



Emergency Management, Critical Incident & Health and Safety Plan

ILAC EMERGENCY MANAGEMENT, CRITICAL INCIDENT & HEALTH AND SAFETY PLAN

(Policies, Procedures and Responsibilities Framework)

Purpose 2

Objectives and Key Results..... 2

Definitions, Terminology and Explanations 4

Emergency Contact Information 6

EMCIHS Management and Action Committee Roles and Responsibilities..... 7

Procedures for dealing with Emergency, Critical and Health and Safety Incidents10

Incident Responses – Action Plans.....10

 When calling Emergency Responders:10

 In case of Fire:12

 Hold and Secure12

 Shelter in Place.....14

 Lockdown.....14

 Evacuation14

 Infrastructure Failures.....16

 Intruder / Suspicious Person or Item17

Unscheduled Closure and Weather Events.....16

Accessibility Requirement19

Harassment, Violence and Misconduct.....19

APPENDIX A20

APPENDIX B.....20

Purpose

The ILAC Education Group (“ILAC”) is committed to promoting individual and community well-being, safety, and security by protecting the learning, teaching, and working environments of students and employees. When emergencies, critical incidents and / or health and safety concerns (“EMCIHS Incidents and Concerns”) occur and are present on campus, ILAC will respond by providing intervention and support to individual students and employees. This plan will not consider external hazards, risks, events or response requirements.

The development of the ILAC Emergency Management, Critical Incident & Health and Safety Plan (the “EMCIHS”) begins with a risk assessment based on industry best practices and our experience managing the organization. The result of the assessment demonstrates a) how likely a situation is to occur, b) what means are available to stop or prevent the event from occurring, and c) what response is necessary to manage the outcome. Although Incidents and Concerns cannot always be predicted, there is a reasonable limit to the variations and likeliness of what can occur. Consequently, the focus is on the identification of Incidents and Concerns that pose a threat and the implementation of appropriate policies, procedures and responsibilities.

At ILAC, our mission is to change lives through education and create opportunities to achieve your dreams. After careful consideration, consultation, ILAC has determined that it is in the best interest of the organization to implement this Plan with the commitment that it will be paired with ongoing evaluations and appropriate training for those individuals responsible for the safety and wellbeing of the ILAC community.

Objectives and Key Results

The objectives of this Plan include:

- Performing a risk assessment and designing mitigations techniques
- Defining roles and responsibilities of associated team members
- Developing procedures for the delivery of a timely and coordinated response to Incident and Concerns
- Ensuring the preparedness of our properties and appropriateness of our resources

The key results of this Plan include:

- Designing an all-hazards approach
- Establishment of the ILAC EMCIHS Management Committee and Action Committee
- Design of the supporting action plans
- Adaptation of the plan for each property

Emergency, Critical and Health and Safety Incidents may require different levels of response and may include:

- Medical injury / illness, sudden trauma or death
- Fire, environmental disturbances and infrastructure failures
- Serious interpersonal conflicts and extreme emotional distress
- Assault (physical / sexual), violent acts and / or threats
- Campus disturbances and other matters similar in nature

All records of activities undertaken under this management plan will be protected by privacy legislation guidelines

Related Policies

- General Organization Policies - [Policies and Procedures | ILAC](#); [Policies and Procedures | ILAC International College](#); [Tamwood-Careers-Policy-BC.pdf](#); [Tamwood-Language-Centres-Policy.pdf](#)
 - Statement of Student Rights
 - Student Support Services
 - Dispute Resolution Policy
 - Anti-Bullying/Harassment/Discrimination Policy
 - Discipline Policy
 - Sexual Violence and Misconduct Policy
- Accessible Canada Act - [Summary of the Accessible Canada Act - Canada.ca](#)
- Occupational Health and Safety Act - [Guide to the Occupational Health and Safety Act | ontario.ca](#)
- Ministry of Universities and Colleges Act - [Ministry of Colleges and Universities | ontario.ca](#)
- Canada Emergency Management Act - [Emergency Management Act](#)
- Ontario Emergency Management Act - [Emergency management in Ontario | ontario.ca](#)
- British Columbia Emergency Management Act - [Emergency and Disaster Management Act](#)
- Canadian Red Cross - [Helping To Strengthen Resiliency - Canadian Red Cross](#)

BE READY

- Familiarize yourself with the contents of the ILAC EMCIHS Plan. This is available on our websites and via ADP HRIS.
- Know the related Policies included in the Plan.
- Provide feedback after any training session or drill. This will help with continuous improvement.

