

ARE YOU PREPARED?

This handbook is intended to assist employees and students and visitors to respond to emergency situations that may occur on Vancouver Island University campuses.

Read this handbook carefully before an emergency occurs. Keep it handy at all times. Become familiar with your building floor plan, stairs, exits, refuge areas, fire extinguishers, Campus Emergency telephones and your Campus Emergency phone numbers.

Keep on hand at your workstation, personal medications (properly safeguarded), flashlight and extra batteries, flat-heeled comfortable shoes. Cooperate with all practice drills and emergency training programs. Know the location of the emergency assembly areas in your work or study area. Ensure that co-workers/students know where to meet following or during an emergency.

Prepare yourself and your family at home so they will know what to do, where to go, and how to cope until you get home. Attend instructional sessions given at work/community on first aid, CPR, earthquake preparedness, and personal safety.

Accidents, injuries, emergencies and even disasters can occur any time without warning and their effects can be minimized if established emergency procedures are followed. Being prepared physically as well as psychologically to handle emergencies is both an individual and an organizational responsibility.

An emergency is any situation where life or property is in danger, or any serious crime is in progress (e.g. smell smoke, see a fire, medical emergencies, theft, vandalism, threat).

Depending on the location of your workplace, these procedures may vary from the information given in this document. Ensure that you familiarize yourself with the emergency procedures specific to your campus location and those worksites you visit.

For more information contact the Health and Safety Services Office at 740-6283.

HEALTH AND SAFETY POLICY

The Vancouver Island University community recognizes and accepts that health and safety hazards can represent significant impediments to professional, creative, intellectual, and social growth of employees and students. The Vancouver Island University Executive is determined to promote and maintain a safe and healthy working environment throughout its operations and as an integral part of its strategic planning and implementation.

Vancouver Island University will comply with all legislated requirements relating to the health and safety of employees, students and the public who use our facilities. Members of the University community who perform supervisory duties will ensure that employees and students are adequately instructed and trained to perform tasks in a safe and efficient manner, and will enforce compliance with recognized safe practices and established requirements at all times.

Every individual member of the University community is responsible to follow prescribed procedures, report unsafe conditions, and willingly participate in creating and maintaining an accident and disease-free environment.

Employees and students are further encouraged to actively participate in developing and maintaining a comprehensive safety culture through positive attitudes and actions.

Policy 41.09 Health & Safety Policy

STATEMENT:

1. Purpose

Vancouver Island University is committed to promoting a safe and healthy working and learning environment. It is the priority of the University to ensure safe working conditions and job safety practices in the planning, budgeting, direction and implementation of the University's activities.

2. Scope

It is the policy of the University to:

- protect the safety of employees and students;
- inform contractors about VIU health and safety programs;
- comply with all relevant statutes, regulations and standards of government agencies and other regulatory authorities relevant to occupational health and safety; and
- support effective health and safety programs appropriate to university operations.

3. Authority

The office of the Health and Safety Services reports to the Vice-President Administration and Finance for administration of this policy and the development of procedures.

EMERGENCY REPORTING PROCEDURES

Nanaimo, Cowichan and Parksville/Qualicum campuses use separate emergency telephones located on the campus. Some pay phones have a “red/blue security button.” When the button is pressed, you are automatically connected to the Campus Emergency phone number (6600) system. Use this “red/blue security button” when available. .

To report any on-campus emergency, 24 hours a day and 7 days a week, dial your Campus Emergency Number noted in this booklet and **be prepared to tell the operator your:**

1. Name
2. Campus location
3. Building name, building number, room number, floor, area or department, phone number where you are calling.
4. Nature of emergency and type of service you require (e.g. first aid, security, ambulance, police)
5. Extent of the emergency and the number of persons involved.
- 6. Stay on the line until the operator asks you to hang up.**
- 7. Do not leave the general area unless in personal danger.**
8. If you must leave the area to make another emergency call from another area, be prepared to tell the operator your new location and all of your emergency details once again.

