



TORONTO  
EATON CENTRE

*In. To. You.*

# EMERGENCY PREPAREDNESS



OFFICE

We are pleased to provide you with a step by step guide that will assist your business operation in the event of an emergency.

You are requested to review these procedures regularly at staff meetings. Pre-planning and a common sense approach will assist your business operation in the event of an emergency.



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USE OF CREST COURTESY OF THE  
TORONTO POLICE SERVICES BOARD



# SECURITY & LIFE SAFETY TEAM

The diverse group of individuals who make up the Security & Life Safety team are trained professionals.

## EMERGENCY RESPONSE



## SECURITY & SAFETY



## INSPECTION, TESTING & MAINTENANCE



## EDUCATION & TRAINING



## PLANNING & PREPAREDNESS





# EMERGENCY TELEPHONE NUMBERS

Toronto Fire Services	<b>911</b>
Toronto Police Services	<b>911</b>
Toronto Emergency Medical Services	<b>911</b>

## **Toronto Eaton Centre**

SECURITY & LIFE SAFETY	416-598-8547	<b>24 Hrs</b>
FIRE & LIFE SAFETY	416-598-8547	<b>24 Hrs</b>
TEC SERVICE CENTRE	416-598-8738	<b>24 Hrs</b>
TEC MANAGEMENT OFFICES	416-598-8700	
TEC EMERGENCY INFORMATION HOTLINE	416-598-8640	

## **Building Addresses & Exterior Assembly Areas**

250 YONGE STREET . . . . .	Trinity Square <i>Courtyard</i>
20 QUEEN STREET . . . . .	Old City Hall <i>Front Lawn</i>
1 DUNDAS STREET . . . . .	Trinity Square <i>Courtyard</i>
220 YONGE STREET . . . . .	Trinity Square <i>Courtyard</i>



# FIRE

## If You Encounter Fire;

- 1. Yell out “Fire, fire, fire!” Close doors to fire area.**  
*This alerts occupants in the area of the hazard.*
- 2. Activate / pull the nearest fire alarm pull station.**  
*This alerts the occupants of the building.*
- 3. Call **911** from a safe location.**  
*This alerts the fire department. State exact location of fire, floor and building address.*
- 4. Call Security & Life Safety – 24 Hour Command Centre from a safe location. **416-598-8547****  
*This confirms the fire with Security & Life Safety personnel. State exact location of fire, floor and building address.*
- 5. Use the nearest exit to leave the building.**  
*Close doors behind you. Do not use elevators.*
- 6. Once outside the building, move to the predetermined evacuation assembly points.**  
*(Old City Hall Front Lawn / Trinity Square Courtyard)*
- 7. Conduct an employee head count, and advise emergency services of persons unaccounted for.**
- 8. Do not return until it is declared safe to do so by TEC Security & Life Safety.**

**If you cannot leave your tenant premises or have returned because of smoke or fire, utilize alternate exits. If also blocked:**

- Close the door and keep it closed.
- Dial **911** and inform the Fire Department of your exact location.
- Seal all cracks with wet towels or masking tape.
- Move to the most protected area of the room.



# FIRE ALARM

## If You Hear The Fire Alarm;

### 1. Alert Signal (Slow Intermittent Alarm Tone):

*This identifies that an "alert" condition exists.*

**ACTION:** You should prepare to evacuate should the signals change. Listen for emergency Public Address announcements. Refresh yourself with the nearest exit locations, save computer work, prepare shoes and jacket (depending on weather) should the alarm tones change.

### 2. Evacuation Signal (Fast Intermittent Alarm Tone):

*Identifies that a condition exists that requires you to evacuate your floor.*

**ACTION:** Leave immediately via nearest exits. Do not use elevators. Take all visitors / contractors with you. Listen for public address announcements. Evacuate to street level and once outside the building, move to the predetermined evacuation assembly points. *(Old City Hall Front Lawn / Trinity Square Courtyard)*

## Persons Requiring Assistance

Persons requiring assistance need not be evacuated from the floor; yet must be taken from the area of immediate danger to a place of safety. Persons requiring assistance are to report to the exterior emergency stairwell and await the arrival of Toronto Fire Services for assistance. Fire phones, located at each emergency stairwell are used to notify emergency personnel of your location and status.



# EVACUATION

## **Evacuation Signal (Fast Intermittent Alarm Tone):**

*Identifies that a condition exists that requires you to evacuate.*

### **ACTION:**

1. Remain calm.
2. Lock and close each door in your tenant space as you leave  
- DO NOT lock doors on the fire floor.
3. Report the whereabouts of persons requiring assistance via **911** or fire phones located at the emergency stairwells.
4. Leave immediately via nearest exit. Take all visitors with you. Listen for emergency broadcasts. Evacuate to street level.
5. Assist persons who require assistance in evacuating.
6. Once outside, do not congregate near entrances. Building occupants should go to emergency assembly points.  
*(Old City Hall Front Lawn / Trinity Square Courtyard)*
7. Do not return into the building until advised by TEC Security & Life Safety.

