duties understood?                        |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Is training/review required?                              |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Did occupants have a positive attitude towards the drill? |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Did occupants comply with the fire drill?                 |

### COMMENTS:

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**Deputy Floor Wardens – Evacuation Procedures**

**At the sound of a fire alarm or upon being informed of an emergency or an evacuation order, the Deputy Floor Warden shall:**

- 1) If the Floor Warden is not present on your floor, you shall assume the duties of the Floor Warden and assign someone to the position of Deputy Floor Warden.
- 2) Systematically check each area to ensure that occupants are evacuating their areas, if an evacuation has been ordered. Take note of any persons requiring assistance to evacuate at the exits.
- 3) Report back to the Floor Warden, provide an evacuation status report, and then stand by for further instructions.

**Remind occupants of the following as they are evacuating into the stairwells:**

- **No food or beverages in the stairwells**
- **Do not use cellular phones while exiting**
- **Please exit in an orderly manner**

**Assistance Monitors – Evacuation Procedures**

**At the sound of a fire alarm or upon receiving an evacuation order within the office building, the Assistance Monitors shall perform the following:**

**If the person requiring assistance is on the ground floor:**

- 1) Proceed to your designated person requiring assistance to evacuate and assist the individual to the nearest safe exit.
- 2) If you are unable to locate your designated individual, report your findings to the Floor Warden.

**If the person requiring assistance is above the ground floor:**

- 1) Proceed to your designated person requiring assistance to evacuate and assist the individual next to the nearest safe exit stairwell (but not inside the stairwell unless fire or smoke are present on your floor).
- 2) If you are unable to locate your designated individual, report your findings to the Floor Warden.
- 3) If the person is mobile but slowed as a result of his or her condition, wait until other occupants from your floor and the floors above you have descended past your floor, and then assist the person into the stairwell and down the stairs and to at least two floors below the fire floor.
- 4) If the person cannot negotiate the stairs (e.g., in a wheelchair), wait beside the stairwell for assistance from Toronto Fire Services or the Building Response Team. If it is dangerous to remain beside the stairwell (because of the presence of fire or smoke), move the person requiring assistance into the stairwell and down to the nearest crossover floor at least two floors then back out of the stairwell onto the floor beside the exit (or out of the building).

**Defend In Place:**

**In the event that the stairwells or exit pathways are inaccessible because of fire or smoke, follow these instructions:**

- 1) Calmly bring the person requiring assistance to an area of the floor space least affected by the fire.
- 2) Dial **911** on the nearest telephone and advise Toronto Fire Services of your suite and floor number and location, whether you are in immediate danger, and anything else that may assist Toronto Fire Services to effect a rescue.
- 3) Close any doors leading into the room or area, and then take cloth, paper, strips of clothing, etc., and wedge them into the cracks around the doors (and wherever else smoke may enter the room).
- 4) Stand by for rescue by Toronto Fire Services.



**9-1-1 Protocol**

Call 911, or an equivalent number such as 9-911 (depending on your phone system), from a safe phone.

- 1) Whenever you have to call 911 or its equivalent, always provide the following information:

Building address: **Southcore Financial Centre  
120 Bremner Boulevard  
Toronto, ON M5J 2T8**

Nearest known cross streets: **on the north side of Bremner Boulevard, west of York Street**

Location within the building: Floor #: \_\_\_\_\_

Suite #: \_\_\_\_\_

Nature of the emergency: \_\_\_\_\_

Your call-back number: \_\_\_\_\_

- 2) Follow the dispatcher's instructions. Be prepared to provide additional information on injured persons.
- 3) Remain on the phone until the dispatcher hangs up.
- 4) Simultaneous to the 911 call, have someone call Building Management or Building Security to inform them of the emergency and location.
- 5) Building Management or Building Security will expedite emergency personnel to your location.

## Instructions to Operate Fire Extinguishers

**IMPORTANT** The primary purpose of a fire extinguisher is to serve as an escape mechanism, in case a fire is blocking your only means of egress and knocking the fire down temporarily will aid the evacuation process.