For potential life threatening emergencies, immediately call for help, since time is of the utmost importance. If you are unsure as to the seriousness of the situation, do not hesitate to call.

<p>For any emergency, first aid, security, ambulance, fire, police, or bomb threat</p>	
Any office or internal phone	<p>6600</p> <p>Direct line to a 24-hour emergency call centre that will dispatch to other emergency agencies as well as notify Vancouver Island University Campus</p>
Code Blue Pole or Yellow Call Box	<p>Just push the button and you will be connected to the 24-hour emergency call centre.</p>
From any payphone	<p>250-740-6600</p>
<p>If you use 911, you MUST report the emergency to the campus by calling the Campus Emergency Number</p>	
For any campus	<p>For psychological Crisis</p> <p>Employee and Family Assistance Program Call Toll Free 1-800-268-5211 or www.fgiworldmembers.com</p>

COWICHAN CAMPUS EMERGENCY CONTACT NUMBERS

<p>For any emergency, first aid, security, ambulance, fire, police, or bomb threat</p>	
Any office or internal phone	<p>6600</p> <p>Direct line to a 24-hour emergency call centre that will dispatch to other emergency agencies as well as notify Vancouver Island University Campus</p>
Code Blue	<p>Just push the button and you will be connected to the 24-hour emergency call centre.</p>
From any payphone	<p>1-250-740-6600</p>
<p>If you use 911, you MUST report the emergency to the campus by calling the Campus Emergency Number 250-746-3555</p>	
For any campus	<p>For psychological Crisis</p> <p>Employee and Family Assistance Program Call Toll Free: 1-800-268-5211 or www.fgiworldmembers.com</p>



VANCOUVER ISLAND
UNIVERSITY

POWELL RIVER CAMPUS EMERGENCY CONTACT NUMBERS

For any emergency, first aid, security, ambulance, fire, police, or bomb threat	
Any office or internal phone	8121 or 911 Direct line to a 24-hour emergency call centre that will dispatch to other emergency agencies as well as notify Vancouver Island University Campus
Code Blue	Just push the button and you will be connected to the 24-hour emergency call centre.
From any payphone	604-485-2878
If you use 911, you MUST report the emergency to the campus by calling the Campus Emergency Number	
For any campus	For psychological Crisis Employee and Family Assistance Program Call Toll Free: 1-800-268-5211 or www.fgiworldmembers.com



For any emergency, first aid, security, ambulance, fire, police, or bomb threat	
Any office or internal phone	Contact main office or 911
Code Blue	Just push the button and you will be connected to the 24-hour emergency call centre.
From any payphone	911
If you use 911, you MUST report the emergency to the campus by calling the Campus Emergency Number	
For any campus	For psychological Crisis Employee and Family Assistance Program Call Toll Free: 1-800-268-5211 or www.fgiworldmembers.com

EMERGENCY TELEPHONES

(Nanaimo, Cowichan and Deep Bay)

To report any on-campus emergency, 24 hours a day, 7 days a week, use one of the emergency telephones located in general areas around campus. Please familiarize yourself with the location of these emergency telephones at your campus and other campuses you may have occasion to work at. All emergency telephones are directly linked to the VIU emergency number to provide **immediate** emergency assistance.

To use the emergency telephones, please note the following procedures:

- Push button to start internal automatic dialing, then release the button.
- Speak at the phone box.

Be prepared to tell the operator your:

- Name
- Location of the incident
- Building name or number, room number, floor, area or department and phone number from which you are calling.
- Nature of emergency and type of service you require (e.g. first aid, security, ambulance, police)
- Extent of the emergency and the number of persons involved
- **Stay on the line until the operator asks you to hang up**
- If you are unable to speak, emergency services will respond to the telephone location.
- **Do not leave the general area unless in danger.**
- If you must leave the area to make another emergency call from another area, be prepared to tell the operator your new location and all of your emergency details once again.

