



Emergency Response Plan

All Locations

October 2025

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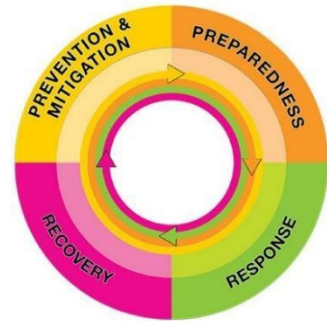


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1. OVERVIEW

The Emergency Response Plan (ERP) provides emergency guidelines for staff, students, and visitors at College locations. The main objectives of the plan are to:

- Prevent injury or loss of life
- Prevent escalation during an emergency
- Provide guidance for emergency response
- Restore regular operations in a timely manner



Definition

An emergency may be classified as any condition resulting from a natural or human-made disaster that has the potential of placing human lives in danger and/or which could create significant damage to College property. Examples include fire, chemical spill, explosion, bomb threat, hostage taking, acts of violence, sabotage or other tragic situations.

An incident is an unwanted, unplanned event that disrupts the orderly flow of the work process; it may or may not involve injury to people, damage to equipment, or a potential loss situation. Incidents also include near misses.

Scope

The Emergency Response Plan will apply to all building occupants including students, staff, visitors, and contractors at campuses, Corporate Office and at off-site college locations.

Review

The Emergency Response Plan will be reviewed and updated annually, or on an as needed basis, by the [Emergency Coordinators](#), and [Emergency Manager](#).

Reporting

Refer to the [Injury Incident Reporting Guidelines](#)

2. EMERGENCY RESOURCES

Emergency Contact List

Campuses and Corporate Office have local teams comprised of staff members to manage emergencies when they occur. The Emergency Contact List includes important contact information for these staff members.

Emergency Resource Lists

Each location will maintain and ensure information related to emergency resources is updated annually, or more frequently if needed. The Emergency Resource lists include important information which is specific to each location like Emergency Response Teams, Emergency Organizations, Incident Command Posts, Evacuation Sites, Fire Wardens / Area Sweeps, Assembly Points / Muster Stations, Medical Aid Locations, First Aid Kit Locations, and Floor Plans.

Emergency Training Courses

The College now offers a variety of online training course related to emergency and incident response including the orientations courses for Employee Health and Safety, Fire Wardens, and First Aid Providers.

3. EMERGENCY SITES

Incident Command Posts

The Incident Command Post is the primary location for on-scene incident command and management. Typically, the post is located at or near the incident site and is the center for management of on-scene and tactical operations. Planning and communications could also be coordinated from this location. Although it is a less desirable option, incident command can also be located off-site.

In the event of an emergency, College locations will have designated on-site and off-site Incident Command Posts.

Evacuation Sites

The Emergency Evacuation Site is a designated off-site location where shelter is obtained during an emergency. The evacuation site is used when it is deemed unsafe to be at a building.

Assembly Points (Muster Stations)

Assembly Points, also referred to as Muster Stations, are designated areas on-site, which are to be used in case of emergency situations where building evacuation is necessary. These areas are intended to provide a safer area for individuals to stand while waiting for emergency personnel to respond. Assembly Points should be in open areas away from buildings, easily and safely accessible, large enough to accommodate all building occupants, located away from power lines, poles, trees, gas lines and vehicles.

4. FIRST AID KITS & MEDICAL AIDS

College locations are equipped with first aid kits and medical aids including defibrillators (AED), Narcan Nasal Spray, and Epi Pens.

First Aid Kits

Under N.B. Reg. 2020-36, s. 2; 2023-45, s. 8, the College is required to supply first aid kits which are compliant with the CSA Group standard Z1220-17 (R2021). First aid is emergency care given immediately to an injured person. The purpose of first aid is to minimize injury and future disability. In serious cases, first aid may be necessary to keep the victim alive.

Defibrillators (AED)

An automated external defibrillator (AED) is a portable electronic medical device used on a person experiencing sudden cardiac arrest, a condition where the heart unexpectedly stops beating.

A sudden cardiac arrest happens when the heart has abnormal or irregular heart rhythms causing the individual to lose oxygen and blood flow to the brain and other vital organs. AEDs are programmed to automatically detect these abnormal rhythms and deliver a controlled electric shock, known as defibrillation, to reset the heart back into a normal rhythm.

According to the Heart and Stroke Foundation of Canada, the immediate use of an AED along with cardiopulmonary resuscitation (CPR) can increase the chance of survival by 75% or more.

There are various types of AEDs and manufacturers. Regardless of the manufacturer or the model, they function in the same manner once the unit is powered on.

The AED machine consists of sticky pads with electrodes (sensors) which are applied to the chest of the person having a cardiac arrest. The electrodes analyze the person's heart rhythm and relays this information to the processor in the AED to determine if an electric shock is needed. If it detects abnormal heart rhythms, the device sends an automatic controlled shock through the electrodes to the heart.

NARCAN Nasal Spray (Naloxone)

NARCAN Nasal Spray is designed to rapidly reverse the effects of a life-threatening opioid emergency. It is used to "revive" someone during an overdose from many prescription pain medications or street drugs such as heroin. Narcan is safe to use even if opioids are not present.

Epi Pen (Epinephrine Auto-Injector)

During an allergic reaction, the immune system can react very severely. With severe allergies, a potentially life-threatening reaction called anaphylaxis can occur. Anaphylaxis can cause shock, a drop in blood pressure, and trouble breathing. In some cases, death may occur.

Epinephrine, also known as adrenaline, is a drug that can slow down or stop an anaphylactic reaction.

An epinephrine auto-injector is a device that has a syringe and needle that can inject a single dose of epinephrine. Commercial brand names include EpiPen®, Auvi-Q® or Allerject®, and others.

5. EMERGENCY RESPONSE

Panic during an emergency must be avoided. An effective response can be accomplished quickly by ensuring that our Emergency Response Teams are trained and knowledgeable of emergency procedures. In addition, staff and students must know their responsibilities and roles during an emergency and must:

- Understand emergency procedures.
- Participate in drills and tabletop exercises.
- Attend training, as required.

