



TERMINAL AVENUE EMERGENCY PROCEDURES

IMMIGRANT SERVICES SOCIETY OF BRITISH COLUMBIA

333 TERMINAL AVENUE
VANCOUVER, B.C.

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1

Introduction

The purpose of the Immigrant Services Society of BC (ISSofBC) Emergency Procedures is to provide an organized framework for the execution of emergency procedures in quick response to a major crisis or emergency.

Although emergency situations are unpredictable, proper emergency planning and practiced drills enable responders to react swiftly and in an appropriate manner to incidents outside their normal experience.

Key planning is required for dealing with major internal incidents which could occur within the 'Terminal Avenue' building, parking, or surrounding areas. These incidents may have major implications on the safety of staff, tenants, students, and visitors and usually disrupt normal daily services. The objectives of any emergency responses place a high priority on:

- Safeguarding the health and safety of co-workers, tenants, students, clients, and community members.
- Protecting the assets of the organization.
- Preserving the reputation of ISSofBC.
- Providing clear communications between all involved parties, especially between ISSofBC staff, tenants, students, management, and Emergency Responders (including the 911 operators, police, fire, and ambulance).

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Emergency Planning Goals

The aim of emergency planning is to achieve the Emergency Response Objectives; with the emphasis placed on responding to an incident regardless of its cause. Plans should be sufficiently flexible to deal with a range of situations, as some are likely to increase in significance, duration and/or complexity, and may affect more than one ISSoBC location, provider, or service.

The planning process should ensure that ISSoBC has:

- Assessed the hazards and risks.
- Collaborated with other associated organizations.
- Communications strategies and procedures in place to deal with any incident within the scope of a major incident.
- Regular training and drills in place.
- Effective drill review, refinement, and performance monitoring procedures in place.
- Considered parent, children, ethnic, religious, and cultural needs.
- Version and distribution control of all plans.

In the event of a major incident, ISSoBC must be able to:

- Promptly activate management of the incident or emergency.
- Expediently assemble an incident or emergency response team if necessary.
- Assess and deal with an incident in a systematic way.
- Deal with enquiries from the public, members of staff and the media.
- Continue essential work during an incident or emergency without increasing risk.
- Communicate and work with other agencies or associations throughout the incident or emergency.
- Have staff that are thoroughly trained and understand their roles and responsibilities.

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Emergency Contacts

EMERGENCY COORDINATORS

Name	Shift	Office	Cell
Paivi Kehler (Instructional Coordinator)	Emergency Coordinator (Daytime)	778-372-6543	236-668-9728
Mary Cheng (Instructor)	Emergency Coordinator (Evening)	604-684-2325	778-628-6978
Arina Tanase (Senior Manager)	Emergency Coordinator Backup	778-372-5834	236-668-8224
Bonnie So (Associate Director)	Emergency Coordinator Backup	604-637-1313	778-688-2561

FIRST AID ATTENDANTS

OFA Level 1	Attendant	Location
	Paivi Kehler Angelica Pineda Biss Jordahl Gulalai Ahmadi	LCC (601) – 604-684-2325 LCC (601) – 604-684-2325 BCSH (601) – 604-363-0013 BCSH (601) – 236-521-7471

EMERGENCY MEDICAL CONTACTS

Name	Contact Information
AMBULANCE / FIRE DEPARTMENT / POLICE	911
St. Paul's Hospital 1081 Burrard Street, (South on Burrard until Helmcken) Vancouver, BC V6Z 1Y6, Canada	604-682-2344
Mt St Joseph Hospital, E 15 th and Prince Edward (South on Main Str, left at 15 th) Vancouver, BC V5T 3N4, Canada	604-874-1141

3.1 EMERGENCY/CRISIS CONTACTS

Emergency Management Team			
Name	Role	Business #	Cell #
Paivi Kehler	Emergency Coordinator (daytime)	778-372-6543	236-668-9728
Mary Cheng	Emergency Coordinator (evening)	604-684-2325	778-628-6978
Arina Tanase	Emergency Coordinator (backup)	778-372-5834	236-668-8224
Bonnie So	Associate Director	604-637-1313	778-688-2561
Carla Morales	Director, LCS	604-669-5388	604-379-6682
Floor Wardens (Refer to the list below)	Building Evacuation	N/A	N/A

Crisis Management Team			
Name	Role	Business #	Cell #
Paivi Kehler	Instructional Coordinator / Emergency Coordinator	778-372-6543	236-668-9728
Arina Tanase	Senior Manager/Emergency Coordinator (backup)	778-372-5834	236-668-8224
Bonnie So	Associate Director/Emergency Coordinator (backup)	604-637-1313	778-688-2561
Carla Morales	Director, LCS	604-669-5388	604-379-6682
Chris Friesen	COO	604-484-2709	778-995-3009

FLOOR WARDENS	
Bonnie So (AM/PM) Mary Cheng (PM/EVE)	601,602, 603, 604, 605, 609 and Women's washroom

Paivi Kehler (AM/PM) Gulalai Ahmadi (PM/EVE T/TH)	617, 623, 624, 625, 626, 628
Arina Tanase (AM/PM) Mary Cheng (PM/EVE)	606, 607, 608, 610, 613 and Men's washroom
	Instructors check their own classes.

3.3 CONTRACT/TRADES

Event	Call	Contact Information
Medical Assistance (non-emergency)	BC Ambulance	604-872-5151
Burglar Alarm & Monitoring	Paladin Security	604-682-7233
Building Maintenance –(electrical, heating, ventilation, plumbing, fire protection/sprinklers, locks, etc.) (Office hours)	333 Terminal Holdings Ltd. Adam Chu	604-605-0166/ 604-618-7833 (c)
Building Maintenance – (evening/weekends) (24 hours)	333 Terminal Holdings Ltd. On duty officer	778-228-1158
Car Towing	Drake Towing	604-251-3344
Elevators	Richmond Elevator	604-274-8440
Gas Leaks	Fortis BC	1-800-663-9911
Parking	Impark Parking (Reference: Lot 1039)	1-877-909-6199
Janitorial/minor repair service	AMP Painters & Janitors (Alberto Pardo)	778-558-1013
Locksmith	Besta Lock & Key/ Broadway Locksmith	604-419-1882 604-874-1040
Power Outage	BC Hydro	1-888-769-3766/ 1-800-224-9376

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General Emergency Procedures

4.1 General Procedures

In any emergency involving or potentially resulting in serious bodily injury/harm; or in any situation requiring immediate medical attention; or any situation requiring evacuation of the building:

Call 9-1-1 immediately to report the emergency.