The fire extinguisher is not there to empower untrained individuals to become firefighters. It is highly recommended that you take a hands-on fire extinguisher training program prior to using a fire extinguisher.

Prior to using a fire extinguisher, make sure Toronto Fire Services is notified of the fire and ensure that you have your back to an exit. Fire extinguishers work only on small fires. Contact your emergency representative to set up fire extinguisher training.

### Before Using a Fire Extinguisher:

- Activate the fire alarm to evacuate the building, and then call **911**.
- Ensure that you have an available evacuation route.
- Advise someone that you are going to try to use the fire extinguisher (Buddy System).
- Check that you are using the right fire extinguisher for the type of fire (**A** – Ordinary Solid Materials / **B** – Flammable Liquids / **C** – Electrical Fire / **D** – Combustible Metals).

**If the fire is still small and not spreading,**

**ONLY THEN**

**Use the P.A.S.S. technique outlined below.**

**PULL** Pull the pin. This will break the tamper seal.

**AIM** Aim low. Point the hose a few inches in front of the base of the fire. If you are right-handed, hold the extinguisher in your left hand and the end of the hose in your right. This will give you better control of the discharge path.

**CAUTION:** Do not touch the discharge horn of a CO<sub>2</sub> extinguisher as the CO<sub>2</sub> can damage your skin.

**SQUEEZE** Squeeze the handle to release the extinguishing agent.

**SWEEP** Sweep from side to side as you aim the discharge path from the bottom of the fire to the top and back again until the fire appears to be out, and then evacuate the area immediately.

**NOTE** You have approximately 10 seconds to knock the fire down once you begin to discharge the extinguishing agent. If you are unable to knock the fire down enough to allow you to evacuate, defend in place until help arrives.

# NATURAL DISASTER PROCEDURES

## Floor Wardens – Tornado Procedures

**In the event of a Tornado Warning at Southcore Financial Centre, Floor Wardens shall:**

- 1) Put on your identification, if readily available.
- 2) If a tornado is inbound, instruct occupants to proceed into the nearest designated stairwell, sit on a stair and hold on to a railing. Stair V and W can be used for shelter from a tornado. If they cannot get to a designated stairwell, they should proceed toward the centre of the building, away from exterior walls and windows, where they should shelter in a washroom or take cover under sturdy furniture, holding on to whatever they are under. If no cover is available, they should crouch against a sturdy interior wall and, facing out, bring their knees and hands up to protect themselves.
- 3) Do not leave cover until you are positive the tornado has passed and it is safe, or until instructed to do so by the Building Incident Commander.
- 4) Reassure everyone and ask them to remain calm while you check for injuries.
- 5) Do a complete check of your floor, looking for injured or trapped persons, dangerous or shorting electrical circuits, damaged and leaking water lines, unstable walls, ceilings, or furniture. Return telephone receivers to their cradles if they have fallen off.
- 6) Upon finding injured occupants, render first aid, if qualified. If not qualified, assist those rendering or requiring first aid.
- 7) Barricade off unsafe areas.
- 8) Check the integrity of the stairwells and exits on your floor and prepare to evacuate if so ordered.
- 9) Contact the Building Incident Commander located in the CACF room on the Ground Floor via a firefighters' telephone and follow the instructions of the Building Incident Commander.
- 10) If ordered to evacuate your floor to the exterior of the office building (due to structural failure), evacuate the occupants of your floor into the stairwells or exits and proceed to the designated recommended assembly area as directed by the Building Incident Commander. Do not run outdoors. Watch for falling debris and electrical wires when leaving the office building.
- 11) If fire occurs, activate the nearest fire alarm pull station (if it has not already been activated) and follow procedures outlined in the previous 'If you discover a fire' section.
- 12) Report any missing persons to the Building Incident Commander.