Emergency Response Team (ERT)

The Emergency Response Team provides immediate assistance to building occupants, organizes volunteers and support staff, and collects intelligence that will assist first responders with prioritization and allocation of resources. In the event of an emergency, members of the Emergency Response Team will be easily identified by a bright vest.

Emergency Coordinator

The Emergency Coordinator is the Facilities Manager at all locations. The Emergency Coordinator will direct all emergency evacuations and will be a designated liaison with First Responders (Police, Fire Fighters, Paramedics). The Emergency Coordinator will maintain communication with the Emergency Response Team and Emergency Manager.

Responsibilities:

- Ensure fire and life safety equipment is visible and functioning accordingly.
- If available, ensure portable radios are functioning.
- Provide leadership to the Emergency Response Team.
- Lead the review of all emergencies and incidents upon completion, whether exercises or real situations.

Emergency Manager

The Emergency Manager is the Director, Facilities and Ancillary Services. They are responsible for the overall management of an emergency.

Responsibilities:

- As Chairperson, Leads the Emergency Operating Group.
- Ensures Emergency Response Team members and Emergency Coordinator complete incident response training.
- Ensures the Emergency Response Plan and related documents are reviewed and updated accordingly.

Emergency Operating Group (EOG)

The purpose of this group is to lead the College's operational response and planning during emergencies, while ensuring that the College can continue to achieve our operational requirements. The group will ensure priorities and objectives assigned by the Emergency Steering Committee for Prevention, Mitigation, Preparation, Response, and Recovery activities in emergency situations are implemented as required. The group will also make recommendations to the Emergency Steering Committee on emergency matters that require senior leadership guidance, or approval. Members represent the College as a whole. Members will consider the impact of their proposals on all departments of the College. Decisions will reflect the best interests of the organization and will be made in collaboration with key stakeholders, whenever reasonable or possible.

Emergency Steering Committee (ESC)

The Emergency Steering Committee provides senior-level leadership when an emergency occurs to ensure that the College can continue to achieve our operational requirements. Where the President is ultimately accountable for the College's response to an emergency, responsibilities have been assigned pursuant to the terms of references for the Emergency Steering Committee and the Emergency Operating Group. The committee ensures that the Emergency Operating Group sets priorities and direction for Prevention, Mitigation, Preparation, Response, and Recovery activities in emergency situations.

Communications

The **Crisis Communications Plan** is designed primarily for NBCC to promote effective communication across the College in the event of an emergency or crisis. The Crisis Communications Plan takes effect when the Emergency Manager, or the Communications Lead (Manager, Strategic Communications) identifies an emergency or crisis that necessitates the prompt sharing of information with the College's internal and external audiences.

Emergency Notification Systems

In cases where the College must quickly notify building occupants of emergencies, the college uses the emergency notification systems, Regroup and Alertus. When the emergency notification system is activated:

- Students and staff will receive alerts via text, automated call, and email.
- Computer pop-ups will be displayed on NBCC networked computers.
- Announcements will be broadcast in buildings with PA systems.
- Wall-mounted beacons may flash, or beep. Exterior doors will lock automatically during a lockdown or hold and secure emergency.

Social Media

During ongoing emergency situations, the College will only post updates on official **myNBCC** social media accounts (Facebook and X/Twitter).

Media Inquiries

All media inquiries regarding the incident must be directed to the Communications Team Lead (Manager, Strategic Communications).

6. EVACUATION PROCEDURES

Responsibilities

Building Occupants

- At the sound of a Fire Alarm, or if an emergency evacuation alert is received, EVACUATE the building immediately using designated routes.
- Use stairwells as primary evacuation routes. Elevators must NOT to be used in an emergency.
- Assist people with disabilities, if required.
- Gather at designated emergency assembly points (muster stations) remaining approximately 50 meters away from the building and avoid standing in emergency lanes.
- Do not attempt to move vehicles unless told to do so by First Responders.
- DO NOT RE-ENTER the building until the all-clear alert is received.

Staff

- Understand emergency procedures and carry out responsibilities as outlined.
- Know the locations of nearby alarm pull stations, fire extinguishers, and first aid kits.
- Know the Fire Wardens in their area.

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Instructors

As part of orientation, instructors are to ensure that students are made aware of basic emergency procedures and any specific procedures related to their areas of study. Instructors are to evacuate the building with students and meet outside away from the building at assembly points (muster areas).

- Cease training immediately.
 - Ensure machinery is shut down.
 - Ensure gas-operated equipment is turned off.
 - Ensure exhaust fans are turned off.
- Close windows and doors. (DO NOT LOCK DOORS)
- Follow evacuation procedures.
- Ensure persons with disabilities are assisted in evacuation, designate assistants if required.
- Ensure students do not re-enter the building until the all-clear alert is received.

Managers

- Ensure that employees (direct reports) understand emergency procedures.
- Assist during an emergency if instructed to do so by First Responders, the Emergency Coordinator, Emergency Response Team, or Fire Wardens.
- Monitor evacuations and give directions as needed.

Fire Wardens (Area Sweeps)

Fire Wardens, also referred to as Area Sweeps, ensure the quick and complete evacuation of a building. Each section of a building will be assigned a Fire Warden. Their primary responsibility is to ensure their assigned area is evacuated promptly.

Responsibilities

- Notify all persons within their assigned areas to evacuate.
- Check their areas of responsibility, assist with the evacuation of building occupants, and ensure all have exited the building. This should be done as quickly as possible.
- Check for any injuries.
- Ensure all pertinent equipment has been turned off and that all doors and windows are closed. (DO NOT LOCK THE DOORS, JUST CLOSE THEM)
- Assist Emergency Coordinator, if requested to do so.
- Wear a bright vest to be easily identified.
- Ensure that persons with disabilities receive assistance.
- Convene outside at a designated meeting location to report the status of their assigned area to the Emergency Coordinator. Communication can also be made by cell phone or two-way radio.

In the event of a fire alarm during evenings and weekends, Security and Custodians will assist with building evacuation. It is imperative that the evacuation be brought to the attention of the Emergency

Coordinator as soon as practicable. It is also crucial to provide the Emergency Coordinator with as much information as possible so that the appropriate response can be initiated.