How to make a 9-1-1 call:

- Keep calm.
- Speak clearly and slowly.
- State type of emergency.
- Give locations of emergency.
- Answer questions.
- Confirm that the dispatcher has all necessary information before you hang up.

Then follow the emergency procedures for the specific emergency as outlined in the following sections of this document.

4.2 Media Inquiries

Please note any emergency could result in questions from the media.

Please do not speak to the media; all media enquiries should be directed to Jonathan Oldman or Chris Friesen (Alternate).

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Building Evacuation Procedures (including Fire Evacuation)

5.1 Building Evacuation

Primary Assembly Point	Alternate Assembly Point
In front of 369 Terminal Avenue (east of 333 Terminal Avenue)	In front of Greater Vancouver Food Bank (west of 333 Terminal Avenue)

When the announcement is made to evacuate all students, tenants, staff, and visitors should:

1. Take the closest and safest stairwell exits as posted (use secondary route if primary route is blocked or hazardous) – keep right when moving down the stairwell and hallways.
2. **In the case of fire or power outage - DO NOT USE THE ELEVATORS.**
3. In the case of fire – do not attempt to retrieve personal belongings.
4. Alert the Floor Warden of anything suspicious.
5. Listen and obey all instructions given by the Floor Warden.
6. Assist those needing special assistance to a pre-established area where a member of the *Emergency Management Team* will determine the most appropriate evacuation route.
7. Exit building in a quiet, systematic manner using route outlined on the closest evacuation route map. **Go east or west past the building's driveways.**
8. Proceed to your designated assembly area.
9. At the assembly point - check in with your teacher or Floor Warden and report any injuries.
10. Wait for further instructions.
11. Do not leave the Assembly Area for any reason without checking with your teacher or Floor Warden.

Special Needs Assistance Precaution

Any student or client that may have special needs for assistance during a building evacuation should complete the **Request for Assistance form** after enrolment or when the need arises and return it to Facilities Manager or RAP Manager.

The Floor Wardens are to be made aware of all individuals who have submitted a Request for Assistance form and to pay special attention to those individuals during an emergency evacuation.

Evacuation Procedures for Persons Requiring Assistance

The following procedures must be followed when assisting persons requiring assistance during an evacuation. Floor wardens and volunteers should familiarize themselves with these procedures. Special considerations should be given to pregnant women and others who may be ambulatory with mobility issues.

Persons using a wheelchair

- Remember: wheelchairs have parts not designed to handle the stress of lifting.
- Never carry the person while in his/her wheelchair. However, a regular chair can be used to assist the evacuation process.
- Consult the person in the wheelchair regarding the best way to evacuate (the number of people needed, how to use manual chair, ways to lift, etc.)
- Do NOT move the person without first asking him/her. He/she may have minimal ability to move and lifting him/her may be dangerous to his/her well being.
- Prior to moving the person, check for life-support equipment.
- Assist the person to the stairwell refuge area.
- Alert the Fire Department of the person's location and they will provide the actual evacuation assistance.
- Assist persons with other mobility impairments.
- If help is requested, assist as directed to a safe location.
- Always evacuate mobility aids with the person, if possible.

Visual Impairment

- Offer to assist the visually impaired to the nearest emergency exit.
- Have the person take your elbow and escort them while advising them of any obstacles, such as stairs, narrow passageways, or overhanging objects.
- When you have reached safety, orient the person to where they are and ask if further assistance is needed.
- The person with visual impairment will be responsible for their guide dog, if present.

Hearing Impairment

- Alert the person with hearing impairment that an emergency exists.
- Use hand gestures and notes (if time permits) to indicate type of emergency.

5.2 If there is a Fire

UPON DISCOVERY OF FIRE

- LEAVE THE FIRE AREA IMMEDIATELY
- CLOSE ALL DOORS BEHIND YOU
- ACTIVATE THE FIRE ALARM PULL STATION
- USE THE CLOSEST EXIT TO EVACUATE THE BUILDING
- CALL THE FIRE DEPARTMENT - 911- FROM A SAFE LOCATION
- PROCEED TO YOUR DESIGNATED ASSEMBLY LOCATION

DO NOT FIGHT A FIRE ALONE

UPON NOTIFICATION OF A FIRE

- LEAVE THE BUILDING VIA THE NEAREST EMERGENCY EXIT
- CLOSE ALL DOORS BEHIND YOU
- PROCEED TO YOUR DESIGNATED ASSEMBLY AREA
- LISTEN FOR INSTRUCTIONS

CAUTION

IF YOU ENCOUNTER SMOKE
USE ALTERNATE EXIT

REMAIN CALM

Note: Staff may not enter the building until it is declared safe to do by the Fire Department and communicated by the Emergency Management Team.

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Medical Emergency

Employee Instructions

1. In a life-threatening situation call 911– advise them why you are calling (and that you are calling on behalf of the employee, student, or client), and:

- Provide the name and number you are calling from, i.e.

"I am calling on behalf of <name of individual> who requires an ambulance at:
601 – 333 Terminal Ave.,
Vancouver

Reception contact number:
604-684-2561

- Location of where the illness or injury has occurred.
- Details of the illness or injury.

2. Call Emergency Coordinator and First Aid Attendant.

Emergency Coordinator Instructions

1. Assume responsibility of the situation.
2. Ensure 911 has been called.
3. Assign someone to meet the emergency services personnel; ensure the employee's Care Card number is available to provide to the ambulance attendants.
4. Provide assistance to the First Aid attendant.
5. Notify a Crisis Management Team (CMT) member.
6. Complete Critical Incident Report

First Aid Attendant

1. Render first aid as per your training and ISSoBC First Aid Manual.
2. Ensure 911 has been called if Emergency Coordinator has not arrived.
3. Assist emergency services personnel upon their arrival – provide as much information as possible on the situation and about the person experiencing the medical emergency (e.g., Care Card number).

7

Elevator Safety

When riding in the elevator, follow these guidelines to prevent injuries:

- Children under the age of 12 years must be accompanied by an adult.
- When riding with small children, ensure they are held firmly.
- Do not kick or jump in the elevator.
- Do not press elevator buttons repeatedly or for fun.
- Do not place hand on the doors.
- Watch your step when entering or leaving the elevator.