## **If You Encounter Smoke During Evacuation**

### **ACTION:**

1. Stay low.
2. Take short breaths and crawl if necessary.
3. Do not stop. Stay close to walls and locate exit.

**If you cannot leave your tenant premises or have returned because of smoke or fire, utilize alternate exits. If also blocked:**

- Close the door and keep it closed.
- Dial **911** and inform the Fire Department of your location.
- Seal all cracks with wet towels or masking tape.
- Move to the most protected area of the room.

## **Persons Requiring Assistance**

Persons requiring assistance need not be evacuated from the floor; yet must be taken from the area of immediate danger to a place of safety. Persons requiring assistance are to report to the exterior emergency stairwell and await the arrival of Toronto Fire Services for assistance. Fire phones, located at each emergency stairwell are used to notify emergency personnel of your location and status.



# BOMB THREAT

## Telephone Bomb Threat;

1. All bomb threats must be taken seriously.
2. Remain calm and courteous.
3. Keep caller on line as long as possible.
4. Attempt to ask the following questions:  
What time will the bomb explode? \_\_\_\_\_  
Where is it? \_\_\_\_\_  
What does it look like? \_\_\_\_\_  
What is your name? \_\_\_\_\_  
Why did you do this? \_\_\_\_\_
5. Document the following:  
Name, age and sex of caller \_\_\_\_\_  
Background noises \_\_\_\_\_  
Call display number \_\_\_\_\_  
Verbal Accent \_\_\_\_\_  
Verbal Diction \_\_\_\_\_  
Mannerisms \_\_\_\_\_
6. Notify Toronto Police Service.  
Dial **911**
7. Notify Toronto Eaton Centre Security & Life Safety.  
Dial **416-598-8547**
8. Notify office manager, remain calm, await the arrival of emergency personnel.

If ordered to evacuate – Gather purses, briefcases & bags. Evacuate as per evacuation procedure.



# INJURY OR ILLNESS

- 1. Notify Toronto Emergency Medical Services.**
  - Call **911** - Be specific with your exact location.
  - Ask the 911 Operator for “Ambulance” immediately.
  - Listen carefully to the EMS Dispatcher, answer questions to the best of your ability.
  - Follow the directions of the EMS Dispatcher, who will assist you in providing immediate care.
- 2. Notify Toronto Eaton Centre Security & Life Safety.**
  - Call **416-598-8547**. Be specific with your location.
  - When possible, have someone with you call Security & Life Safety so you can continue to receive direction from the EMS Dispatcher.
  - Ensure you advise Security & Life Safety where you told Emergency Services to respond to.
- 3. Do not move ill or injured persons unless it is unsafe for them at the emergency scene.**
  - Monitor the patient for the A, B, C's (Airway, Breathing & Circulation). Do what you can to treat life threatening situations (A,B,C's) until help arrives.
  - Contact **911** if the patients' condition changes. The EMS Dispatcher will provide you with additional direction on how to further assist the patient until help arrives.
- 4. Toronto Eaton Centre Security & Life Safety personnel will respond to your location.**
- 5. Toronto Eaton Centre Security will meet and escort emergency services personnel to the location of the emergency.**

**For First Aid  
& CPR Training,  
contact the  
Fire & Life Safety  
Department.**





# THEFT OR FRAUD

1. **Notify Toronto Eaton Centre Security & Life Safety.**  
Call **416-598-8547**
2. **Provide the following information:**
  - a. Building / Office Name.
  - b. Floor level and location.
  - c. Details of event.
  - d. Your name and telephone number.
3. **Notify your Office Manager.**
4. **Security personnel will respond, investigate and document a report on your behalf.**
5. **Upon your request, Toronto Police Services may be contacted.**



For assistance with Theft / Fraud Prevention Programs, please contact the Security & Life Safety Department.



# ROBBERY

- 1. Notify Toronto Police Service.**
  - Call **911**
  - Advise of any injuries.
  - Advise if weapons were used.
  - Give detailed description.
- 2. Notify Toronto Eaton Centre Security & Life Safety.**
  - Call **416-598-8547**
  - Advise of any injuries.
  - Advise if weapons were used.
  - Give detailed description.
- 3. Do not move, touch or disturb anything.**

*Toronto Police Service will collect evidence.*
- 4. Request witnesses to await the arrival of Toronto Police.**
- 5. Try to document the following:**

Description of the suspect \_\_\_\_\_  
What did the suspect say? \_\_\_\_\_  
Description of clothing \_\_\_\_\_  
What did the suspect take? \_\_\_\_\_
- 6. Await the arrival of emergency personnel.**



For assistance with Robbery Prevention Programs, please contact the Security & Life Safety Department.