Evacuation Routes

Evacuation Plans (maps) are posted in common areas, and academic spaces. Instructors should ensure students are aware of primary and secondary evacuation routes. When choosing an evacuation route, consider the following:

- Elevators must not be used. A power failure could trap the elevator occupants.
- Evacuation routes will be the closest and easiest to access.
- Evacuation points must not be crowded.

Area of Refuge

An area of refuge is a place in a building designed to hold occupants during a fire or other emergency when evacuation may not be safe or possible. Occupants can wait there until rescued or relieved by First Responders, usually Firefighters. Most stairwells at College buildings are designated areas of refuge, if they are designed and constructed with fire separation from the remainder of the floor area. In addition, the landings are designed to accommodate wheelchairs and waiting people.

People who use refuge areas may include:

- Those who cannot reach a safe evacuation route.
- Persons with disabilities, and individuals assisting them.
- Elderly people.
- Very young children and infants.

Persons with Disabilities

A person with a disability is anyone with a permanent or temporary disability, who is unable to independently evacuate a building using the stairwell or other emergency means of egress. Always ask the individual how you can help before attempting any rescue technique or giving assistance. Students requiring assistance during a building evacuation should be identified prior to the start of their program.

Blind or Low Vision

- Explain the nature of the emergency.
- Provide verbal instructions to advise about the safest route or direction.
- Offer to guide the individual, especially if there is debris or a crowd.

Deaf or Hard of Hearing

- Get the attention of a person by turning the lights on and off, tapping the individual on the shoulder, waving your hands, or eye contact.

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- Clearly state the problem; face the individual, for those who read lips. Gestures and pointing are helpful; be prepared to write a brief, concise statement if the person does not understand.
- Offer visual instructions to show the safest evacuation route or direction by pointing towards exits or evacuation maps.
- Offer to guide the individual.

Limited Mobility or Wheelchair User

- Accompany the person with limited mobility or wheelchair users to a designated area of refuge.
- Persons assigned to evacuate a person with limited mobility or wheelchair users can physically carry the person to the bottom of the stairwell, if consent is provided.
 - Do not attempt this type of evacuation during exercises or drills.
- If evacuation is not possible:
 - Remain at the landing inside the stairwell and ensure fire rated doors remain closed.
 - Call 911 and notify them of your location.
 - Tell other building occupants evacuating the building to alert First Responders of your location.
 - Call the Emergency Coordinator and/or Security on their mobile phone and notify them of the location.
- Accompany the person with limited mobility or wheelchair users to the outside assembly point and remain with them until it is permitted to re-enter the building.
- If the person is not in the stairwell, immediately inform First Responders, Fire Wardens, and the Emergency Coordinator. Do not re-enter the building to search for the person.

7. EMERGENCY PROCEDURES

Fire

Person Discovering the Fire

- Extinguish the fire only if you can do it safely and quickly, always keeping yourself between the fire and the nearest exit.
- After the fire is extinguished, call the Emergency Coordinator and/or Security.
- In the event the fire cannot be extinguished, confine the fire by closing the doors, pull the nearest fire alarm and follow the evacuation procedure.

Building Occupants

- Close doors and windows in your immediate area.
- Evacuate the building by using the nearest exit.
- Do not use elevators.
- Avoid smoke filled areas.

Persons in Immediate Fire Area

- Feel the door from top to bottom. If it is hot, do not proceed; go back.
- If the door is cool, crouch low and open the door slowly. Close the door quickly if smoke is present so you do not inhale it.
 - Use material such as clothing to seal the door and air vents.
 - If smoke enters the room, stay low to the ground.
 - Call 911 to notify First Responders of your location.
 - If no other options are available, consider exiting the building through a window, or attempt to get to an area of refuge (most stairwells).
- If no smoke is present, exit the building by using the nearest exit.

Fire Related Injuries

- If a person is in flames, immobilize them; force them to get down on the ground and to roll back and forth. Act quickly. The person must avoid standing up, walking, or running to avoid activating the flames and risk burning their face or asphyxiation.
- Smother the fire at once with whatever is available: fire blanket, natural fiber clothing or blanket (wool, linen, cotton). Do not use synthetic fibers; they melt, catch fire easily and can stick to skin.
- Call 911 and then notify the Emergency Coordinator and/or Security.

Refer to the [Fire Safety Guide](#) for additional details.

Explosions

Building Occupants

- Fall to the ground and take shelter under a solid piece of furniture or any object that can protect you from glass or falling debris.
 - Protect your face and head with your arms.
 - Stay away from windows.
- Move away from the explosion scene and go to a safe area.
- If there is a fire, stay low to the floor and evacuate the building as quickly as possible.
- If you are trapped in debris and cannot escape, yell loudly and tap on a pipe or wall so that First Responders can hear where you are.
- Once the effects of the explosion have diminished, call 911 and then notify the Emergency Coordinator and/or Security.

Propane

Propane is used at most College locations. If a propane leak is detected or suspected, the following steps should be taken:

If possible, without compromising personal safety,

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1. Shut off the Propane Master Valve. The Master Valve is clearly marked.
2. Confine the fumes by shutting doors.
3. Sound building Fire Alarm so building evacuation can begin.
4. Call 911 and then notify Security and the Emergency Coordinator.
5. Fire Wardens will assist with building evacuation as per the evacuation procedure.
6. Do not smoke, ignite, or light any device which causes a spark or flame.

Hazardous Materials

Hazardous Materials Leaks

If a gas cylinder or other chemical container is leaking, and if in the judgment of the employee responsible for such materials presents any danger to themselves or the other building occupants, the following steps should be taken:

1. Confine the fumes or fire by shutting the door.
2. Sound the fire alarm so building evacuation can begin.
3. Fire Wardens will assist with building evacuation as per the evacuation procedure.
4. Do not return to the building until the all-clear alert is received.

Suspected gas leaks or suspicious odors should also be reported to the Emergency Coordinator and/or Security so appropriate action can be taken.