If the elevator stops between floors:

- Push the ALARM button for assistance.
- Do not attempt to pry open the elevator doors.
- Stay calm - help is on the way. You are safe and there is plenty of air.

Take the stairs if there is a fire or other situation that could lead to a disruption in electrical service.

8

Dealing with Threats or Violence

If you observe a situation at ISSofBC where a person is seriously threatening another with physical harm or is violent, immediately call the Police at – 911 – and follow instructions from the Police.

Incidences of violence, including actual or implied threats of violence, must be reported immediately to your supervisor. The supervisor is responsible to ensure that incidents are reported and investigated (Critical Incident Report). A solid record of threats or actual violence helps in response and in investigations of further violence from the same parties.

8.1 Threatening Calls

Threats are normally transmitted by phone. Try to keep the individual talking and gather as much information as possible. You should record precise information, including:

- The number on the phone display as well as the time of the call.
- If possible, the name of the caller.
- The exact words and instructions of the person making the threat.
- Indicate if the caller is male or female.
- If the caller had an accent or any distinguishing features.
- Any background noises.

IMMEDIATELY:

Employee Instructions

1. Notify the Emergency Coordinator or enlist the aid of fellow employees to do so.
2. If you cannot reach the Emergency Coordinator immediately and feel you are in immediate danger notify the Police – 911 – and advise them why you are calling and
 - Provide your name, phone number and where you are calling from:

ISSofBC 601 – 333 Terminal Ave. Vancouver Reception contact number: 604-684-2561

- Provide the location where the call is/has been received.
 - Provide any information that you have been able to gather from the caller.
3. Remain available for interviewing.

Emergency Coordinator Instructions

1. Assume responsibility of the situation.
2. Ensure 911 has been called.
3. Assign someone to meet the emergency services personnel.
4. Notify a Crisis Management Team (CMT) member.
5. Complete Critical Incident Report.

Pertinent Data to Note

Date: _____

Exact words said: _____

Time call received: _____

Call number on display screen: _____

Background noises: _____

Duration of call: _____

Line call received on: _____

Location of telephone: _____

Call received by: _____

IDENTIFYING CHARACTERISTICS:

Sex of caller: Male? Female? Other? _____

Estimated age (teen – 39; 40 –59; 60 & over) _____

Accent: (English, French etc.) _____

Voice: (loud, soft, etc.) _____

Diction: (good, nasal, lisp, etc.) _____

Manner: (calm, emotional, vulgar, etc.) _____

Was caller's voice familiar (specify): _____

Whom notified: _____

Time notified: _____

8.2 Threatening Correspondence or E-mail

If you receive any correspondence with threatening overtones or direct threats

Employee Instructions

1. Notify the Emergency Coordinator.
2. If you cannot reach the Emergency Coordinator immediately and feel you are in immediate danger notify the Police – 911 – and advise them why you are calling and
 - Provide your name and number and where you are calling from:

ISSofBC
601 – 333 Terminal Ave., Vancouver

Reception contact number:
604-684-2561

3. Keep the handling of the correspondence to an absolute minimum.
4. Keep the envelope from the correspondence and make a copy of both the letter and the envelope.
5. If the correspondence is in an e-mail, do not delete it from your in-box.
6. Print the email and take note of the sender's email address.
7. Be available for interviewing.

Emergency Coordinator Instructions

1. Assume responsibility of the situation.
2. Ensure 911 had been called.
3. Assign someone to meet the Police.
4. Notify a CMT member.
5. Complete Critical Incident Report.

8.3 Threatening Voice Mail

If you receive a voice mail of a threatening nature or a direct threat:

Employee Instructions

1. Notify the Emergency Coordinator.
2. If you cannot reach the Emergency Coordinator immediately and feel you are in immediate danger notify the Police – 911 – and advise them why you are calling and
 - Provide your name, phone number and where you are calling from:

ISSofBC
601 – 333 Terminal Ave., Vancouver

Reception contact number:
604-684-2561

3. Do not erase the message.
4. Write down the telephone number that the call was received from – if you need assistance in retrieving this number call IT for assistance.
5. Notify the Emergency Coordinator.

Emergency Coordinator Instructions

1. Assume responsibility of the situation.
2. Ensure 911 had been called.
3. Assign someone to meet the Police.
4. Notify a CMT member.
5. Complete Critical Incident Report.

8.4 Coping with Violent Situations

The following will assist in coping with various situations:

Angry or hostile client or visitor

- Remain calm. Listen attentively.
- Maintain eye contact.
- Be courteous. Be patient.
- Keep the situation in your control.
- Keep a safe distance if you can, at least an arm's length away.

Person shouting, swearing, and/or threatening

- Remain calm. Listen attentively.
- Maintain eye contact.
- Be courteous. Be patient.
- Keep the situation in your control.
- Keep a safe distance if you can, at least an arm's length away.
- If possible, signal a co-worker to call for help. Your co-worker must call 911 immediately.

Someone threatening you with a gun, knife, or other weapon

- Remain calm. Listen attentively.
- Maintain eye contact.
- Be courteous. Be patient.
- Keep a safe distance if you can, at least an arm's length away.
- Signal a co-worker for help. Your co-worker must call 911 immediately.
- Stall for time.
- Keep talking – but follow instructions from the person who has the weapon.
- Don't risk harm to yourself or others.
- Never try to grab a weapon.
- Watch for a possible chance to escape to a safe area.

8.5 Crisis Prevention Suggestions

In a confrontational or threatening situation:

Remember: Be compliant. Avoid confrontation.

Be Empathetic

- Try not to be judgmental of feelings of the person confronting you, their feelings are real – even if not based on reality – and must be attended to.

Clarify Messages

- Listen to what is really being said. Ask reflective questions and use both silence and restatements.

Respect Personal Space

- Stand at least 1-1/2 - 3 feet from the person acting out. Encroaching on personal space tends to excite and escalate the individual.

Be Aware of Body Position

- Standing 2 to 3 feet away and at an angle off to the side is less likely to escalate the individual. Avoid standing eye to eye, toe to toe with the person as it sends a challenge message.

Permit Verbal Venting When Possible

- Allow the individual to release as much energy as possible by venting verbally. If this cannot be allowed, state directives and reasonable limits during lulls in the venting process.

Set and Enforce Reasonable Limits

- If the individual becomes belligerent, defensive or disruptive, state limits and directives clearly and concisely.