If you are unsure as to the seriousness of the situation, do not hesitate to use an emergency telephone.

REPORTING INJURIES/INCIDENTS

All accidents (incidents) and near miss incidents (no injury occurred, but had the potential for causing injury), property damage and/or lost time from work or study, **must be reported without significant delay, to both:**

- Health & Safety Services Office **and**
- the Associate Director, Facilities Services

An incident includes any accident, act of violence or other occurrence that results in or has the potential for causing an injury, occupational disease or other loss. It includes, but is not limited to near miss incidents, threats, property loss due to fire, theft or vandalism.

Incident Reports are essential records of occurrences that occur within Vancouver Island University operations, and are required to meet legal obligations imposed on VIU by regulatory agencies.

The completion of a Vancouver Island University Incident Report form is necessary to provide both a formal notification and a legal record of the incident. The person directly involved and/or his/her supervisor would complete the form. Additional pages should be attached as necessary to provide as much information as possible. Accuracy and completeness are critical.

Depending on the circumstances of the incident and the information provided, a more thorough investigation of the incident may be necessary to meet other legislated requirements. This will be conducted by the HSS Office.

Incident Report form link: <http://www.viu.ca/healthandsafety/forms.asp>

REPORTING A CRIME

If you see or suspect any illegal activity occurring on or about the Vancouver Island University campus:

- **Contact Campus Emergency number** Nanaimo or Cowichan campus dial 6600. Parksville/Qualicum dial 911. Powell River dial local 8121 or dial 911 for the Police.
- Nanaimo, Cowichan, and Deep Bay campuses may also use the emergency telephones located on campus.
- Give your name and detailed location (i.e. building name, building number, room number) and nature of the incident.
- If you are in a safe location, stay there.
- Do not attempt to interfere with the situation except for self-protection.
- Try to note a description of any suspects involved.
- Important characteristics to note are: height, weight, hair colour, facial hair, glasses, description of clothing, method and direction of travel, gender, race, age and name(s) used (if applicable).
- Also note a description of any vehicle involved, including: license number, vehicle type, make, model and colour.

Be aware of the following obvious or suspicious signs. Follow the above procedures if any of them are observed.

- A scream or call for help.
- A whistle or horn blowing repeatedly.
- A broken window.
- Suspicious activity by an unfamiliar person:
 - Loitering near doorways or windows on or around the campus.
 - Loitering in parking lots or near bushes/treed areas.
 - Trying to break into a vehicle.
 - Repeatedly driving on or around the campus.
 - Trying to break into a locker.

ROBBERY

Robberies can occur anytime without warning, but their effects can be minimized if proper emergency procedures are followed. Be sure to familiarize yourself with the emergency procedures specific to your campus and location. Any suspicious persons should be reported to the Campus Emergency number immediately. **REMEMBER: YOUR SAFETY IS PARAMOUNT.**

Persons faced with a robbery should:

1. **Listen carefully** to the robber's demands and do not interrupt.
2. **Comply** with the robber's demands, i.e. turn over money. – YOUR SAFETY IS MORE IMPORTANT THAN TRYING TO SAVE ANY MONEY THE ROBBER IS REQUESTING – TRY TO STAY CALM.
3. **Try to note the description** of suspect(s) involved. Important characteristics to note are height, weight, clothing, method and direction of travel, gender, race and age.
4. **Is the suspect armed?** What weapons is he/she armed with?
5. Has the robber used a written request to demand money? Try to save any notes, etc. for the police.
6. If your workstation has an alarm **only trigger the alarm when it is safe to do so**, i.e. after the person has left. **DO NOT PLACE YOURSELF IN MORE DANGER BY TRYING TO ACTIVATE AN ALARM WHEN THE PERSON IS STILL THERE.**
7. When the robber has vacated or when it is safe to do so, report the robbery: Nanaimo and Cowichan dial local 6600. Parksville/Qualicum dial 911. Powell River dial 911 and also report incident to local 8121.
8. **Request police assistance** from the emergency dispatcher.
9. **Try to stay calm** and provide the following information:
 - a. Your name, title, location (Vancouver Island University);
 - b. Building name and number, room number, floor number.The police will ask for a description of the suspect: height, weight, hair colour/length, facial hair, glasses, description of clothing, method and direction of travel, name(s) used, gender, race, age and whether the suspect is armed. Also note a description of any vehicle involved. Important information to note include: license number, vehicle type, colour, make and model. Try to stay calm and provide the police with as much information as you can.
STAY ON THE LINE UNTIL THE DISPATCHER INSTRUCTS YOU TO HANG UP.
10. Report this incident to Facilities Services, who will make contact with you and provide assistance with follow-up procedures.