Definitions, Terminology and Explanations

All Hazards Approach – an approach that recognizes that the actions required to mitigate the effects of emergencies are essentially the same, irrespective of the nature of the event, thereby permitting an optimization of effort, planning, response and supporting resources. This approach is intended to employ standardized methodologies and modify as necessitated by the circumstances.

Area of Refuge – is a location in a building designed to hold occupants during an emergency event, when evacuation may not be safe or possible. Individuals can wait there until they are rescued or relieved by emergency responders.

Critical Incident – an event, or crisis, that is experienced as sudden, unexpected, incomprehensible, shocking, and personally upsetting. It has the potential to result in physical and / or emotional distress which affects employees and students at ILAC.

Critical Incident Stress (CIS) - the emotional, physical, cognitive, and behavioural reactions, signs and symptoms experienced by a person or group in response to a critical incident. It is a normal response to an abnormal situation. It can lead to psychological stress and anxiety, which subsequently may result in poor work / academic performance, family stress, personality shifts and a variety of other problems.

Debriefing – a proactive, professionally led, post incident intervention involving a group meeting or discussion about a distressing critical incident. A debriefing is based on the core principles of crisis intervention. It is designed to mitigate the impact of a critical incident and assist in the amelioration of stress associated with the incident.

Defusing – an intervention that is a shorter, less formal version of a debriefing, that occurs immediately after an incident has occurred. It is a confidential and voluntary opportunity to learn about stress, share reactions to the incident and express emotions with the goal of stabilizing people affected by the incident so they can return to their normal routines without unusual stress.

Emergency Management – the process of developing a plan to be prepared for the occurrence of an emergency and to be able to prevent the severity, mitigate the impact, respond to situation, and recover from the effects, of any such event.

Grief Counselling – a structured group or individual session following an incident. It often helps staff and students to understand their own grief reactions as well as creating a healthy atmosphere of openness and dialogue around the circumstances of the incident.

Hazard – a potentially damaging physical event, phenomenon or human activity that may cause the loss of life, or injury, property damage, social and economic disruption, and environmental degradation.

ILAC Education Group – is comprised of the following entities, which are all party to this plan:

- International Language Academy of Canada Inc.
- ILAC International College Ltd.
- ILAC International College (BC) Ltd.
- Tamwood Careers Ltd.
- Tamwood International College Ltd.

Incident Communication – focuses on mitigating the effects of the incident on those who are directly involved. Relevant information will be shared with those who are impacted, and communication will be conducted in a manner that protects the interests and privacy of those involved.

Intervention – the organized and professional response to critical incidents where the goal is to assist affected individuals to share their experiences, express emotions, learn about stress reactions and symptoms, and to help individuals to resume normal activities. If the incident involved physical harm, an intervention would include the participation of health and wellness personnel.

Mitigation – sustained actions taken to eliminate or reduce risks and impacts posed by hazards well before an emergency occurs.

Pre-incident Communication – focuses on educating members of the school community about the nature of emergency, critical and health and safety incidents, how to report them, and how to get the help needed if they have been involved.

Prevention – actions taken to avoid the occurrence of negative consequences associated with a given emergency.

Post-incident Communication – focuses on encouraging an orderly return to normal operations in a manner that protects the interests and privacy of those involved. Its scope included, but is not restricted to, providing reminders to the community on how individuals can access health and Wellness support services, and how members of the community can become involved in post incident analysis.

Preparedness – a phase of emergency management where decisions are made, and measures are established proactively and before an event.

Response – a phase of emergency management actioned immediately and both during and after an event and consisting of activities aimed at limiting damage and or negative effects.