Avoid Overreacting

- Remain calm, rational and professional. The way you respond will directly affect the individual.

Use Physical Techniques as a Last Resort

- Use the least restrictive method of intervention possible. Employing physical techniques on an individual who is only acting out verbally can escalate the situation.

Ignore Challenge Questions

- When the client challenges your position, training, policy, etc., redirect the individual's attention to the issue at hand. Answering these questions often fuels a power struggle.

Keep Your Non-verbal Cues Non-threatening

- Be aware of your body language, movement, and tone of voice. The more an individual loses control the less they listen to your actual words. More attention is paid to your non-verbal cues.

8.6 Lockdown Protocols

Lockdowns are used to protect students, tenants, staff and visitors from potential dangers in the building, such as an armed intruder.

Lockdown procedures will be implemented by the Chief Executive Officer or designee in any perceived or life-threatening situations.

Lockdown Procedures:

Lockdown procedures may be called for in the following instances:

1) Lockdown with warning – The threat is outside of the Terminal Avenue building. ISS of BC has been notified of a potential threat outside of the building.

2) Lockdown with intruder – The threat/intruder is inside the building.

Lockdown with warning procedures:

- Emergency Coordinator will order and announce “lockdown with warning” procedures. Repeat announcement several times. Be direct. Code words lead to confusion.
- Bring people inside.
- Lock whatever doors possible.
- Clear hallways, restrooms and other rooms that cannot be secured.
- Where possible, pull shades. Keep students away from windows.
- Control all movement but continue classes.
- Emergency Coordinator will announce “all clear.”

Lockdown with intruder procedures (these actions must happen rapidly):

- Emergency Coordinator will order and announce, “lockdown with intruder.” Repeat announcement several times. Be direct. Code words lead to confusion.
- Immediately direct all students, tenants, staff and visitors into nearest classroom or secured space. Classes that are outside of the building (if applicable) SHOULD NOT enter the building. Move outside classes to primary evacuation site.
- Lock whatever classroom and office doors possible.
- DO NOT lock exterior doors.
- Move people away from windows and doors.
- Keep out of sight as much as possible.
- Emergency Coordinator will announce “all clear.”

Additionally, when the lockdown announcement is made, all students, tenants, staff and visitors should:

1. **Remain calm and do not panic.**
2. Immediately clear hallways and report to the nearest available classroom, office or secured space or room.
3. Assist those needing special assistance to the nearest available safe room.
4. Close and lock/barricade all windows and doors, move heavy furniture against the doors.
5. Do not leave the established safe room for any reason.
6. Stay away from all doors and windows and move to interior walls to remain out of sight.
7. Be quiet, turn off lights, radios and cell phone ringers.

8. Try to stay out of the line of sight from the corridors. Where necessary, reduce your target profile as much as possible (e.g., huddle down on the floor behind or under a desk).
9. Refuse to open the door of the safe room except for *Emergency Responders*. Staff may have to make a judgement call as to whether to open the door for a student or staff knocking on the door. The situation will determine the response of staff.
10. Remain where you are until an “all-clear signal” has been issued.

Some other threats may override lockdown, i.e., confirmed fire, intruder in classroom, etc.

Lockdown may be initiated in non-threatening circumstances to keep people away from areas where there may be a medical emergency or disturbance.

9

Active Shooter Response Procedures

Active shooter events are unpredictable, and rapidly evolving. Immediate deployment of law enforcement is required to stop the shooting.

If faced with an active shooter incident, there are THREE things you can do that make a difference - RUN, HIDE, FIGHT.

RUN - When an active shooter is in your vicinity:

- Have an escape route and GET OUT! This is your first and best option.
- Evacuate regardless of whether others agree to follow.
- Leave your belongings behind.
- Remain calm.
- Call 911 when it is safe to do so.
- RAISE YOUR HANDS and keep them visible when you encounter a law enforcement Officer.
- Follow the law enforcement Officer's instructions.

HIDE - If evacuation is not possible, find a place to hide:

- Lock and barricade the door with heavy furniture.
- Turn off the lights.
- Close, cover and move away from windows.
- Silence your cell phone.
- Turn off any source of noise (e.g., radio, TV).
- Hide behind large objects (e.g., cabinets, desks).
- Do not huddle in group.
- Remain quiet and do not leave until directed by law enforcement Officers.
- Your hiding place should:
 - Be out of the shooter's view.
 - Provide protection if shots are fired in your direction.
 - Do not trap or restrict your options for movement.

FIGHT - As a last resort, and only if your life is in imminent danger:

- Act aggressively as possible against the shooter.
- Improvise weapons (e.g., fire extinguishers, chair, or any heavy item).
- Form a group to overwhelm the shooter. There is strength in number when you work together.
- When the shooter is incapacitated, call 911.

POLICE RESPONSE - When law enforcement Officers arrive:

- RAISE YOUR HANDS and always keep them visible.
- Remain calm and follow law enforcement Officer's instructions.
- Avoid making quick movements toward law enforcement Officers (e.g., holding on to them for safety).
- Avoid pointing, screaming, or yelling.
- The law enforcement Officers will not respond to or assist those who are injured. They will go directly to the shooter.
- Rescue team and emergency personnel will help and care for the injured as soon as possible.
- Law enforcement Officers may secure all witnesses until identified and questioned.

10

Hostage Situation

10.1 If you are Taken as a Hostage

Employee Instructions

1. Remain calm and be patient. Avoid drastic action.
2. The initial 45 minutes are the most dangerous. Follow instructions and be alert. Don't make any sudden movements that may jeopardize your well being.
3. Don't speak unless spoken to and then only when necessary. Don't talk down to the captor.
4. Avoid appearing hostile. Maintain eye contact but do not stare.
5. Comply with instructions as well as you can. Avoid arguments. Expect the unexpected.
6. Be observant. Try to remember all distinguishable characteristics. The personal safety of others may depend on your memory.
7. Attempt to establish rapport with the captor. If medications or first aid are needed by anyone, say so. The captor in all probability does not want to harm the hostages. Hurting anyone adds additional offences and stiffer penalties.