FOLLOW-UP PROCEDURES

Facilities Services and/or Health and Safety Services will arrange for you to be removed from your workstation and for the area to be secured from the public. The police will want to speak with you and investigate the area with fingerprints, clues, etc. Try to write down everything you can remember of the incident. **Do not discuss the incident with co-workers until the police have all the information they require.** Being involved in a robbery can be traumatic. Do your best to stay calm. There are people available to assist you.

BOMB THREAT

Bomb threats can be received via telephone, note, letter, or email. Threats must be taken seriously and handled as though an explosive is present in the building. If you receive a bomb threat, call your Campus Emergency number immediately.

If you receive a bomb threat by telephone, follow these steps:

- Stay calm;
- Keep the caller on the line;
- Do not upset the caller; and
- Indicate your willingness to cooperate.

Ask a lot of questions: (use the form below if possible)

- Where is the bomb?
- When is it set to go off?
- What kind is it?
- What does it look like?
- Permit the caller to say as much as possible without interruption.

Take notes:

- On everything said and on your observations about background noise, voice characteristics, language, etc.

Immediately call your 24-hour Campus Emergency number and advise that a bomb threat has been received and request RCMP and Fire Department involvement.

For Nanaimo, Cowichan, and Deep Bay dial 6600;
Powell River dial 8121;
Parksville/Qualicum dial 911.

The emergency telephone located on campus may also be used at Nanaimo, Cowichan, and Deep Bay.

If possible, get a co-worker to do this while you continue talking to the caller. The purpose of keeping the person talking is to assist in identifying the caller. Tracing the call is not possible.

When there has been a bomb threat:

- Survey your immediate work area. If you see a package or foreign object in an unusual place – **DO NOT TOUCH IT**. Evacuate the area and Campus Emergency. You will be advised by emergency response personnel if evacuation is necessary.
- An explosion of any type must be reported immediately to Campus Emergency.

BOMB THREAT FORM

Exact wording of bomb threat:

Background noises/observation:

Gender of caller:

Accent:

Age (approximately):

Length of call:

Time:

Date:

Number at which call was received:

Other information:

FIRST AID EMERGENCY

With any potential First Aid Emergency, **immediately call** the VIU Emergency Number for help since time is of the utmost importance. If you are unsure as to the seriousness of the situation, do not hesitate to call.

If you are first on the scene of a first aid emergency, **call the VIU Emergency Number for assistance**, and then stay with the injured person until help arrives. Do not move the injured person except in life-threatening situations.

When the First Aid Attendant arrives, they are in complete charge of all first aid treatment and will call for an ambulance should one be required. Decisions the First Aid Attendant makes are based on professional training and experience and should not be questioned during the incident. The First Aid Attendant's role is to promptly provide a level of care within their scope of training, as set by WCB Standards, and to positively affect the outcome of injuries that occur to persons at Vancouver Island University.

In the event of an injury, illness, accident or other medical emergency requiring first aid, follow the procedures below:

To report any on-campus first aid emergency:

Nanaimo dial 6600 from an internal phone, or dial 250-740-6600 from an outside phone.