Recovery – a phase of emergency management aimed at restoring normal conditions after an event.

Resilience – the capacity of a system and or organization to manage, cope and adapt to changing environments and hazards.

Risk – the combination of likelihood and vulnerability to a hazard, which affects the consequences and impacts.

Risk Management – uses policies, practices and resources to analyze, assess and control health and safety risks.

Threat – the presence of a hazard and exposure pathway.

Vulnerability – the conditions determined by physical and environmental factors, which increase the susceptibility of an organization to the impact of hazards.

Emergency Contact Information

EMERGENCY



Police, Fire or Ambulance
911 In a life threatening situation call 911 FIRST, then contact Security.

International Language Academy of Canada Inc. (ILAC)	416-961-5151
ILAC Facilities Management	416-220-1166
ILAC Operations Management - Toronto	647-797-6635
ILAC Operations Management - Vancouver	778-736-1361
Toronto Police Services	416-808-2222 (*911)
Toronto Fire and Emergency Services	416-338-9050 (*911)
Toronto Paramedic Services	416-392-2000 (*911)
City of Toronto	*311 (416)
City of Vancouver	*311 (604)
Ontario Provincial Police Services (OPP)	1-888-310-1122
Toronto Hydro	416-542-8000
Enbridge Gas	1-866-763-5427
Poison Control Centre	1-800-268-9017
Toronto General Hospital	416-340-4800
Vancouver General Hospital	604-875-4111
Vancouver Police Services	604-717-3321 (*911)
Vancouver Fire and Emergency Services	604-717-3321 (*911)
Vancouver Paramedic Services	1-800-461-9911 (*911)

EMCIHS Management and Action Committee Roles and Responsibilities

The EMCIHS Management Committee (“EMC”) shall include senior representatives, at a senior manager, director, or level above, from across the ILAC organization and is responsible for preparing, maintaining and implementing the EMCIHS Plan, including the assessment of hazards, planning activities, establishing policies and managing objectives. The EMC convenes bi-annually to debate and amend the Plan.

The EMC responsibilities include:

- Ensuring appropriate policies are in place to facilitate the implementation of the EMCIHS Plan
- Ensuring that sufficient resources are available for the implementation of the EMCIHS Plan
- Managing and directing the Action Committee and Emergency Wardens activities and effectiveness
- Communicating all major decisions and Incidents to ILAC executives
- Make recommendations to the employer for the improvement of the EMCIHS Plan and to ensure its compliance with Occupational Health and Safety Regulations in Ontario and British Columbia.

The EMCIHS Action Committee (“EAC”) shall include representatives from across the ILAC organization and is responsible for monitoring the effectiveness of the EMCIHS Plan, including completing training, administering drills, and completing reports. The EAC is a joint committee required by the Workers Compensation Act (British Columbia) and Occupational Health and Safety Act (Ontario), with co-chairs nominated by their peers, on an annual basis, at the beginning of each new year, and members sitting on the committee for two (2) years. The EAC meets monthly to review open matters.

The EAC’s responsibilities include:

- Identifying situations that may be unsafe or unhealthy for employees and advise on systems for responding to those Incidents
- Considering and consulting, expeditiously, with complaints and issues related to Incidents and Concerns
- Advising EMC on proposed changes and improvements to the workplace and / or processes required under the regulation and that effect the health and safety of employees
- Receiving calls for responses to critical incidents from the ILAC community
- Ensuring the safety and security of individuals at the scene of an Incident
- Arranging for the timely and coordinated response to Incidents
- Completing Incident Reports (“IR”) in a timely fashion (24hrs), as instructed by committee co-chairs or the EMC
- Conducting Incident investigations and property inspections related to the regulations
- Follow up reporting to ensure the EMC is aware of the property and persons affected by an Incident
- Requesting information from the EMC about reasonably foreseeable health and safety hazards to which employees are likely to be exposed
- Carrying out other reasonable duties and functions prescribed by the regulations, and
- Managing the work and setting responsibilities for the ILAC EMCIHS Wardens, including but not limited to orientation, training and practice, of all EMCIHS Procedures