Hazardous Substance on Skin or Clothing

- Refer to the Safety Data Sheets (SDS) prior to exposing oneself to potentially dangerous substances.
- It is dangerous to leave contaminated clothing in contact with the skin. Fabrics of natural or synthetic fibers can react, stick to the skin and hold in contaminated substances, which could lead to complications that should be avoided. Modesty must not prevent a person from undressing if their clothing is contaminated by a chemical substance.
- Taking care not to touch the chemical substance with your bare hands, have the clothed person go under the shower immediately, or thoroughly rinse the contaminated surface with running water.
- Once the person is in the shower, remove all the contaminated clothing that is not stuck to the skin. You must avoid wasting time because of modesty. While removing the clothing, protect the face and take care not to project the toxic substance to the unaffected regions of the body. If necessary, cut the clothing using scissors.
- Have the person remove their jewelry. It may be preferable to remove the clothing before having the person go under the shower if the shower is too far from the accident location. If the substance is a toxic powder, delicately and cautiously brush the contaminated body surfaces to remove traces of the powder as much as possible before rinsing.
- Continue to shower or to rinse thoroughly for at least 15 minutes with lukewarm water. If it is a strong corrosive, the person must rinse for at least 30 minutes, even if the ambulance attendant must wait.
- Inform the First Responders of the chemical substance in question. Provide them with the Safety Data Sheets (SDS) of the chemical. The treatment can vary depending on the substance and the burn.

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- Do not apply any fats. Cover the chemical burn with sterile and moist gauze to prevent infection. If the surface is large, wrap the person in a clean sterile sheet, if possible.

Hazardous Substance in Eyes

- Refer to the Safety Data Sheets (SDS) prior to exposing oneself to potentially dangerous substances.
- When the eyes come into contact with a hazardous substance, go immediately to the nearest eye wash station or tap and rinse thoroughly while lifting the eyelids and rolling the eyes constantly in order to ensure the entire surface is rinsed. If one eye is affected, ensure that you do not splash the other while rinsing. Someone can help by rinsing the eye with water. They can also help keep the eyelids open. If applicable, have the person remove contact lenses while continuing to rinse.
- Any person who may be exposed to splashing of chemical substances should never wear contact lenses. Those assisting shall always wear proper PPE (Personal Protective Equipment).
- Rinse for at least 20 minutes, even if the ambulance attendants must wait. In some cases, it may be necessary to continue rinsing.
- Call 911 before you stop rinsing your eyes and follow their instructions.
- Cover the affected eye with sterile and dry gauze, ensure that the person is taken to the hospital, and send the Safety Data Sheets (SDS) for the substance.

Exposure to Smoke or Fumes

Take the person to an area with fresh air, away from the smoke and fumes. Remember to assess the risk to yourself when entering the contaminated area.

Ingestion of a Toxic Substance

Follow the instructions from the label on the product's Safety Data Sheets (SDS). Never give anything orally to an unconscious person. Try to find out exactly which substance was ingested and request a First Aid Provider by notifying Security. Call 911.

Contamination by Aerosolization

An example of this situation could include a small device being triggered, a warning that the air handling system is contaminated, or a warning that a biological agent was released.

- Call 911 to report the incident. Notify the Emergency Coordinator and/or Security immediately.
- Turn off local fans or ventilation units in the area.
- Leave the area immediately.
- Close the door or section off the area to prevent others from entering.
- Shut off the air handling system in the building, if possible.

Develop a list of all the people who were in the room or area. First Responders, and the Emergency Coordinator will need this list for their records and investigation.

Suspicious Packages

If you discover a suspicious package or object:

- DO NOT touch or disturb the object.
- Tell people nearby to avoid the immediate area.
- Notify Security to report the object.

Some characteristics of suspicious packages and objects include the following:

- Excessive postage
- Handwritten or poorly typed addresses.
- Incorrect titles
- Title but no name
- Misspelling of common words
- Oily stains, discolorations, or odor
- No return address.
- Lopsided or uneven envelope
- Protruding wires or aluminum foil
- Excessive security material such as masking tape, string, etc.
- Visual distractions
- Ticking sound
- Excessive weight
- Marked with restrictive endorsements, such as “Personal” or “Confidential.”
- Shows a city or province in the postmark that does not match the return address.

Bomb Threats

A bomb threat is usually made verbally or in writing. The intent of a bomb threat is to detonate an explosive or incendiary device, to cause property damage, death, injury, and fear, whether or not such a device actually exists. All bomb threats are to be considered seriously. NBCC will treat a bomb threat as an emergency and will take necessary measures to ensure the safety of building occupants.

Upon receipt of a bomb threat, the Emergency Coordinator will immediately contact 911 to report the threat. Evacuation procedures may be implemented, if advised to do so by the Police. Once the Police and other First Responders arrive on-site, they will provide leadership and directions to respond to the situation.

Receiving a Bomb Threat

Bomb threats can be received in a variety of ways, including:

- SMS texts
- Emails
- Phone calls
- Social media posts

- Handwritten/typed note, memo, or letter

Phone Call

Bomb threats are usually made to a primary phone number; however, with many staff having direct IP phone numbers (MS Teams) and mobile numbers, such threats could be received by anyone. A person receiving a bomb threat by phone should do the following:

1. Discreetly alert another staff member (by signaling or passing a note), to notify the Police by calling 911 and informing them that a bomb threat has been received. The Emergency Coordinator and/or Security must be notified as well.
2. If possible, record the conversation.
3. Staff that have a phone with caller ID must take note of all information that is displayed on the screen. If the caller hangs up, contact the I.T. Helpdesk immediately to log the caller's phone number.
4. Note the time of the call, the exact wording of the message, peculiarities of the caller's speech and listen and note any background noises. Keep talking to the caller as long as possible. Use the [Bomb Threat Checklist](#) for reference.
5. Repeat or rephrase questions if necessary. DO NOT HANG UP THE TELEPHONE.

The person who receives the phone call may be required to be questioned by the Police as soon as they arrive at the scene, therefore ensure that you are readily available to them.

Note, Memo, Letter

- Notify the Emergency Coordinator and/or Security.
- Safeguard the note, memo, letter. Take a photo.
- Handle the note, memo, letter as minimally as possible.