# SUSPICIOUS PERSON(S)

- 1. Notify Toronto Eaton Centre Security & Life Safety.**  
Call **416-598-8547**
- 2. Provide the following information:**
  - a. Building / office name.
  - b. Floor level and location where person(s) is located / last seen.
  - c. Physical description.
  - d. Details of situation.
  - e. Your name and telephone number.
- 3. Security & Life Safety personnel will respond, investigate and document a report on your behalf.**
- 4. When required, Toronto Police Services may be contacted.**

Contact Security & Life Safety to report any activity that you feel may be suspicious.



# SUSPICIOUS PACKAGE

If you suspect a letter or package to be suspicious:

1. Do not touch or further handle it.
2. Isolate the immediate area. Do not use cellular phones near the immediate area.
3. Contact security immediately for the appropriate assistance at **416-598-8547**.

A “suspicious” package may involve any of the following:

- Unusual or unexpected point of origin
- Unusual restrictive markings (*ex: Personal, To be opened by, Fragile, Rush, Do not delay delivery*)
- Excessive weight or thickness for envelope size
- “Cut and paste” lettering or improvised labels
- Unusual odour
- Metallic components
- Oil or grease stains
- Inaccurate address
- Excessive postage
- Small holes
- Protruding wire
- String or metal foil
- Excessive wrapping
- Unbalanced or lopsided letters/parcels
- No return address





# AGGRESSIVE CONFRONTATION

In the event of an aggressive confrontation:

1. **Notify Toronto Police Services.**  
Call **911**
2. **Notify Toronto Eaton Centre Security & Life Safety.**  
Call **416-598-8547**
3. **Remove yourself from the unsafe situation.**

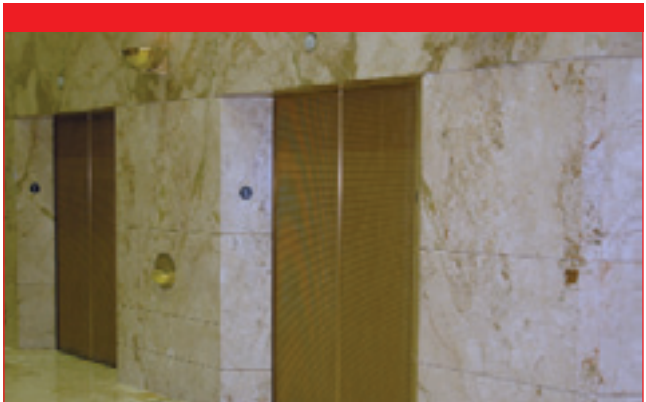


Security & Life Safety is available  
24 Hours a Day and 7 Days a week.

When calling for assistance, please be  
specific with your location.

# ELEVATOR MALFUNCTION / ENTRAPMENT

1. Remain calm.
2. Depress the **EMERGENCY CALL** button located on the elevator interior wall panel repeatedly. If there is an intercom, press until emergency contact is made.
3. Remain calm.
4. At time of contact, give your location and your condition.
5. Remain calm.
6. Security & Life Safety personnel are immediately dispatched.
7. Elevator personnel are immediately dispatched.
8. Do not try to free yourself. Remain calm and await instructions.





# POWER FAILURE

1. Notify Toronto Eaton Centre Service Centre.  
*Call **416-598-8738**. Toronto Eaton Centre Service Centre will investigate.*
2. Lock & Secure confidential information.
3. Advise all personnel to exit the affected area(s).
4. **If the power failure is building wide, remain in a safe area and await instructions from emergency personnel through the emergency paging system.**

Contact the TEC Emergency Information Hotline for emergency updates. **416-598-8640**



## SAFETY TIP

Each Office should maintain portable flashlights with spare batteries.

This will allow the safe exit of patrons / staff and assistance in evacuating.





# FIRE PREVENTION

**Fire Prevention is everyone's responsibility. As tenants, it is extremely important that the following safety precautions are adhered to at all times. The Fire & Life Safety Department is available for assistance and inspections.**

**Do not allow any of these simple safety measures to lapse.**

- Emergency exit signs are to be illuminated at all times. Burned out bulbs should be changed immediately.
- Sprinkler heads shall not be obstructed as to prevent the distribution of water.
- All means of exit from your floor should remain free of objects that may interfere with quick and easy escape. The area immediately adjacent to fuse or breaker panels must also be accessible at all times.
- A minimum 18-inch clearance between sprinkler heads and placement of stockroom items or office furniture must be maintained at all times.
- All electrical outlets should be inspected to ensure and prevent overloading of circuits.
- Premises with kitchen exhaust system and grease traps shall ensure those units are thoroughly cleaned by a certified contractor a minimum of once every six months and be ready to supply written proof that such work has been done.
- Exit routes and stairwell entrances shall be kept free from obstructions.
- Failure to comply with this important safety measure can lead to the forced closure (under the Ontario Fire Code) until the work has been satisfactorily completed.
- All staff shall be familiar with these emergency procedures.

**YOUR LIFE COULD DEPEND ON IT !**



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