The ILAC EMCIHS Wardens (“EW”) are assigned persons across the ILAC organization in the facilities, operations and academics departments, and are integral to the successful administration of the EMCIHS Plan and Procedures. The responsibilities include:

- Acting as first responders for Incident Responses and Action Plans
- Receiving practical training on all necessary Incident functions
- Assisting the EAC with its duties and responsibilities, as required

Records and Reports

It is the responsibility of the Management and Action Committees, collectively, to keep accurate records of all Incidents and Concerns logged and manage the following employer reports:

- Incident Investigation Reports
- Corrective Action Report
- Property Inspections
- OHS related training records
- Company health and safety program records
- Safe work policies and procedures
- Manufacturers’ safety data sheets
- First aid statistics and stations
- Time loss injury statistics

Meetings

- The organization will support and provide resources for the Committee meetings
- All meetings will have recorded minutes
- The EMC will meet bi-annually and the EAC will meet monthly
- Special meetings, when required, can be called by the EMC and / or EAC Co-Chairs
- A quorum is not needed to hold a meeting; all decisions can be made so long as the majority of committee members are present and able to vote

EAC Co-Chair Responsibilities

- Host and control monthly committee meetings, including setting the agenda
- Ensure that meetings are a safe space for participants
- Review and acknowledge previous meeting minutes and post all meeting minutes in a conspicuous place
- Liaise with the EMC and ensure copies of meeting minutes are distributed
- Prepare committee recommendations for consideration by the EMC
- As necessary, to identify members for participation in Incident investigations, and for additional support for the ILAC community

Terms of Service and Participation

- Committee members will participate for two (2) years
- Committee selection should occur twice a year to encourage overlap between new and experience committee members

- If a member of the committee is unable to complete the term, another member will be chosen
- When an investigation is required, the EAC co-chairs will nominate a representative to participate in the Incident investigation and reporting process
- If a suitable member is not available to conduct the Incident investigation and / or report, then the EMC will be responsible
- When the committee is required to participate in the work refusal process both EAC co-chairs will participate
- If the EAC co-chairs cannot participate in the work refusal process, then the EMC will be responsible
- Formal written recommendations, as required will be sent to the EMC, via email, and the EMC will respond in 21 days
- The committee will make decisions based on majority rule of 2/3rds of the members and the rules of all procedures and processes may be amended by a majority vote of the members
- If the committee cannot reach a majority, the EMC shall participate, which will then require the same 2/3rds vote to pass
- If the EAC and EMC cannot reach a majority, then the committee chairs will report the issue to the regulators

Education and Training

A member of the committee shall perform specified activities relevant to the committee role, including the time required for meeting preparation during working hours and compensated accordingly for the hours of work according to employment standards in the province of employment. Those activities for which a member of the committee must be compensated are:

- Performing Incident investigations and / or workplace inspections
- Investigating Incidents and Concerns of a critical nature
- Completing training as a certified member of the committee

All members will participate in an introductory EMCIHS training course plus all additional training as set out by the EAC co-chairs. The EAC co-chairs will assist new members in completing the appropriate training and the EMC will ensure the training meets or exceeds the requirements of the regulation.

Committee Members – Appendix A

Procedures for dealing with Emergency, Critical and Health and Safety Incidents

Incident Investigation Reporting

All incidents should be reported as soon as possible to the EMCIHS Action Committee (“EAC”), supervisor, instructor and / or administrative staff member who will report the incident to the Campus Manager, Director of Operations, Director of Studies and the EMCIHS Management Committee (“EMC”).

It is required that the ILAC Incident Report be completed whenever an incident is reported. The ILAC EAC and / or EMC members are responsible for completing this form. A copy of the ILAC Incident Report (“IR”) can be found here - <https://forms.office.com/r/3qfM0f4BC5>

As much information as possible (on a need-to-know basis and with respect for privacy legislation) should be collected about the incident to assist with decisions about required actions.

The EMC will review and evaluate all incident reports and assess the required actions, to mitigate future incidents of a similar nature, and recover quickly and efficiently.