E-mail, Social Media Posts

- Notify the Emergency Coordinator and/or Security.
- Do not delete the message.
- Take a screenshot and save the message immediately.

Response

The Police will decide if a systematic search will be carried out. In this type of situation, the Police are the experts, and they will direct any action to be taken and will provide instructions to the Emergency Coordinator.

Person Discovering the Object

- If you discover an object, or a suspected object do not touch or move it.
- Do not use two-way radios or cell phones. Radio signals have the potential to detonate a bomb.
- Notify the Emergency Coordinator and/or Security immediately in-person

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- The Emergency Coordinator or Security will notify Police using a landline, or by cell phone from a safe distance.
- Do not assume that it is the only object.
- Tell occupants near the object to avoid the area.

Evacuation

The Emergency Coordinator in consultation with the Police will determine if evacuation is required.

- An alert will be issued using the Emergency Notification Systems (Alertus/Regroup).
- Follow the evacuation procedures, avoid the area where the object is located.
- You may take personal items with you, if it does not cause delays when evacuating.

Publicity

All media inquiries regarding the incident should be directed to the Crisis Communications Lead (Manager, Strategic Communications).

Re-entering the Building

Individuals are permitted to re-enter the building only after the Police have neutralized the threat and the all-clear alert is received.

Tragic Events

Regardless of the nature of an incident, there will be an emotional impact on the people involved: the victim, colleagues, family members, friends, witnesses, interveners. A person's response depends on their temperament and life experiences and varies from person to person. The victim must receive psychological support and care for their injuries, if required. The most effective intervention consists of communicating verbally or non-verbally with the person. Below are some examples of appropriate verbal and non-verbal communication:

- Ensure your posture is non-threatening. Stay at the victim's level and maintain eye contact when speaking to them.
- Avoid touching the victim, pointing with your finger, leaning over them, and looking at them from above.
- Speak in a calm and reassuring voice.
- If unknown, ask for their name frequently during the conversation
- Make an effort to understand what the victim is trying to say.
- Repeat what the victim just said in your own words.
- Avoid criticism or displaying anger or rejection.
- Use open questions.
- Wait for First Responders to arrive and continue speaking with the victim.
- Never leave the victim alone unless your safety is threatened.

Death On-site

When faced with a death some people react with shock, disbelief or denial, others with anger, crying or confusion. Some people try to hide their emotions by laughing or behaving inappropriately in order to protect themselves.

People will need time to express their thoughts and feelings, and it is recommended that Grief Counsellors are used to assist with defusing and debriefing. When announcing the event to students and staff members, Grief Counsellors must be consulted and should be present.

Person Discovering a Deceased Individual

If you find an individual who is deceased, you must avoid moving the person or any objects and try to close off the area.

1. Call 911
2. Notify Security and the Emergency Coordinator immediately.
3. Keep people out of the area. Ask for assistance if needed.
4. Do not discuss the event but remain available to answer questions from the Police.

Unarmed Person Threatening Suicide

If you are in the presence of an unarmed person threatening suicide.

1. Notify Security and/or Emergency Coordinator immediately.
 - Security or the Emergency Coordinator will notify.
 - 911
 - Mobile Crisis Unit
 - Counsellor.
 - Try to reassure and calm the individual.
 - Listen to the person and have them talk until help arrives.
 - Try to be understanding.
 - Do not challenge the victim to act out, and do not downplay the importance of their feelings.
 - Never leave a suicidal person alone, unless your safety is threatened.

Do not communicate with the media. Any media inquiries regarding the incident should be directed to the Crisis Communications Lead.

Dangerous Animals

A Dangerous Animal is an animal that by its behavior or training constitutes an immediate or serious physical threat to human beings or other domestic animals. At NBCC, we learn, work, and live among wildlife. New Brunswick is home to black bears, raccoons, deer, moose, coyotes and sightings are not uncommon. If you see dangerous animals on campus, notify Security.

Preventing Wildlife Encounters

- Dispose of garbage properly.
- Do not feed wildlife, including raccoons or bears. It is against the law and creates unsafe conditions for wild animals and people.
- Make noise as this helps alert wildlife of your presence so they can avoid you.
- Avoid, avoid, avoid. If you see wildlife in the distance, do not approach and give it as much space as possible.

Encountering a Wild Animal

- Remain calm. Slowly back away, avoid direct eye contact and talk to the wildlife (especially bears) in a quiet, monotone voice.
- Do not run or climb a tree. Do not scream, turn your back, or kneel.
- Keep away from all wildlife. Do not follow or approach.
- If you are with others, stay together, act as a group.
- Get indoors.

Medical Emergencies

The College is committed to health and safety programs designed to minimize the risk of incident occurrence; however, when incidents occur, it is important to ensure consistent reporting, investigation and recording of the incident details to prevent a recurrence. The [Injury Incident Reporting Guidelines](#) outline the mandatory steps required for reporting incidents.

Medical emergencies can occur at any time. Some may only require first aid care, while others may require immediate medical attention by First Responders. If the severity of the injury or illness is unknown, err on the side of caution and call 911 immediately.

Emergency Response Principles

- Survey the emergency scene to be sure no danger exists before you approach the victim.
- Check the victim for unresponsiveness. If the person does not respond, call 911 or ask someone nearby to do so. Notify Security and ask them to request a First Aid Provider.
- Call 911 for any of the following serious injuries or illnesses:
 - Unconsciousness, or altered level of consciousness.
 - Breathing problems (difficulty breathing or no breathing).
 - Persistent chest pain or pressure.
 - No pulse.
 - Severe bleeding.
 - Vomiting blood or passing blood.
 - Poisoning.
 - Convulsions, severe headache, or slurred speech.
 - Possible broken bones.
- The victim may tell you not to call First Responders or First Aid Providers because they are

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embarrassed about creating a scene.