10.2 If Someone Has Been Taken as a Hostage

You may be informed that someone has been taken hostage by phone, email or by mail:

If you receive a phone call

Employee Instructions

1. Keep the caller on the line as long as possible. Note the telephone number displayed.
2. Try to enlist the aid of fellow employees or the Emergency Coordinator to immediately notify the Police – 911 – and advise them of the situation.
3. Obtain as much information as possible from the caller:
 - Name of person taken hostage.
 - General location (in the building, in Vancouver, in Canada, outside of the country, etc.).
 - Why the person has been taken hostage.
 - What the caller is looking for, what the person would like ISSoBC to do.
4. Contact the Emergency Coordinator if they have not already been contacted.

Emergency Coordinator

1. Assume responsibility of the situation.
2. Ensure the Police have been called.
3. Follow instructions from the Police.
4. Meet the Police.
5. Notify a CMT member.
6. Complete Critical Incident Report.

If you receive an e-mail**Employee Instructions**

1. Do not delete the email; print the e-mail and take note of the sender's address.
2. Notify the Emergency Coordinator.

Emergency Coordinator

1. Assume responsibility of the situation.
2. Notify the Police – 911 – and advise them of the situation.
3. Follow instructions from the Police.
4. Meet the Police.
5. Notify a CMT member.
6. Complete Critical Incident Report.

If you receive a letter**Employee Instructions**

1. Keep the handling of the letter and the envelope to an absolute minimum.
2. Notify the Emergency Coordinator.

Emergency Coordinator

1. Assume responsibility of the situation.
2. Notify the Police – 911 – and advise them of the situation.
3. Follow instructions from the Police.
4. Meet the Police.
5. Notify a CMT member.
6. Complete Critical Incident Report.

11

Bomb Threat

All Bomb Threats must be taken seriously.

Employee Instructions

The most important thing is to **REMAIN CALM**.

1. When a threat is **RECEIVED**:

- Listen.
- Do not interrupt the caller.
- Obtain as much information as possible.

2. **ASK** the following:

- What time will the bomb explode?
- Where is it?
- What type of bomb is it?
- What does it look like?
- Why did you place the call?
- Where are you calling from?
- What organization do you represent?
- What is your name?
- Why did you place the bomb?

3. While on the phone try to enlist the aid of fellow employees to notify the Emergency Coordinator. If you cannot reach the Emergency Coordinator, call 911 – advise them why you are calling and

- Provide your name and number and where you are calling from, i.e.

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--

- Provide all information that you have been able to gather – refer to next page.
- Follow the instructions from the 911 Operator.

IF ORDERED TO EVACUATE:

- Gather up purses, briefcases and bags.
- Evacuate the building as directed by Emergency Personnel.

4. **RECORD** information using the Pertinent Data to Record guidelines (below):

Emergency Coordinator Instructions

1. Assume responsibility of the situation.
2. Ensure 911 has been called.
3. Evacuate as required.
4. Meet Emergency Services Personnel.
5. Contact a CMT member.
6. Prepare Critical Incident Report.

Bomb Threat – Pertinent Data to Record

Date: _____

Exact words said: _____

Time call received: _____

Call number on display screen: _____

Background noises: _____

Duration of call: _____

Line call received on: _____

Location of telephone: _____

Call received by: _____

IDENTIFYING CHARACTERISTICS:

Sex of caller: Male? Female? _____

Estimated age (teen – 39; 40 –59; 60 & over): _____

Accent: (English, French etc.): _____

Voice: (loud, soft, etc.): _____

Diction: (good, nasal, lisp, etc.): _____

Manner: (calm, emotional, vulgar, etc.): _____

Was caller's voice familiar (specify): _____

Whom notified: _____

Time notified: _____

12

Harmful Gas Leak

Employee Instructions

1. Leave the affected area.
2. If you suspect it is natural gas, DO NOT attempt to turn off (or on) any electrical appliances.
3. Notify the Emergency Coordinator. If you are unable to reach the Emergency Coordinator, Call 911 – advise them why you are calling.

- Provide the name and number you are calling from, i.e.

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- Advise them if there are any individuals that are unconscious or require medical attention.
- Location of affected area.

Emergency Coordinator

1. Ensure 911 had been called.
2. Contact building maintenance.
3. Make sure everyone is out of the affected area.
4. Open any windows and doors for ventilation.
5. Notify a CMT member.
6. Meet Emergency Services personnel.
7. Direct Emergency Services to any individuals that are unconscious or require medical assistance.
8. Complete the Emergency Coordinator Fire Drill/ Emergency Evacuation Report or the Critical Incident Report, if required.

Building Maintenance

1. Turn off the HVAC system.
2. If it is a natural gas leak, shut off the gas at the main valve and any secondary valves if necessary.
3. Emergency Coordinator or HR must contact Ministry of Labour if an individual passes out or is injured (Occupational H&S Act, s834 of the Critical Injury Legislation).
4. Check the area for the source of the leak and report it.
5. Ensure that an air quality testing takes place.
6. Post signs in areas of concern.
7. Provide carbon monoxide detectors with an exhaust fan, where necessary.

13

Explosion

An explosion may be caused by a gas leak, chemical spill and ignition, or other combination of substances or a criminal act.

Employee Instructions

1. Call - 911 advise them why you are calling and
 - Provide your name and number and where you are calling from:

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- Indicate where explosion occurred.
 - Provide details of number of people injured and extent of injuries.
 - Location and extent of property damage if readily apparent.
2. Follow the instructions of the 911 operator.
 3. If there is a fire, remain calm and follow EVACUATION PROCEDURES (Section 9).
 4. Be alert for a possible second device or explosion.
 5. Notify the Emergency Coordinator and pass on the 911 operator's instructions.

Emergency Coordinator

1. Assume responsibility of the situation
2. If there are wounded, have a colleague locate ISS First Aid attendants.
3. DO NOT move injured persons. Try to make them comfortable.
4. If there is a fire, remain calm and follow EVACUATION PROCEDURES (Section 5).
5. Notify a CMT member.
6. If there is NO fire, await the arrival of Emergency Personnel and follow their instructions.
7. Complete Critical Incident Report.

14

Utility Outage

A utility outage is a loss of electricity, gas or water service which can be a short or long-term loss of utilities.

Employees Instructions

1. Shut down personal computers and other electrical equipment and appliances if electricity is off.
2. Open windows for additional light and/or ventilation if the incident warrants it.
3. Take direction from the Emergency Coordinator.

Emergency Coordinator's Instructions

1. Assess the extent of the outage in the area.
2. Report the outage to Building Maintenance and to IT and ensure that they take appropriate action to secure the facility and turn off main power supply, intake valves or other conduits or invoke IT shutdown.
3. Inform a CMT member.
4. Help staff in affected or darkened areas to move to safe locations.