Medical, fire and violent acts must be reported to the appropriate authorities.

Incident Responses – Action Plans

An immediate response, involving public services and / or property managers, may include:

- Stabilization of the situation
- Collection of relevant information about the affected parties
- Completing the IR and assessing recovery efforts

A secondary response, administered by the EMC, will determine the following:

- If additional mitigation, prevention and preparedness measures are necessary
- If the situation warrants implementation of misconduct or discipline policies
- The requirement of additional resources and / or training for EMA or other persons
- The administration of a confidential intervention with key persons involved in the incident

Quick Response Services available to affected persons, are:

- Defusing
- Debriefing
- Counselling

When calling Emergency Responders:

- Remain calm and speak clearly
- Identify which service you require (e.g.: Police, Fire or Ambulance)
- Provide the exact location of the property (e.g.: address and major intersection) and the location of the affected individual and or place inside the property (e.g.: floor, NESW)

- Offer a point of contact (name and number) for someone on site
- Describe the situation, injury and or event in as few words as possible
- Remain on the line to provide additional information – do not end the call until told to do so

In case of Fire:

- Leave affected area immediately and close doors (and windows) behind you
- Activate alarm (if not automatically activated) and evacuate immediately
- Do NOT use elevators and leave the property using the nearest stairwell and or exit, consulting on site emergency signage
- Notify an ILAC EAC and or EW, if not already alerted, call 911
- CAUTION – if smoke is heavy in open corridors, it may be safest to stay in your area. Close the door and if possible, place a damp/wet cloth (or article of clothing) at the base of the door.
- If there is smoke in the stairway, check an alternate exit
- Follow the property evacuation plan, including the instructions of the EMP Wardens, the Executive, the Building Operator, Property Manager, and / or Emergency Responders
- Listen for additional instructions and public service announcements
- Wait and remain at the nearest gathering (muster) point, which will be at least 30 metres from the property
- Re-enter the property ONLY after the ALL-CLEAR signal has been given by the persons noted above and / or Emergency Responders

Hold and Secure

This response is initiated in heightened risk situations when the threat is known to be near the property and when it poses no immediate danger unless the individuals were to leave the property. The EAC will announce to all individuals that an Incident has occurred, and a HOLD and SECURE response has been initiated.

- Remain calm and stay inside. Most normal operations and activities inside the property can continue
- All individuals are expected to vacate common areas and move to the nearest classroom, which will be secured and monitored to control entry/exit.
- All individuals must wait for the ALL-CLEAR signal before leaving the secure space.

Shelter in Place

This response is initiated in heightened risk situations caused by any external threat in or in immediate proximity to the property. The EAC will announce to all individuals that an Incident has occurred, and a SHELTER in PLACE response has been initiated.

- Remain calm and stay inside. Some normal operations and activities inside the property can continue
- Exterior doors will be secured and monitored to ensure entry/exit is controlled.
- All individuals are expected to move to the nearest classroom, which will be secured and monitored to control entry/exit.
- All individuals must wait for the ALL-CLEAR signal before leaving the sheltered space

Lockdown

This response is initiated when it is determined, by the ECA, EMC, Property Owner / Operator, and or Public Services Official, that there is an emergency Incident and Concern and threat to the safety and wellbeing of individuals who are at the property, and they would be safest if contained inside the property. If there is ever a LOCKDOWN command given (e.g. three (3) bells, air horn, and / or public announcement, the following precautions are to be followed:

- Emergency Services (*911) are called immediately by one of the above noted individuals
- All individuals proceed to the nearest secure room (e.g.: any room with a locking device) and shelter in place
- Windows are closed/covered (shaded), and lights are turned off
- Use of mobile phones, laptops and other electronic devices is prohibited
- Only the authorized persons (noted above) and Emergency Responders (and other administrative staff) should be speaking and moving about the Campus
- When Emergency Responders arrive, they will control the property and take over providing all instructions; they will determine whether it is appropriate to evacuate (horizontal or vertical) and give the ALL-CLEAR signal when the threat has been neutralized