**Note: The building operations staff will be actively checking critical building systems following a tornado impact and may not be immediately available to assist you with any problems you are experiencing as a result of the tornado. It is important that you stabilize your floors and deal with spot fires and injuries as best you can and report any problems to building staff as soon as possible. Just be aware that it may be some time before building staff are in a position to assist you and that your corporate emergency response plan should reflect that.**

## HUMAN INDUCED / TECHNOLOGY FAILURE PROCEDURES

### Floor Wardens – Bomb Threat Procedures

Upon being informed of a 'Code Purple' bomb threat at Southcore Financial Centre, Floor Wardens shall:

- 1) Do not panic. Follow the directions of the Building Incident Commander.
- 2) Gather your Deputy and check exits and evacuation routes for suspicious packages, prior to an evacuation taking place.
- 3) If you have been asked to search your area for suspicious objects, coordinate a systematic search of your area, concentrating first on areas accessible to the general public (Red Zones). These areas will include corridors, elevator lobbies, public washrooms, under stairwells, within fire extinguisher cabinets, or within unlocked closets or utility rooms. When searching, systematically sweep the rooms in your area, starting with objects and furniture located waist-height to ground, then from waist to head, and then from head to ceiling.
- 4) If a suspicious package is found, **DO NOT DISTURB IT** in any way. Leave the area, leaving doors to the area open, and contact the Building Incident Commander via the nearest firefighters' telephone and follow instructions.
- 5) If ordered to evacuate the occupants from your floor:
  - a) Instruct the occupants to take their briefcases, lunch boxes, purses and small packages with them. This will decrease the number of packages to be examined by search teams, if a suspicious item has not already been found. Ensure that the doors to the area are left open to help vent the blast should the device activate.
  - b) Evacuate the occupants in your area to the nearest safe exit in the same manner as you would during a fire evacuation and send them to the recommended assembly area as directed by the Building Incident Commander.
  - c) Proceed to the Incident Command Post **at the Ground Floor Concierge Desk** and advise the Building Incident Commander of the status of your designated area, any concerns and the extent of your search.
  - d) Proceed to the designated emergency assembly point as above, if it is safe to do so. Do not run outdoors.