Cowichan dial 6600 from an internal phone, or dial 1-250-740-6600 from an outside phone.

Parksville/Qualicum .. contact office during business hours or call 911 when office is closed.

Powell River dial 8121 from any internal phone or 604-485-2878 from any pay phone.

Plases note: If you dial 911, you must then alert the campus by calling the Campus Emergency Number.

Nanaimo, Cowichan or Deep Bay may also use the emergency phone.

Be prepared to tell the operator your:

1. Name
2. Location of the Incident
3. Building name or number, room number, floor, area or department, phone number from which you are calling.
4. Nature of emergency and type of service you require (e.g. first aid, security, ambulance, police).
5. Extent of the emergency and the number of persons involved
6. **Stay on the line until the operator asks you to hang up.**
7. **Do not leave the general area unless in personal danger.**
8. If you must leave the area to make another emergency call from another area, be prepared to tell the operator your new location and all of your emergency details once again.

Report all injuries/accidents to a First Aid Attendant or if the injury did not require first aid treatment directly to the Health & Safety Services Office (250-740-6283) and to your Supervisor. WCB benefits may apply to any work-related injury while you are:

- Employed by Vancouver Island University, either full or part-time.
- An Apprenticeship student
- Any student participating in a recognized practicum placement, job shadowing or work experience activity within BC.

Information on WCB Coverage for Students under an Apprenticeship Program, Practicum Placement, Job Shadowing or Work Experience activity is available on the Health & Safety Services website or call 250-740-6283.

EVACUATION

Situations requiring evacuation are varied and include, but are not limited to: fires, hazardous material releases, bomb threats and earthquakes. The need to evacuate in any situation will be determined by emergency personnel and you will be advised if/when evacuation is necessary.

IF EVACUATION IS NECESSARY:

1. If appropriate, secure any hazardous materials and turn off mechanical equipment.
2. **Calmly proceed to nearest exit** – in case of fire check doors for heat before opening.
3. **Follow instructions** from Emergency Personnel/Emergency Wardens.
4. Use a stairway for exit. **Do not use elevators.**
5. **Walk – do not run, push or crowd.** Use handrails in stairways. Assist people with disabilities to exit the building or move them to an area of safe refuge.
6. **Move away from the building quickly** – watch for falling glass and other hazards.
7. Move to your emergency meeting location (assembly points) and stay there so that all persons may be accounted for.
8. **Never re-enter the building until notified by emergency wardens that it is safe to do so.**

HOW TO ASSIST PERSONS WITH DISABILITIES

Persons who are unable to walk

Persons who are unable to walk have varying needs and preferences. They may also have additional respiratory complications due to the smoke and fumes. You need to:

1. Take them to a designated safe evacuation area.
2. Stay with them until qualified Emergency personnel arrive.

Do not attempt to carry out any person with a physical disability unless their personal safety is immediately threatened.

If it is absolutely necessary to remove a person from their wheelchair, secure the assistance of at least 2 other people. Always consult the person with the disability as to their preference with regards to:

- Ways of being removed from the wheelchair;
- Being carried forward or backward on a flight of stairs;
- Whether to move extremities when lifting because of limitations/accessories
- Whether to bring seat cushion pad;
- What type of “after care” is needed (e.g. stretcher, cushioned chair, car seat),

No attempt should be made to maneuver a wheelchair down stairs.

Persons with Visual Disability

Persons who have a visual disability are likely familiar with their immediate area.

In the event of an emergency:

1. Tell the person the nature of the emergency.
2. Guide them to safe area of refuge by offering your elbow as guiding assistance. As you walk, tell the person where you are and advise them of any obstacles.
3. Orientate the person to the safe refuge area.
4. Stay with the person until assistance arrives.

Persons with a Hearing Disability

Persons who have a hearing disability may not perceive emergency alarms. They need to know what the emergency is and what to do.