- Ensure the victim is assessed by a First Aid Provider, even if they are refusing treatment.
 - Paramedics must be called to assess a victim if they refuse treatment for serious injuries or illnesses.
- Keep the person warm using a blanket (e.g., a fireproof emergency blanket). If you believe that the person fell and their spine could be broken, DO NOT MOVE THEM. Any movements could severely complicate the injuries to the neck or back.
- Stay with the victim until the First Aid Provider or First Responder has arrived.
- Provide first aid, if trained.
- When the First Aid Provider or First Responder arrives, follow their directions, and do the following:
 - Evacuate bystanders from the scene of the emergency.
 - Remain with the victim at the scene to answer questions, if necessary.
 - Ensure the Injury Incident Reporting Form is completed.

Serious Injury or Illness: Call 911, or direct someone nearby to do so. Provide detailed information to First Responders. Call Security to request a First Aid Provider.

Moderate Injury: Call Security to request a First Aid Provider.

Minor Injury: The injured person may self-administer first aid, using available first-aid kits that are located in all College buildings.

If in doubt about the severity of the injury or illness, always err on the side of caution and call 911 immediately.

Emergency Medical Transportation

When an injured person is sent to hospital, their manager (for employees) or instructor (for students) should immediately notify their primary contact by phone. Refer to the [Emergency Medical Transportation Procedure](#) for additional information.

Universal Precautions

In many cases, the health condition of persons with whom we work or have contact with is not known. It only takes one moment of negligence to be infected by someone. Each time you prepare to provide care, you must observe the following universal precautions:

- Handle blood and other body fluids as if they were infected. Wear disposable gloves if you come in contact with blood or body fluids.
- In the case of chemical spills or bio-hazard material spills, follow hazardous materials leak procedures.
- Remove gloves by rolling them from the wrist. When removing the second glove, do not touch the outside with your bare hand. Grab the inside of the glove at the wrist and pull it off.
- Discard any damaged gloves.
- Do not clean or re-use disposable gloves.
- Avoid handling any unnecessary items when wearing soiled gloves.

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- Change gloves every time you come in contact with a different injured person.
- Wear protective equipment such as a mask, goggles and gown if you are likely to come in contact with blood or other body fluids that can splash on you.
- Cover any cuts, scratches or skin irritations using protective clothing or bandages.
- Use a respiratory protective device, such as disposable masks for resuscitation and protective mouthpieces for respiratory routes.

Communicable Diseases

Communicable diseases are illnesses caused by viruses or bacteria that people spread to one another through contact with contaminated surfaces, bodily fluids, blood products, insect bites, or through the air.

As with all workplace hazards, the risk of communicable disease needs to be assessed to determine appropriate control measures for the workplace. If an individual presents with a suspected communicable disease, please refer to the protocols outlined in the [Communicable Disease Prevention Plan](#).

Hostage Taking, Kidnapping, Threats Involving Weapons

The following procedures should be used as a guide if a hostage taking, kidnapping, or threats involving weapons occur.

- Use common sense; your primary responsibilities are to provide safety for everyone, including yourself.
- Gather accurate information to assist the Police.
- It is generally unwise to position oneself between the parties involved.
- Determine if the victim needs or desires medical attention.
- Never assume that the parties involved are unarmed.
- Be alert and follow instructions from First Responders.
- The person is emotionally unbalanced. Don't make mistakes that would jeopardize your wellbeing.
- Be Patient. Avoid Drastic Action.

Hostage Taking

Hostage taking is a situation in which a person is detained against their will by another person. Hostage situations may occur through spontaneous escalations of a minor incident. This procedure is designed to provide guidelines on how to safely respond to hostage situations while maintaining a reasonable level of protection.

Guidance if Taken Hostage

- Cooperate with the hostage taker.
- Remain calm and be patient and observant.
- If the hostage taker orders you to make or answer phone calls, be brief.

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- Speak only when spoken to.
- Be courteous and genuine.
- Do not use humor or sarcasm, it might trigger the hostage taker to take further actions.
- Do not show your emotions.
- Maintain face to face contact, unless otherwise directed.
- Be patient. Even though it may appear that little is being done, the Police will be working hard to have you released, unharmed.
- At the first opportunity following release, call 911, then notify Security, if able to do so.

Received Information of a Hostage Taking

Under no circumstances should anyone who has knowledge of hostage taking respond to the situation alone.

1. Call 911.
 - Provide all known incident details to the Police.
 - Follow directions provided by the Police.
2. Call Security to report the incident.

If it is determined by the Police that evacuation is required, follow the evacuation procedure. **DO NOT SOUND THE FIRE ALARM.** The Emergency Response Team and Fire Wardens will be contacted directly and will be requested to evacuate their assigned areas without alerting the hostage taker. No emergency notifications system alerts will be issued.

Publicity

All media inquiries regarding the incident should be directed to the Crisis Communications Lead (Manager, Strategic Communications).

Threats Involving a Weapon

If you hear gunshots, or witness an incident where a weapon is being used:

1. Call 911.
 - Provide all known incident details to the Police.
 - Follow directions provided by the Police.
 2. Call Security to report the incident.
- Do not try to contact the individual.
 - Do not sound the fire alarm, this could increase the possibility of a threat and put lives in danger.
 - Depending on the situation, Lockdown, or Hold and Secure could be activated.

Lockdown, Hold and Secure, Shelter in Place

Although extremely unlikely, the possibility of a life-threatening incident at NBCC is a reality. Lockdown, Hold and Secure, and Shelter in Place are emergency response procedures which are initiated when necessary to ensure that the occupants of college buildings are protected from an immediate or imminent threat, including but not limited to, an attacker (active shooter, armed intruder), or other potentially dangerous civil or environmental disturbances. To ensure occupants' safety, it is essential that all college community members understand what is expected of them when these response procedures are initiated.

For detailed information and instructions related to lockdown protocols, refer to the following resources:

- [Active Shooter Procedure Video](#)
- [Lockdown / Hold and Secure / Shelter in Place Procedures](#)
- [Lockdown Push Buttons](#)

Violence

NBCC has zero tolerance for violence and does not tolerate bullying or harassment of any kind. Any alleged threats made against a person shall be taken seriously and must be reported immediately as outlined in the [Violence Prevention Policy](#). The [Threat Assessment Guideline](#) will be used when assessing these situations.