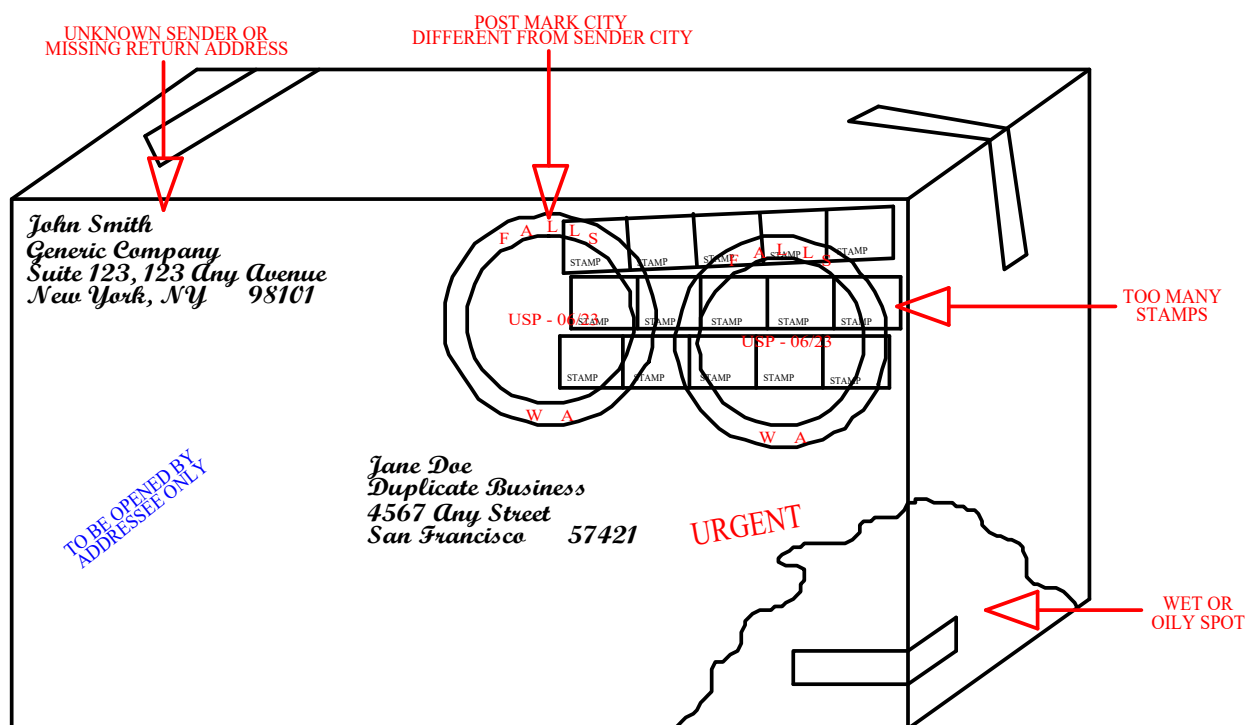
## Identifying a Possible Package Bomb

Package and letter bombs often have clues to alert recipients to possible trouble.

Things to look for are:

- Excessive weight for the size of the package or heavy at one end.
- Too much postage, usually in the form of stamps.
- No return address, or an unknown sender.
- Mailed from a foreign country, or via airmail or special delivery.
- A rigid or lopsided envelope.
- Common words are misspelled.
- Restrictive markings, such as confidential, urgent, personal or open by addressee only.
- Incorrect title for the addressee, or a title without a person's name.
- Handwritten or poorly typed address.
- Protruding wires, string or tinfoil.
- Excessive securing material, such as tape or string.
- Oily stains or discolouration on the outside of the package.

If you are suspicious: Don't touch the package, not even to move it out of the way.  
**IMMEDIATELY CALL 911 AND BUILDING SECURITY.**



**Floor Wardens – Suspicious Package Procedures**

**Upon being informed of the discovery of a suspicious package at Southcore Financial Centre, Floor Wardens shall:**

- 1) Do not panic. Follow the directions of the Building Incident Commander.
- 2) Gather your Deputy and check to ensure that all exits and evacuation routes are clear, prior to an evacuation taking place.
- 3) If ordered to evacuate the occupants from your floor, instruct the occupants in your area to evacuate via the nearest safe exit in the same manner that you would during a fire evacuation and send them to the recommended assembly area as directed by the Building Incident Commander.
- 4) Proceed to the Incident Command Post **at the Ground Floor Concierge Desk** and advise the Building Incident Commander of the status of your designated area and any concerns you may have. (For example, you discovered a second suspicious package on your floor during the evacuation.)
- 5) Proceed to the designated emergency assembly point as above, if it is safe to do so. Do not run outdoors.

**Floor Wardens – Shelter-in-Place Procedures****Upon being advised to initiate shelter-in-place procedures:**

- 1) Put on your identification, if readily available.
- 2) If the exits are safe, instruct the occupants to relocate via the nearest safe stairwell to the shelter-in-place area (**the crossover floors**).
- 3) Do a quick check of the offices and washrooms (checking each stall) and, after the occupants have been relocated, instruct your Deputy and other emergency staff to vacate the floor.
- 4) Proceed via the nearest safe stairwell to the shelter area. Check in with the Building Incident Commander and report on the status of your floor. Rejoin your group and follow the instructions of the Building Incident Commander.
- 5) Enlist the aid of tenant volunteers to use duct tape and heavy gauge plastic to seal all cracks around elevator doors serving the shelter floor as well as other doors leading into the area and washroom vents.

**Note: The Floor Warden will advise the Building Incident Commander, via firefighter phones, if there are persons requiring assistance to relocate. The Assistance Monitors will assist their persons requiring assistance into the elevator brought to the floor by the Building Response Team and take them to the shelter-in-place area.**

**Floor Wardens – Power Failure Procedures**

**In the event of a power failure at Southcore Financial Centre, Floor Wardens shall:**

- 1) Advise the occupants under your jurisdiction to stand by while the Building Incident Commander and Building Response Team assess the nature and duration of the power failure.
- 2) Ensure that everyone powers down their electrical equipment such as computers, photocopiers and other devices not on emergency power as a surge that is sometimes associated with power restoration may damage running equipment.
- 3) If an evacuation is ordered by the Building Incident Commander or your company management, advise able-bodied occupants to utilize the stairwells and persons requiring assistance to use the elevators (elevators are operated by the Building Response Team) to evacuate the building. If an evacuation is ordered by your company management only, notify Building Management or the Building Response Team - Security to advise them of your intentions.