Crisis Management Team

1. Make the determination to evacuate or shelter-in place based on the type of outage and safety of employees.
2. Communicate the decision to managers.

15

IT Failure

These procedures apply to general IT failures that may impact the following systems:

- Management, Financial and Control Systems
- Email/Blackberry Enterprise Server (BES)
- Access to the Internet
- Enrolment Systems
- Maintenance Systems

General IT Emergency Procedures:

In the event of major physical damage to IT systems, the IT department will undertake the following steps:

1. Conduct triage of the incident and determine the length of the IT outage.
2. Immediately inform Senior Management and any other key contacts (e.g., clients, students) of the above assessment.
3. Bring up alternate Domain Controller at the Terminal facility.
4. Reroute telephone system to backup facility at Terminal.
5. Load Victoria Drive application data to servers at Terminal.
 - A. Inform Senior Management that the systems will be working at reduced capacity.
6. Conduct full damage assessment and determine which components will need replacing:
 - A. Network components, including Firewall, Routers, Domain Controller, etc.
 - B. Hardware: Servers, Racks, etc.
 - C. Software: Operating System/Release Levels, Application SW, License Keys, Middleware, etc.
7. Order replacement equipment/software from standard suppliers.
8. Determine an alternate recovery site if Victoria Drive is unusable as an IT centre for foreseeable future.
9. Notify and/or meet with Senior Management to identify and approve the alternate recovery site
10. Re-build, re-configure new hardware at alternate site or at Victoria Drive if it is deemed re-usable.
11. Inform Senior Management and any other key contacts of the date of migration of systems back to the main data centre.
12. Repatriate systems back to main data centre at new alternate location or back to Victoria Drive.

Emergency Scenario 1: Server Room Overheating

Computer and networking equipment operating temperature recommendation is usually between 10°C/50°F and 28°C/82°F. To ensure reliable operation and the longest possible life from components, temperature should stay within that band. Even a few degrees too hot can blow a server chip.

The American Society of Heating, Refrigerating and Air-Conditioning Engineers (ASHRAE)'s "Thermal Guidelines for Data Processing Environments"[31] recommends a temperature range of 16–24°C (61–75°F) and humidity range of 40–55% with a maximum dew point of 15 °C as optimal for data centre conditions.

Considering the maximum recommended operating range, the following should be general emergency overheating guidelines:

1. If temperature in the Victoria Drive/Terminal Avenue server room reaches a temperature of 27°C/80°F, upper tolerances are being approached.
2. If temperatures cannot be brought down within 30 minutes or temperatures increase, all IT equipment must be shut down:
 - A. IT will issue a broadcast message via e-mail, and network broadcasting and verbal announcements that systems are about to be shut down until further notice, to preserve operating equipment.
 - B. Shut down IT equipment gracefully ("non-hard" shutdown).
3. Contact cooling engineering/maintenance company to resolve heating situation in server room.
4. Once temperature control has been re-established within operating equipment tolerances, re-start IT equipment and re-establish IT services.
5. If temperature issues cannot be resolved within one hour, execute General IT Emergency Procedures Steps 1 to 5.
6. Once IT services have been re-established, IT will issue broadcast messages via e-mail and verbal announcements that IT services are available.

Emergency Scenario 2: Power Failure

The Victoria Drive/Terminal Avenue IT equipment has an alternate power source in the event of a power failure, provided via battery operated Uninterruptible Power Supply (UPS). The UPS systems, while providing continuous power in the event of a power failure, gives only approximately 15 minutes of electrical power to the IT equipment. The following are the emergency procedures for power failure to IT server room.

1. When power failure occurs, contact power utility (BC Hydro) to determine estimated length of power outage.
2. If the estimate exceeds 10 minutes of power outage, or no estimate can be obtained, commence IT equipment shutdown:
 - A. IT will issue a broadcast message via e-mail, and network broadcasting and verbal announcements that systems are about to be shut down until further notice, to preserve operating equipment.
 - B. Shut down IT equipment gracefully ("non-hard" shutdown).
3. When power is restored, ensure that the UPS system is re-charged first before restarting systems.

4. Re-start IT equipment and re-establish IT services.
5. If power is not restored within 20 minutes, execute General IT Emergency Procedures Steps 1 to 5, unless Victoria Drive has also been impacted by a widespread power failure.
6. Once IT services have been re-established, IT will issue broadcast messages via e-mail and verbal announcements that IT services are available.

GENERAL NOTE: If any IT service is unavailable, all affected ISS of BC functions and/or personnel are to revert to manual processes and forms until otherwise notified.

16

Earthquake

An earthquake is a sudden slipping or movement of the earth's crust, accompanied and followed by a series of vibrations.

Employee Instructions

1. Take cover immediately under a desk, table, or chair, against a corridor wall, or outdoors in open areas away from buildings – DROP, COVER and HOLD ON.
2. Be alert for aftershocks.
3. Remain calm and restore calm.
4. Evacuate immediately after shaking stops only if structure appears unsafe.
5. Do not use elevators.
6. Assemble at designated assembly area, away from the building.
7. Call 911 to report injuries, if any, or assist with transportation to hospital.
8. Report damage to Emergency Coordinator.
9. Re-enter building only when instructed to do so by the Emergency Services.
10. Emergency supplies are stored in First aid Cabinet for LCC and Career Services in Rm 603; LCC First Aid kits (4) in 601 and 603; LCC Emergency food/water (601, 603, 605, 609, 624); Emergency supplies: hard hats, flashlights, radio, knife, blankets, etc. (601, 603, 624)

Emergency Coordinator Instructions

1. Assume responsibility of the situation.
2. Ensure 911 has been called.
3. Restore calm.
4. Help employees evacuate as required.
5. Meet Emergency Services Personnel.
6. Contact a CMT member.
7. Prepare Critical Incident Report.

17

Handling of a Suspicious Package

If you notice a suspicious looking package or unidentified object (something you know does not belong in this location or does not look or feel right).