- 1. Alert person of the emergency by:**
 - Turning the lights on and off.
 - Making eye contact, allowing the person to read your lips saying: “fire – follow me.”
 - Using gestures or writing a note telling what is happening.
- 2. Take person to designated safe area.**
- 3. Stay with the person to provide reassurance.**

REMEMBER...STAY CALM!

POWER OUTAGE

- Remain calm and in place.
- Emergency lighting exists in most buildings to assist evacuation if necessary
- Ensure computer and other electrical equipment is turned off.
- Facility Services personnel and/or designated Vancouver Island University employees will advise you of pertinent information and steps to take.
- You will be advised if the power outage will be of sufficient length that for safety or other reasons, Vancouver Island University shall be temporarily closed.

CAMPUS CLOSURE PROCEDURE

If it is necessary to close any campus at Vancouver Island University due to weather conditions, announcements will be carried on your local radio stations and on the Vancouver Island University website: www.viu.ca

If closure occurs overnight:

- Messages will be carried on local radio stations starting at 6 a.m.
- The main Switchboard for most campuses will announce the closure, starting at 6 a.m.

If closure occurs during the day or evening:

- The main switchboard for each campus and the local radio stations will carry closure messages.
- Employees will be notified via telephone voice-mail messages or an “all employee” e-mail.
- Area secretaries will notify instructors affected by the closure.
- Instructors will notify students of impending closure.

EARTHQUAKE PREPAREDNESS

A major earthquake could occur at any time in British Columbia. Careful planning and preparation by individuals can minimize injuries, prevent panic and facilitate rescue and cleanup.

When an earthquake occurs, a loud rumbling noise may be heard for a few seconds before the shaking actually begins. During these few seconds, if possible, take advantage of the opportunity to move to a safer location.

Many injuries occur when people panic. Be prepared, remain calm, and think before moving.

What are the Biggest Dangers?

- Falling objects such as lighting fixtures, pictures, items in cupboards and on shelves, ceiling tiles and fixtures, furniture, file cabinets and bookshelves.
- Swinging doors and broken windows.
- Possible fires from broken natural gas lines, electrical short circuits, spilled chemicals or other causes.
- Electrical shock hazards. Be aware of potential hazards from electrical equipment and avoid those areas.

During the Earthquake

- **If you are inside a building, “DUCK, COVER AND HOLD.”**
Take cover underneath a desk or table and grasp the legs. If there is no furniture, anchor yourself, keep low, kneel or sit on the floor to maintain your balance. Protect your head and neck. Count slowly to 60. Face away from objects that could fall on you. Stay away from windows, skylights and shelves. Falling debris may cause injury. Stay where you are. **Do not run**, as there is a danger of falling debris.
- **If you are in an elevator**, hit all floor buttons and get out when you can. If the power fails, the elevator will stop and the lights will remain off until emergency power is restored. Call for help using the emergency telephone in the elevator and wait for assistance.
- **If you are in a classroom or crowded place**, stay at your seat, get close to the ground and try to protect yourself from falling debris. Avoid running to the exit. Wait for the building movement to stop and the crowd to disperse. Help people to evacuate. Proceed to the designated evacuation area assembly point and stay calm.
- **If you are outdoors**, move to an open area away from buildings, power lines or large trees. Look for available shelter to protect you from flying debris and falling objects. Anchor yourself, get low to the ground and balance yourself using your hands. Do not enter any building. Do not run.
- **If you are in a vehicle**, safely pull over and bring the vehicle to a stop, ensuring that you are not on or under any bridge or overpass, or near overhead power lines or beside a telephone pole. Stay in vehicle. If you must move your vehicle, drive to a safe open area.
- **If you are in a wheelchair**, stay in the chair. Move to a safe place away from glass, tall bookcases, etc. Lock the wheels and cover your head with your arms to protect yourself from falling debris.