**If you are evacuating a person requiring assistance to evacuate, advise the Building Incident Commander that you require an elevator.**

- 4) Advise those evacuating persons who are going to remove their cars from parking areas to take care as lower lighting conditions may make it harder to see pedestrians in parking areas and egress points. Also remind them that traffic lights may not be operational and their trip duration may be extended. Remind all occupants that should they come across an intersection where the traffic lights are not operational they are to use four-way stop procedures.
- 5) Once the floor is clear, ensure that management is securing the premises and then proceed to the Incident Command Post **at the Ground Floor Concierge Desk** and advise that your floor space is clear and secured.
- 6) If you or your occupants have concerns about leaving the building, advise the Building Incident Commander and proceed to an area as directed by the Building Incident Commander while he or she determines the best course of action.



## Floor Wardens – Personal Violence Procedures

### Active Attacker

If you are notified of an Active Attacker on the premises or of a LOCKDOWN:

If you are not aware of the exact location of the attacker or cannot safely escape:

- 1) Direct occupants to move to the nearest room or office and go with them.
- 2) Ensure that doors are closed and locked and lights are turned off if possible. Direct occupants to silence any cell phones or electronic devices. Barricade the door if possible.
- 3) Get low behind furniture, keep quiet and act as if no one is in the room.
- 4) DO NOT answer the door.
- 5) Follow the **9-1-1 Protocol**.
- 6) As an absolute last resort and only if your life is immediately threatened, attempt to incapacitate the attacker. Coordinate with those around you, act aggressively, and throw or use improvised weapons to catch the attacker by surprise.
- 7) Wait for the police to assist you out of the building.

#### How to react when law enforcement arrives:

- Remain calm, and follow officers' instructions.
- Put down any items in your hands (e.g., bags, jackets).
- Immediately raise hands and spread fingers.
- Keep hands visible at all times.
- Avoid making quick movements toward officers such as holding on to them for safety.
- Avoid pointing, screaming or yelling.
- Do not stop to ask officers for help or direction when evacuating; just proceed in the direction from which officers are entering the premises.

If you are aware of the exact location of the attacker and you are confident you can safely escape:

- 1) Gather occupants in your area and exit the building as quickly as you safely can (a fast-moving target is harder to hit than a slow-moving or stationary target).
- 2) Notify anyone you may encounter to exit the building immediately.
- 3) Flee to a safe location, in a nearby building or at a safe distance away from the building.
- 4) If you enter a nearby building:
  - Proceed to a securable room and advise anyone you may encounter of the incident.

- Turn off the lights if possible and silence any cell phones or electronic devices.
  - Get low behind furniture, keep quiet and act as if no one is in the room.
  - DO NOT answer the door.
  - Wait for the police to assist you out of the building.
- 5) Follow the **9-1-1 Protocol**.
- 6) Give the operator all requested information.

**Information to provide to law enforcement or 911 operator:**

- Location of the Active Attacker
- Number of attackers, if more than one
- Physical description of attacker
- Number and type of weapons held by the attacker
- Number of potential victims at the location

**Note:** Elevators are locked out in order to restrict the movement of the Active Attacker. Exterior entrance doors are locked to ensure that no one enters the building while an Active Attacker event is taking place.

**Note:** "Active Attacker" is a phrase coined by law enforcement that describes an armed person who has used deadly physical force on persons and continues to do so while having unrestricted access to additional victims.