Violent, or Potentially Violent Situation

- An armed person and one losing control are completely unpredictable. If you are near such a person, get down and keep out of sight.
- Cautiously move away from the person as quickly as possible.
- Any change in posture, skin color, tone of voice or look is a sign that the person may be losing control.
- When a person arrives and is angry or screaming, you must try to defuse the crisis at once. Ask the person to sit down and to talk calmly about their problem.
- Since an aggressive person is often frustrated or anxious, the best solution is to empathize and to listen.

Methods to Calm an Angry Person

- Use a calm but firm tone of voice.
- Respect the personal space of the aggressive person. Do not touch them and stay at least one metre back.
- Use the give-take principle: "I am showing good will, so why don't you do the same?"
- Do not be afraid to say: "You might be right..."
- Listen to the person and let them air their feelings.
- Always remain polite, yet firm.
- Use basic language.

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- Urge the person to ask questions.
- Avoid judging the person.
- Repeat what the person says in your own words to show them that you understand.
- Do not give the person advice or orders.
- Maintain eye contact with the person.
- Acknowledge the person's emotions.
- Show empathy for what the person is experiencing and feeling.
- Promote the person's resources and qualities, and their skills, training, initiative, etc.
- Remind the person of previous relationships if they were harmonious.
- Come to an agreement on finding solutions.
- Make their limits known and introduce realistic elements.
- Show integrity and do not lie.
- You must try to remain calm and avoid making threats yourself.

DO NOT

- Blame or accuse the person.
- Impose your solutions.
- Argue or justify yourself.
- Provoke, humiliate, or ridicule the person.
- Make inappropriate jokes.
- Change the subject.
- Keep quiet or say: "It's the system's fault"
- Talk too much.
- Intimidate, instead convince.

Further actions may include:

- Keeping at a safe distance,
- Moving to a neutral location with more than one exit,
- Leaving a door open and/or having another person join you
- Alerting Security and staff who may be able to help with the person's concern.
- Providing additional support services, if requested.

If ever during the situation your personal safety is at risk, leave the area at the first possible opportunity and notify Security, then notify the Emergency Coordinator.

Mental Health Incident, or Alcohol / Drug Intoxication

1. Notify Security, then notify the Emergency Coordinator as soon as it is safe to do so.
 - Depending on the situation, they may call:
 - Mobile Crisis Unit
 - 911

Before First Responders Arrive

- Attend to the individual, remain calm, speak in a calm voice, maintain eye contact.
- Do not threaten them in any way.
- Isolate the individual from contact with machinery, vehicles, and other individuals, if possible.
- Encourage the individual to talk about their feelings.
- Do not restrain the individual unless it is necessary to protect yourself or others in the immediate area.
- Do not leave the individual alone.

8. OTHER RELATED DOCUMENTS

[Active Shooter Procedure Video](#)

[Crisis Communications Plan \(restricted access\)](#)

[Communicable Disease Prevention Plan](#)

[Emergency Contact List](#)

[Emergency Management Planning](#)

[Emergency Medical Transportation Procedure](#)

[Emergency Measures Act](#)

[Emergency Operating Group](#)

[Emergency Resources](#)

[Emergency Steering Committee](#)

[Emergency Training Courses](#)

- [Employee Health and Safety Orientation](#)
- [Fire Warden Orientation](#)
- [First Aid Provider Orientation](#)

[Fire Prevention Act](#)

[Health & Safety Program \(see \[Employee Health and Safety Orientation\]\(#\)\)](#)

[Injury Incident Report Form](#)

[Injury Incident Reporting Guidelines](#)

[Investigation Report Form](#)

[Lockdown / Hold and Secure / Shelter in Place Procedures](#)

[Lockdown Push Buttons](#)


[Occupational Health and Safety](#)

[Occupational Health and Safety Act](#)

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APPENDIX A

Bomb Threat Checklist

|  BOMB THREAT CHECKLIST | |
|--|--|
| DATE: | TIME: |
| TIME CALLER HUNG UP: | PHONE NUMBER WHERE CALL RECEIVED: |
| Ask Caller: | |
| ● Where is the bomb located? (building, floor, room, etc.) | |
| ● When will it go off? | |
| ● What does it look like? | |
| ● What kind of bomb is it? | |
| ● What will make it explode? | |
| ● Did you place the bomb? Yes No | |
| ● Why? | |
| ● What is your name? | |
| Exact Words of Threat: | |
| | |
| | |
| | |

Information About Caller:

- Where is the caller located?
(background/level of noise)

- Estimated age:

- Is voice familiar? If so, who does it sound like?

- Other points:

| Caller's Voice | Background Sounds | Threat Language |
|--|--|--|
| <input type="checkbox"/> Female | <input type="checkbox"/> Animal noises | <input type="checkbox"/> Incoherent |
| <input type="checkbox"/> Male | <input type="checkbox"/> House noises | <input type="checkbox"/> Message read |
| <input type="checkbox"/> Accent | <input type="checkbox"/> Kitchen noises | <input type="checkbox"/> Taped message |
| <input type="checkbox"/> Angry | <input type="checkbox"/> Street noises | <input type="checkbox"/> Irrational |
| <input type="checkbox"/> Calm | <input type="checkbox"/> Booth | <input type="checkbox"/> Profane |
| <input type="checkbox"/> Clearing throat | <input type="checkbox"/> PA system | <input type="checkbox"/> Well-spoken |
| <input type="checkbox"/> Coughing | <input type="checkbox"/> Conversation | |
| <input type="checkbox"/> Cracking Voice | <input type="checkbox"/> Music | |
| <input type="checkbox"/> Crying | <input type="checkbox"/> Motor | |
| <input type="checkbox"/> Deep | <input type="checkbox"/> Clear | |
| <input type="checkbox"/> Deep breathing | <input type="checkbox"/> Static | |
| <input type="checkbox"/> Disguised | <input type="checkbox"/> Office machinery | |
| <input type="checkbox"/> Distinct | <input type="checkbox"/> Factory machinery | |
| <input type="checkbox"/> Excited | <input type="checkbox"/> Local | |
| <input type="checkbox"/> Laughter | <input type="checkbox"/> Long distance | |
| <input type="checkbox"/> Lisp | | |
| <input type="checkbox"/> Loud | Other Information: | |
| <input type="checkbox"/> Nasal | _____ | |
| <input type="checkbox"/> Normal | _____ | |
| <input type="checkbox"/> Ragged | _____ | |
| <input type="checkbox"/> Rapid | _____ | |
| <input type="checkbox"/> Raspy | _____ | |
| <input type="checkbox"/> Slow | _____ | |
| <input type="checkbox"/> Slurred | _____ | |
| <input type="checkbox"/> Soft | _____ | |
| <input type="checkbox"/> Stutter | _____ | |