Mail Examination Guidelines

All incoming Canada Post mail and incoming couriered mail must be examined visually. An explosive or another device can be enclosed in either an envelope or a parcel, and the outward appearance may not easily identify the contents. However, mail bombs or other devices may share some unique characteristics. These include:

- Excessive, inadequate or missing postage.
- Restrictive markings such as “confidential, personal, or to be opened by...”
- Inappropriate Air Mail and Special Delivery stickers.
- Are unexpected or from someone unfamiliar to you.
- Foreign mail from politically unstable or hostile countries.
- Postmark different from return address location.
- Notations like “special delivery or air mail.”
- Handwritten or poorly typed addresses.
- Incorrect titles.
- Titles but no names.
- Are addressed to someone no longer with ISSoBC.
- Incomplete or incorrect destination address.
- Misspelling of words or common names.
- Oily stains or discolouration, or crystallization on the wrapper.
- No return address or one that is indecipherable.
- Excessive weight, given their size, or are lopsided or oddly shaped.
- Foul or chemical odours.
- Powdery substances on the outside.
- Rigid or bulky envelope.
- Packages with both rigid and soft areas.
- Official packages with missing or incorrect logos.
- Protruding wires or tinfoil.
- Returned mail that appears to have been opened and resealed.
- Leaking items.
- Excessive securing material such as masking tape, string etc.
- Unprofessional wrapping.
- Does not look or feel right based on experience.

While hazardous mail may be addressed to senior staff, it is not limited to this group of individuals.

Employee Instructions for Handling of Suspicious Packages

1. Do not touch or move the package.
2. Notify the Emergency Coordinator. If you are unable to reach the Emergency Coordinator, Call -- 911 -- and advise them why you are calling.
 - Provide your name and number and where you are calling from, i.e.

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Reception contact number:
604-684-2561

3. Provide description of the package and its location
4. Contact the Emergency Coordinator.

Emergency Coordinator Instructions

1. Assume responsibility of the situation.
2. Ensure 911 had been called.
3. Meet the emergency services personnel.
4. Notify a CMT member if package is a verified threat.
5. Complete Critical Incident Report.

18

Flood/Tsunami

Flood

A flood warning may be issued by local weather services. Floods may be caused by torrential rain or storms or by pipes within the facility bursting or failing.

Employee Instructions

1. Avoid wet wires and electrical outlets.
2. Notify the Emergency Coordinator and building maintenance.
3. Follow the instructions of building maintenance.

Building Maintenance or Emergency Coordinator Instructions

1. Turn off water mains and power, only if it is safe to do so.
2. Post signs to inform individuals of a flooded area. If it is large, close the entire building.
3. Notify a CMT member.
4. Do not begin clean-up until after an inspection of electrical outlets is complete.
5. Communicate actions to managers.
6. Contact the local plumbing company or service provider to have the water pumped out, and the piping fixed.
7. Have the extent of the damage assessed.
 - Contact a service company that will remove wet materials and initiate drying procedures.
 - Assess the site when drying procedures are complete.
 - Conduct air quality testing if required.
 - Initiate mold management procedures if required.
8. Provide communication as required.

Tsunami

Early warning signs of a tsunami

1. One of the signs of a potential tsunami is the occurrence of a very large earthquake that lasts for more than 20 seconds. If an area has been shaken by a very large earthquake, one should be on alert that shorelines located within the radius of the earthquake's epicentre may be hit by a tsunami.
2. A more immediate and ominous sign of an approaching tsunami is a rapid and unexpected recession of water levels below the expected low tide. This can occur minutes before the shoreline is struck by a tsunami and can be the only sign along coastlines that are located too far from the earthquake epicentre to have felt the shaking.
3. A tsunami may also occur with very little warning.
4. Natural Resources Canada's seismologists monitor for such events around the clock. As soon as possible, a tsunami warning is issued to media and municipalities in regions where a tsunami is likely to hit.
5. The Canadian Coast Guard's Marine Communications Traffic Services broadcasts tsunami alerts to mariners.
6. When you get a warning of a tsunami, if there is time, move to higher ground immediately.

What to do when a tsunami occurs

7. Do not go near the shore to watch a tsunami hit. If you can see it, you are too close to escape.
8. Should a tsunami occur, and you cannot get to higher ground, stay inside where you are protected from the water. It's best to be on the landward side of the building, away from windows.
9. Often tsunamis occur in multiple waves that can occur minutes apart, but also as much as one hour apart.
10. Monitor the tsunami's progress and listen for warnings or instructions from local officials. If you are safe when the first tsunami hits, stay put until authorities declare all is safe.
11. After a tsunami hits, you may encounter flood waters. Flood waters can be dangerous to walk or drive through. Before driving anywhere, it is best to listen carefully to rescue officials who will be coordinating evacuation plans. Refer also to Flood instructions above.
12. Be aware of risks such as hypothermia from cold water or drowning from running water. The local chapter of St. John Ambulance or Red Cross can provide more information on how to prevent these problems.

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Forms



EMERGENCY EVACUATION ASSISTANCE

Name (student/client):	
Telephone #:	
Assistance Required:	
Program:	
Room #:	
Name (staff):	
Signature:	
Date:	

For office use only:

Floor Warden/Staff Assisting:

Date of Meeting:

Please return this form to the Facilities Manager

CRITICAL INCIDENT REPORT

ISSoBC is committed to providing and maintaining a safe and healthy environment for its staff, volunteers, and clients. Unfortunately, from time to time an incident may occur which may cause an injury, may threaten a person's personal safety, or may make a person feel unsafe.

Should such an incident occur, ISSoBC wishes to ensure the situation is responded to in a timely and appropriate manner. Additionally, should there be a requirement for involvement from an outside agency - e.g., Police, Insurance Carrier, Workers Compensation, etc. - documentation of the issue is essential.

If there is a threat to person or property, call 911 immediately. This serves two purposes: it protects the person or property immediately and it is the first step into the criminal justice system. A Peace Bond may be obtained by the complainant, by ISSoBC through the CEO on behalf of an employee or by the police.

If a Peace Bond is obtained, the accused may be arrested and must have the opportunity to respond. If the accused person is a client, ISSoBC must advise the person, in writing and with notice of service - e.g., courier receipt, registered letter receipt - that they are not to enter any ISSoBC premises. ISSoBC may then issue an advisory notice to all staff advising them to contact the police if that person is seen on any ISSoBC property.