**Unarmed Violent Intruder****In the event of a situation involving an unarmed violent intruder:**

- 1) Instruct occupants to retreat to a safe place (hide) and stay under cover; do so as well.
- 2) If time and safety permit, follow the **9-1-1 Protocol**.
- 3) Stay in place and if safety permits warn all others in the area of the situation.
- 4) Listen for announcements.
- 5) Remain hidden until police arrive. Follow their instructions.

# FIRST AID PROCEDURES

## Emergency First Aid

The following instructions deal with only the most likely injuries to occur after a disaster. The following does not include every type of injury, nor is it intended to substitute for a qualified first aid person.

### 1. CPR

These instructions are for conventional adult CPR. If you've never been trained in CPR and the victim collapsed in front of you, use hands-only CPR.

These are the steps to perform CPR on an adult:

- 1) Ensure that emergency response personnel have been notified. Try to wake the victim. If the victim is not breathing (or is just gasping for breath), go to step 2.
- 2) Begin chest compressions. If the victim is not breathing, place the heel of your hand in the middle of the victim's chest. Put your other hand on top of the first with your fingers interlaced. Compress the chest at least 2 inches (4-5 cm). Allow the chest to completely recoil before the next compression. Compress the chest at a rate of at least 100 pushes per minute. Perform 30 compressions at this rate (this should take you about 18 seconds).

If you are not trained in CPR, continue to do chest compressions until help arrives or the victim wakes up.

It's normal to feel pops and snaps when you first begin chest compressions – DON'T STOP! You're not going to make the victim worse.

- 3) Begin rescue breathing. If you have been trained in CPR, after 30 compressions, open the victim's airway using the head-tilt, chin-lift method. Pinch the victim's nose and make a seal over the victim's mouth with yours. Use a CPR mask if available. Give the victim a breath big enough to make the chest rise. Let the chest fall, then repeat the rescue breath once more. If the chest doesn't rise on the first breath, reposition the head and try again. Whether it works on the second try or not, go to step 4.

If you don't feel comfortable with this step, just continue to do chest compressions at a rate of at least 100 per minute.

- 4) Repeat chest compressions. Do 30 more chest compressions just like you did the first time.
- 5) Repeat rescue breaths. Give 2 more breaths just like you did in step 3 (unless you're skipping the rescue breaths).
- 6) Keep going. Repeat steps 4 and 5 for about 2 minutes (about 5 cycles of 30 compressions and 2 rescue breaths).
- 7) After 2 minutes of chest compressions and rescue breaths, stop compressions and recheck the victim for breathing. If the victim is still not breathing, continue CPR starting with chest compressions.
- 8) Repeat the process, checking for breathing every 2 minutes (5 cycles or so), until help arrives. If the victim wakes up, you can stop CPR.

## 2. **BLEEDING**

Serious bleeding occurs with severed blood vessels and deep cuts.

### A) **Apply Direct Pressure to the Wound:**

1. Remove clothing around the wound to expose the wound.
2. Cover the wound with sterile clean cloth.
3. Apply firm pressure directly over the wound with your hand. Use your bare hand if no dressing is available.

### B) **Continue Pressure Until Bleeding Stops** (this may take 15 to 20 minutes)

1. Assist the victim to lie down.
2. Elevate bleeding extremity, unless the bone is broken.
3. When bleeding stops, apply a further dressing on top of the original dressing and bandage firmly.
4. Should blood soak through the initial dressings, apply additional dressings and bandage more firmly.

### C) **Broken Bone, Objects or Glass Protruding Through Skin:**

1. Do not remove imbedded objects from the wound(s).
2. Apply pressure close to the wound, without pressing on the object or broken bone.
3. Place sterile dressing around the wound and cover.
4. Maintain pressure and prevent movement of the object by bandaging bulky pads in place around the object.

## 3. **EYE INJURIES**

### A) **Puncture Wounds:**

1. Puncture wounds are serious and require immediate medical attention.
2. Cover both eyes lightly and bandage.

### B) **Foreign Body in the Eye:**

1. Do not try to remove imbedded foreign bodies (never rub the eye).
2. Cover both eyes lightly with bandages.

### C) **Chemicals in the Eye:**

1. Wash the eye immediately with large amounts of cold running water for at least 15 minutes or longer, if the situation requires it.