APPENDIX B

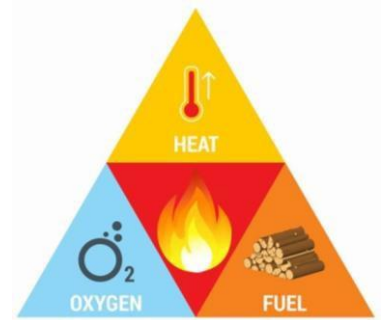
Fire Safety Guide

What is the fire tetrahedron?

To understand how to prevent fires, it is important to know how a fire can occur. Four elements must be present at the same time for a fire to take place:

- Fuel or combustible material - something to burn, such as paper or wood.
- Heat - to raise the material to its ignition (burning) temperature.
- Oxygen - to sustain combustion (the fire).
- Chemical reaction - the process of burning.

If you remove any of these four elements, the fire will not be able to burn.



What should I know about fighting fires?











Never fight a fire if:

- You do not know what material is burning.
- You do not know what type of fire extinguisher to use.
- You do not know how to use the fire extinguisher.
- The fire is spreading beyond the spot where it started.
- Your instincts tell you not to.

If you are not confident about your ability to handle the situation, or if you do not have the correct type of fire extinguisher, do not fight the fire. Pull the fire alarm, evacuate the area, and then call 911.

What are the different classes of fires?

Fires are grouped into classes which depend on the material or substance that is present.

| CLASS OF FIRE | TYPE OF FIRE | APPROVED FIRE EXTINGUISHER |
|---|-----------------------------------|--------------------------------------|
|   Ordinary Combustibles | Wood, paper, cloth | Type A; Type A-B |
|   Flammable Liquids | Gasoline, paints, oils, grease | Type A-B; Type B-C; Type A-B-C |
|   Live Electrical Equipment | Electrical wiring, fuse box | Type B-C; Type A-B-C |
|   Combustible Metal | Metals | Bucket of Sand |
|   Commercial Cooking Equipment | Commercial cooking oil appliances | *Wet Chemical |

*Class K extinguishers may require specific training, including when they should be used or not used. For example, the extinguishing agents in many Class K extinguishers are electrically conductive and should only be used after electrical power to the kitchen appliance has been shut off.

What are the different types of portable fire extinguishers?

To fight the different classes of fires, there are different types of fire extinguishers. Each has its own characteristics, capabilities, and limitations.

Three main types of portable fire extinguishers include:

Water extinguishers: Water extinguishers are filled about two-thirds with water and then pressurized with air. When used for Class A fires, these extinguishers remove the heat from the burning materials.

Do not use water to extinguish an electrical fire. Water is a good conductor and can increase the possibility of electrocution.

Do not use water to extinguish flammable liquid or cooking oil fires. Water is ineffective as it helps to spread the liquid and the fire.

Carbon Dioxide (CO₂) extinguishers: The extinguishing media is pressurized CO₂. When used for Class B and C fires, the CO₂ covers the fuel by blanketing it, and stops the reaction at the surface by displacing oxygen. Be thorough when using a CO₂ extinguisher. It has a moderate spray range and last only 10 to 30 seconds. A hard horn attached to the end of the spray tube helps to contain and aim the spray at the target area.

Do not use CO₂ extinguishers in confined spaces as CO₂ can displace the oxygen in the air, making breathing difficult. Only use in a confined space if workers have appropriate respiratory protection.

Do not use CO₂ extinguishers for Class A fires because the fire may continue to smolder and re-ignite after the CO₂ disperses.

Dry Chemical extinguishers: Dry chemical extinguishers are the most common and available of a few types. These extinguishers will be marked for the classes they are designed to extinguish (e.g., ABC type extinguisher will put out Class A, B and C fires). The extinguishers discharge a blanket of fine powder which creates a break between the fuel and the oxygen in the air. The powder also works to break the chemical reaction. Be accurate when using it as they have a short to moderate spray range and last only 10 to 25 seconds.

Be cautious of the residue after using dry chemical extinguishers. The residue can damage motors, computers and other electrical equipment.

Below is a summary of these and other common extinguishers.

| Extinguisher Comparison Table | | | | |
|-------------------------------|-------------------|----------|-----------|--|
| Extinguisher | Class | Range | Empties | Other |
| Water | A | Long | 60 sec | Fights re-ignition |
| CO ₂ | B and C | Short | 10-20 sec | May make breathing difficult in enclosed areas |
| Dry Chemical | B and C Some A | Moderate | 10-25 sec | Leaves residue |
| Liquid Gas | B and C Some A | Short | 10 sec | May make breathing difficult in enclosed areas |
| Chemical Foam | A and B | Moderate | 10-30 sec | Leaves residue |
| Bucket of Sand / Dry Powder | D | | | Check with your supervisor regarding equipment for Class D fire fighting |
| Wet Chemical | K | | | Prevents re-ignition |

What should you know when using a portable fire extinguisher?

Always:

- Be sure that you are trained to use a fire extinguisher before you try to fight a fire.
- Know what type and class of material is burning.
- Use the correct fire extinguisher type to fight the fire.

For floor fires, sweep from the edges in. For wall fires, sweep from the bottom up. Never walk away from a fire, even if you think it is out. The residue may reignite. Always stand between the escape route and the fire so you can leave safely if the fire grows. If the fire grows too large, leave the area. Activate the fire alarm to evacuate the area.