AFTER THE EARTHQUAKE

- Once the shaking has stopped, calmly evacuate the building using the nearest safe exit. Help injured people to evacuate. Do not use elevators. Replace any telephone handsets that have been shaken off. **Do not try to use the telephone except to report fires or serious medical emergencies.** If the phones still work, they will be needed for emergency communications. Go to the designated evacuation area.
- Facilities Services staff and designated Vancouver Island University employees will coordinate the emergency response and liaise with available Emergency Services.
- Please report any concerns relating to injuries, fire, gas leaks, chemical spills or other dangerous situations to your Campus Emergency Number, to Facilities Services and/or other designated individual (e.g. Emergency Warden). Leaking natural gas may or may not have a noticeable odour. **Do not** light matches, lighters, cigarettes, or candles, or attempt to turn on light switches until you are sure there are no gas leaks or flammable vapours present. **Do not** smoke near buildings.
- Listen to a battery operated radio or a car radio for instructions and follow them.
- If stuck, be prepared to stay in your building overnight and perhaps longer. Do not move seriously injured persons unless they are in danger of further injury.
- If qualified in first aid, provide assistance to injured persons. If not, provide support and assistance to those around you and remain calm until help arrives.
- Be prepared for aftershocks. **Do not re-enter damaged buildings** until/unless authorized. Aftershocks are probable and the building may have structural damage that may not be visible.
- Wear sturdy shoes, gloves, and protective clothing if there is debris, especially broken glass.
- If the main water supply is off, in an emergency, water from water coolers, melted ice cubes, water heaters, and toilet tanks, may be used.

When can you go home/back to work?

- When the **Authorities** say it is safe for you to do so. In a serious quake access routes will be blocked. Depending on the severity of the quake, this may happen quickly, or it may take up to 72 hours or more.
- Permission will likely be given after the worst hazards (e.g. fires) are under control, the streets have been cleared and it is safe to travel.
- Other information will be made available once the severity of the earthquake has been assessed and decisions made regarding resumption of work/classes.

Other information

The above suggestions are specific to emergency response while at Vancouver Island University. Additional information on earthquakes is available from the Provincial Emergency Program in Victoria at (250) 952-4913 or <http://www.pep.bc.ca>.

To report a disaster to the PEP Emergency Coordination Centre call 1-800-663-3456.

More information can be found on the Health & Safety Services website or call 250-740-6283.

PSYCHOLOGICAL CRISIS / EFAP

From time to time, a person's ability to manage stress may not be sufficient to get that person through a difficult time and a serious psychological crisis may occur. You may be witness to a person in psychological crisis or you may even be the victim of such a situation. If a psychological crisis occurs, (e.g. depression, disorientation, suicide attempt, confusion, panic, etc.), **help is just a phone call away.**

If you witness an individual in serious distress, request First Aid:

Nanaimo and Cowichan dial 6600
Parksville/Qualicum dial 250-951-3000
Powell River dial 8121

Another option is to call one of the Community Crisis Lines:

Nanaimo Crisis & Info Line (Nanaimo, Ladysmith): (250)754-4447
Cowichan Crisis & Info Line: (250) 748-1133
Parksville Crisis & Info Line: (250) 248-3111

Follow the Emergency First Aid reporting procedures for individuals in serious distress:

- Inform the Dispatcher whether any drugs, medications, alcohol, or weapons may be involved.
- Unless your safety is threatened, stay with the victim and wait for emergency response personnel to arrive.
- Stay calm and do not incite panic in others.
- Be sensitive to the victim's family and friends during the crisis.

Vancouver Island University Employee Family Assistance Program (EFAP)

Counseling is available through the EFAP provider contracting to VIU (FGI World). Vancouver Island University employees and their families in dire need can access this confidential, third party counseling service. Refer to the EFAP brochure available through the VIU Human Resources Office at 250-740-6284 or the VIU Human Rights Office at 250-740-6430.