## 4. **SEVERE BURNS AND SCALDS:**

1. Cool the burnt area with cold water to relieve pain.
2. Remove rings and bracelets from the affected area before the part starts to swell.
3. Cover the area with a clean cloth and secure lightly with bandages.
4. For burns and scalds with areas larger than a quarter, ensure that the victim receives hospital treatment.
5. Never touch, breathe on, or cough on a burn.
6. Leave blisters alone.
7. Never remove clothing on or around a burn.
8. Never apply medications, ointments or greasy substances to a burn area.

**5. BONE AND JOINT INJURIES:**

1. Ensure that the victim's breathing is normal.
2. Control bleeding around a protruding bone by applying pressure close to the wound but not pressing directly upon the broken bone.
3. Suspect that the bone is broken if the injured limb is painful or swollen or shows deformity.
4. When in doubt, treat joint and bone injuries as broken:
  - a) Immobilize the injured area:
    - i) Place pillows, sand bags or clothing on both sides of the injured limb, or hold it with your hands to keep it in position.
    - ii) For neck or back injuries, keep the victim still, supporting head and neck, until help arrives.
5. Relieve pain by applying cold (not heat) to the injured bones and joints.

**6. HEART ATTACK:****A) Heart Attack Warning Signals May Include the Following:**

1. The feeling of squeezing pain or heavy pressure in the chest, jaws, or arms.
2. Shortness of breath, sweating, pale skin and weakness.
3. Vomiting or nausea.
4. Abdominal discomfort (with belching or indigestion).
5. Anxiety, apprehension, or fright.
6. The denial that the victim is experiencing a heart attack.

**B) Action to be Taken When You Suspect a Heart Attack:**

1. Help the victim to rest in a semi-sitting position.
2. If the victim requires medication for his or her condition, assist the victim in taking it.
3. Ensure prompt medical attention, and then reassure the victim that help is on the way.
4. Loosen belts, collars, or other tight clothing.
5. Keep the victim quiet.

**7. STROKE:****A) Stroke Warning Signals May Include the Following:**

1. Sudden numbness or weakness of the face, arm or leg, especially on one side of the body.
2. Sudden confusion, or trouble speaking or understanding.
3. Sudden trouble seeing in one or both eyes.
4. Sudden trouble walking, dizziness, loss of balance or coordination.
5. Sudden, severe headache with no known cause.

**B) Action to be Taken When You Suspect a Stroke:**

1. Ask the individual to smile.
2. Ask the individual to raise both arms.
3. Ask the individual to speak a simple sentence.
4. If the individual has trouble with any of these tasks, call **911** immediately and describe the symptoms to the dispatcher.

## PERSONS REQUIRING ASSISTANCE

In the event that a person requires assistance to evacuate, the Floor Wardens will be responsible for ensuring that assistance is provided by pre-assigned Assistance Monitors, or by assigning floor occupants to that individual should Assistance Monitors not be present. In most cases, the individual will have some means by which his or her evacuation may be facilitated. However, if that means becomes unavailable, or if the individual's condition is due to injury caused either directly or indirectly by the fire condition, occupants may have to manually assist the person to the nearest safe exit. The following are examples of some techniques that may be used to transport a person requiring assistance to the exits.

### Two-Person Carries

#### (1) Interlocking Wrist Carry

- a) Facing your fellow rescuer, grab your right wrist with your left hand.



- b) Grab your fellow rescuer's free wrist, forming a seat.



- c) Both rescuers slide the seat between the back of the chair and the person's back and under his or her buttocks.



- d) Both rescuers then lift simultaneously and carry the person to safety.



**(2) The Chair Lift**

- a) Lay the person on his or her back and slide a chair under his or her buttocks, until the person is in a sitting position but still lying on the floor.



- b) Put the person's hands on his or her lap, and slowly raise the chair to a vertical position.





- c) Rescuers may then pick up the chair (either side-by-side, or front and back) and proceed to safety.