1. When a critical incident is reported to any person in a supervisory capacity, a **CRITICAL INCIDENT REPORT must be completed** by the complainant or, if necessary, by the immediate supervisor **within five (5) working days**.
2. A copy of the report must be forwarded to the Human Resources Department and to the appropriate Director.
3. Human Resources or the Director may ask to meet with the complainant to clarify information, to assess the situation to determine if additional actions should be taken or to make appropriate referrals to other individuals or groups e.g., Health and Safety Committee.
4. Referrals will not be made without the complainant's agreement and cooperation.

For office use only:

Critical Incident Report provided to:

Chief Executive Officer: ☐

Director of People, Culture & Inclusion: ☐

Director

☐

Chief Operating Officer: ☐

Facilities Manager

☐

Date: _____



CRITICAL INCIDENT REPORT

1. Identifying Information

Name:	Title:
Supervisor:	Program/Department:
Date of incident:	Time: _____ AM/PM
Type of incident: ☐ Injury ☐ Assault ☐ Other _____	
Location (office): _____ ☐ Parking lot ☐ Lobby ☐ Classroom ☐ Reception area ☐ Other (<i>please specify</i>): _____	

2. Action Taken

Please describe the incident in detail (*use additional sheets if necessary*):

3. If an assault occurred, please complete the following section

Assailant is: ☐ Client ☐ Delivery person ☐ Ex-employee ☐ Student ☐ Visitor ☐ Volunteer ☐ Other (<i>please specify</i>): _____			
Description: ☐ Male ☐ Female			
Age:	Complexion:	Height:	Weight:
Name (<i>if known</i>): _____			
Has a warning advisory been circulated to all staff? ☐ Yes ☐ No (<i>If yes, please indicate by whom</i>): _____ Date sent: _____		If a threat to a person, has a Peace Bond been obtained? ☐ Yes ☐ No	
Has a letter been sent to assailant (<i>if appropriate</i>)? ☐ Yes ☐ No (<i>If yes, please indicate the method used, date and name</i>) Method: (<i>e.g., courier, registered mail, etc.</i>): _____ Date sent: _____ Sent by: _____			

4. Please provide the following information

Medical attention/first aid obtained? ☐ Yes ☐ No ☐ Ambulance ☐ First Aid ☐ Hospital Name of medical attendant: _____	WCB forms completed? ☐ Yes ☐ No Date sent: _____ Completed by: _____
Investigation conducted? ☐ Yes ☐ No Name of person investigating: _____	Advised of right to consult doctor? ☐ Yes ☐ No Please provide doctor's name <i>(if known)</i>: _____
Reported to supervisor? ☐ Yes ☐ No Name of supervisor: _____ Date reported: _____	Police called? ☐ Yes ☐ No Officer's Name: _____ Case No: _____
Are there any witnesses? ☐ Yes ☐ No <i>(If yes, please provide name, address, and telephone number)</i> _____ _____ _____ _____	

Other action taken: *(please specify)*:

5. Follow-up Action Required

Report to WCB ☐ Yes ☐ No Date sent: _____

Report to Safety Committee ☐ Yes ☐ No Date sent: _____

Report to Board of Directors ☐ Yes ☐ No Date sent: _____

Other action required:

6. Reports

Report submitted by: _____

Date: _____

Report submitted to:

Chief Executive Officer: ☐

Chief Operating Officer: ☐

Director of People, Culture & Inclusion: ☐

Facilities Manager: ☐

Date: _____



VIDEO SURVEILLANCE POLICY

Purpose

This policy provides guidelines on the purpose and use of video surveillance at Welcome Centre and other sites deemed to be monitored. The policy outlines the recording, monitoring, handling and storing of video. Information obtained through video recordings will be used for enhancing and ensuring the safety and security of staff, clients, volunteers, tenants, service participants, and the public utilizing ISSofBC Programs. Video surveillance recorded will be used in preventing criminal activities, providing valuable information on risk assessments, and gathering evidence and fact-based information.

The video surveillance will be used in a professional and ethical manner that does not violate the reasonable expectation of privacy as defined by laws. ISSofBC respects this policy, and it will not be used to monitor the work habits or productivity of staff.

Staff will be advised of the placement of video surveillance cameras and notified of any changes.

Policy Statement

The primary use of the surveillance camera is to record images of individuals caught in any unlawful acts. There will be no audio recordings. Information obtained from the surveillance camera will also be used to assist in the investigation of any criminal or highly suspicious activities that pose any threat to staff, clients, volunteers, tenants, service participants and the public utilizing ISSofBC Programs.

Installation

Video surveillance cameras have been installed in public areas - reception, elevators, corridors, playground and parkade.

Every effort has been made to place the cameras appropriately so as to protect personal privacy.

Signage

Signs are displayed in conspicuous areas indicating the presence of surveillance cameras.

Monitoring

The video surveillance system is not monitored on a continuous basis. It will be viewed periodically or in response to a specific incident. Authorized staff will review the surveillance camera recordings as required to aid in any criminal investigations.

Recorded video are to be viewed on a need to know basis only, in a private and controlled area that is not accessible to public viewing.

Disclosure of video records shall be on a need-to-know basis and will only be used for enforcement or investigative purposes, and to provide evidence in a criminal prosecution.

Suspicious video surveillance capturing criminal behavior will be immediately reported to the Facilities Manager, who in turn will provide it to the law enforcement to aid them in their investigations.

Video surveillance that is investigated will be discussed at the Health & Safety Committee to advise and further enhance best practices on health and safety in the workplace.

Recording

Recorded video will be stored for a period of 21 days and deleted. However, it will not be deleted if the video images are required by law enforcement for evidential purposes in legal proceedings.

ISSofBC will cooperate fully with law enforcement.

Storing of Images

Video recordings will be stored in a secure location. Only authorized staff will operate the surveillance system and access the recorded images.

Formal Access Requests

All video surveillance formal requests must be in writing and directed to the Facilities Manager.

Request and disclosure of recorded video to third parties are strictly controlled and documented.



VIDEO SURVEILLANCE REQUEST FORM

Name of Requester:	
Company/Organization:	
Telephone/Cell #:	
Date/Time of Incident:	
Area/Location to Review:	
Reason for Request: ☐ Investigation of criminal activity ☐ Monitoring of restricted area ☐ Crime prevention ☐ Other _____	
I acknowledge receipt of the video images above. Requested by: _____ Printed Name _____ Signature Date: _____	
For Office Use Only	
This request has been reviewed under the terms of ISSofBC Video Surveillance Policy and is: ☐ Approved ☐ Denied Reason: _____	
_____ Facilities Manager	_____ Date