Call FGI World – Toll Free 1-800-268-5211
or visit their website at www.fgiworldmembers.com

EFAP provides the following services:

- Stress Management
- Effective Communications
- Work Problems (dealing with)
- Effective Parenting
- Financial Counselling
- Health, Alcohol, Drug Problems (dealing with)
- Relationship Problems (dealing with)

PERSONAL SAFETY/SECURITY

Security Service:

- If you must walk the campus after dark and are concerned about walking alone, ask an available co-worker or friend for assistance. Use the “buddy system.”
- Security on the Nanaimo Campus (call 250-740-6600) can be contacted in the evenings and on weekends to escort you to your vehicle or to the bus stop.

When walking or driving:

- Be aware of your surroundings and alert to potential dangers. Do not use earphones (e.g. I-Pods, MP3 players) while walking alone.
- Females should keep their purse clutched around an arm or hanging across their chest/shoulder instead of hanging off one shoulder.
- Hold keys in hand with keys pointed outwards in between each finger and use for self defence if necessary.
- Walk with confidence. Maintain distance (personal space) from other people. Display outrage if threatened, not fear.
- **If you feel endangered, yell or scream: “HELP”, “FIRE”, or “POLICE” and escape to a safe location.**

When on a date:

- Know yourself and your own capabilities. Set limits early and communicate those limits.
- Try to find an easy way out of potential rape/assault situations.
- Stand up for yourself.
- Do not leave any drink or food unattended, ask someone you fully trust to watch it for you, or consume it before you leave where you are sitting.

When at home:

- Lock your doors and windows at night.
- Do not respond to obscene callers. Hang up and follow the instructions provided by your telephone company regarding obscene or harassing phone calls. Report such incidents to the police.

Rape/Assault Prevention:

Anyone can be a victim of rape/assault. Be aware of the different possibilities and be prepared to take whatever actions necessary.

On campus, if you are a victim of a sexual assault, report the incident immediately to the police by calling – Nanaimo, Cowichan or Deep Bay dial 6600. Parksville/Qualicum dial 911. Powell River dial 604-485-6255 and then report incident to local 8121.

Counselling is also available to employees through FGI World at 1-800-268-5211 or through their website at: www.fgiworldmembers.com. YOU WILL BE ASSISTED.

EMERGENCY PHONE NUMBERS

Air or Marine Emergency 1-800-567-5111 or cellular*311
Crime Stoppers/Tips 1-800-665-8477
Forest Fire Reporting – BC Only 1-800-663-5555 or cellular*5555
Help Line for Children (Reporting of child abuse & neglect) 310-1234
(no area code needed)
Provincial Emergency Program 1-800-663-3456
RCMP Coastal Watch 1-888-855-6655
Youth Against Violence Line 1-800-680-4264

NON-EMERGENCY PHONE NUMBERS

Internal Numbers	Prefix Local
Health & Safety Services Office (Nanaimo Campus).....	(250) 740-6283
Facilities Services (Nanaimo Campus).....	(250) 740-6500
Human Rights Advisor (Nanaimo Campus).....	(250) 740-6430

External Numbers	Phone Number
Provincial Emergency Program (serving B.C.)	(250) 952-4913
RCMP (non-emergency) – (Report on-campus crime through Facilities Services)	
Nanaimo.....	(250) 754-2345
North Cowichan.....	(250) 748-5522
Parksville/Qualicum	(250) 248-6111
Powell River	(604) 485-6255

Workers' Compensation Board (WorkSafeBC)	
General Information – Claims/Other	1-888-922-2768
Workplace Safety & Health Information	1-888-621-7233
Nanaimo Area Office	(250) 751-8000

Other Important Numbers

Location First Aid Attendants: (Report ALL injuries through 6600)

Name: _____

Phone #: _____ Room #: _____

Name: _____

Phone #: _____ Room #: _____

Emergency Warden:

Name: _____

Phone #: _____ Room #: _____

Name: _____

Phone #: _____ Room #: _____

Supervisor:

Name: _____

Phone #: _____ Room #: _____

Prepared by the Health & Safety Services Office and Facilities Services Office