**(3) Gravity Assist Method (Heavy Persons)**

- a) Assist the person requiring assistance to a sitting position at the top of the stair.
- b) One rescuer gets below the person and holds the person's legs off the stair while the other rescuer reaches under the person's arms.
- c) Both rescuers then lower the person one step at a time until the person is safe.



## FACILITY DESCRIPTION

### General Description of the Office Building

Southcore Financial Centre is a 32-story office building constructed in 2014 and is currently managed by QuadReal Property Group.

The office building is located at 120 Bremner Boulevard, on the north side of Bremner Boulevard, west of York Street.

The building has a designated Incident Command Post located **at the Ground Floor Concierge Desk**, from which a building response to an emergency may be coordinated by the Building Incident Commander, provided that area is still safe. The Incident Command Post is equipped with portable radios and a loudspeaker.

This building shares the parking levels with 18 York and the adjacent hotel. There are roll up and sliding fire separations between these parking areas.

### Fire Alarm System

The office building has a two-stage supervised fire alarm system, equipped with a central alarm and control facility.

Upon alarm activation, a continuous general alarm will sound on the floor of activation, the floor above and the floor below. Automated voice messages are broadcast over the emergency voice paging system to those floors ringing in alarm, instructing Floor Wardens to start evacuating their occupants. The alarm signals in the rest of the building will ring intermittently until a general alarm is manually actuated or times in automatically after 5 minutes.

An alert alarm signal sound is 60 tones per minute. A full general evacuation alarm signal sound is 120 tones per minute.

The fire alarm system is connected to the fire alarm system in 18 York. If the alarm is activated on the 3rd Floor or above, a trouble signal will be sent to the 18 York fire alarm system. If the alarm is activated below the 3rd Floor, that level of both buildings will go into alarm.

### Exit System

There are two above-grade exit stairwells located **at the north and south ends of the main core**. Each stairwell has its own code to identify it from another so that a reference may be made in the event that one stairwell is contaminated by smoke and is unusable. The stairs exit the building as follows:

- Stair V exits to a corridor and to the main entrance lobby
- Stair W exits to a corridor and out the southeast corner of the building

Floors are numbered inside the stairwells. The 5th, 10th, 15th, 20th, 25th and 30th Floors have been designated as crossover floors, in that access can be gained from one stairwell to another on these floors.

Each exit door is clearly marked by an exit sign above the doorway.

Recommended occupant assembly areas for different emergency events are as follows:

Fire:	Southwest of the building at Roundhouse Park or at your company's recommended assembly area
Bomb threat:	Dependent on whether a device was found, how large it is and where it is located
Internal hazmat incident:	Upwind
External hazmat / shelter-in-place:	The crossover floors
Civil disturbance:	On the occupant's floor

## Communications

### Emergency Voice Paging System

There is an emergency voice paging system contained within the office building that is capable of addressing all areas of the office building.

### Firefighters' Telephone

There are **multiple** firefighters' telephones per floor. Firefighters' telephones are located **by each stairwell**. Fire phones provide two-way communications and are for the use of Toronto Fire Services and office building supervisory staff.

## Emergency Power

In the event of a power failure, emergency power is provided by **one** generator.

## Elevators

The office building has **seventeen** elevators to serve its occupants.

The elevator cars descend automatically upon alarm activation to **the Ground Floor**, where they are locked out until either the alarm system is reset, or the automatic recall is bypassed by a special Fire Department key.

The office building has escalators located in the Ground Floor lobby to and from the 2nd Floor.

## Fire Equipment

### Sprinklers

Wet sprinklers have been installed to provide automatic fire suppression within **the entire building except the parking levels**. Dry sprinklers are used in **the parking levels** to ensure that the sprinklers will function in cold weather.

### Fire Extinguishers

There are **multiple 5 lb. ABC dry chemical** fire extinguishers per floor. Fire extinguishers have labels with instructions describing how to operate them, their age, serial number and the type of fire against which they can be used.

# SOUTHCORE FINANCIAL CENTRE

120 BREMNER BOULEVARD, TORONTO, ONTARIO