Evacuation

This response is initiated when it is determined, by the ECA, EMC, Property Owner / Operator, and or Public Services Officials, that there is an emergency Incident and Concern and threat to the safety and wellbeing of individuals who are at the property, and they would be safer if moved to a different place. Evacuations can be voluntary, mandatory, horizontal and vertical; the scale of the Evacuation varies depending on the Incident. If there is ever an EVACUATION command given (e.g. alarm bells, air horn, and / or public announcement), it is important to pay attention and:

- Follow the exit signs and leave the property immediately in a calm and orderly manner
- Do not use the elevators; only use the nearest stairwell
- Obey directions provided by the EMC, EAC, ILAC EW and other administrative personnel
- If you are unable to evacuate for any reason, seek cover in an Area of Refuge, contact campus security and wait for someone to assist you
- Wait and remain at the nearest gathering (muster) point, which will be at least 30 metres from the property
- Re-enter the property ONLY after the ALL-CLEAR signal has been given by the persons noted above and / or Emergency Responders

There are two (2) types of Evacuations

- Horizontal Evacuation - refers to a safety procedure used during emergencies where individuals are moved from an area of danger to a safer area within the same level or floor of a building, rather than moving them vertically to a different floor. This method is particularly effective in structures where vertical evacuation, such as through stairs or elevators, may be unsafe or impractical, such as in

hospitals or high-rise buildings during fires or other emergencies. Horizontal evacuation minimizes the need for stairway use and can be quicker and safer under certain conditions

- Vertical Evacuation - describes the process of moving people up or down within a building or structure to escape hazards and threats, such as those described herein. This form of evacuation typically involves using stairs, elevators, or escalators to move to higher or lower floors. Vertical evacuation is crucial in tall buildings or in areas where horizontal evacuation options may be limited or inadequate.

Effective evacuation procedures are crucial for ensuring safe and orderly actions during emergency events. Our best practices include:

Pre-Planning

- Consider all exit routes, clear paths of travel, areas of refuge and include considerations for those with disabilities
- Account for individuals with disabilities ensuring they have personalized evacuation plans and or a “buddy”
- Conduct regular drills to ensure everyone is prepared
- Clearly mark evacuation routes and exits

Communication

- Establish a reliable communication system for alerts
- Provide clear, clear and concise instructions
- Have a backup communication method in case the primary system fails

Coordination with Dependents and Local Authorities

- Share plans with emergency service providers, building owners and property managers
- Understand the municipalities emergency response plan and how it integrates and effects your own

Safety Equipment

- Maintain and regularly inspect safety equipment, such as extinguishers, audio systems, first aid kits and emergency lighting and power systems
- Provide training for relevant individuals so they know how to use the equipment

Regular Audits and Training

- Review and update the evacuation plan to reflect changes in the property and neighbouring structures
- Offer training, information sessions and written guides for all individuals new to the property
- Conduct evacuation drills to ensure everyone knows the routes and procedures

Incident Reports

- Complete a report and debriefing after a drill or event to evaluate what went well, wrong and can be improved
- Adjust the evacuation plan based upon feedback and observations

Infrastructure Failures

The Property Owner / Operator is responsible for keeping the property in good condition and repair, which includes having contingency plans in place for when systems fail. Examples include:

Electrical Power Outage

If there is a power failure, the EAC and ILAC EW, and / or Property Owner / Operator will determine whether it is safest to Shelter in Place or Evacuate.

- If reasonable to do so, turn off equipment and appliances
- Report the outage to Facilities Management, ILAC EW and / or EAC
- Move to a well-lit area and await further instructions

Fire System Failure

If the system is not working properly, a Fire Watch must be nominated, compliant with municipal code, whose assignment is to notify the fire department, property occupants, or both, of an emergency Incident or possible issue. This assignment allows properties to be temporarily occupied when the fire safety system, namely, fire alarms and fire suppression devices, are out of service.

Elevator Failure

Elevators can stop working because of a fault, a power outage, or when passengers misuse equipment. If there is a failure and you are inside the elevator:

- Request assistance using the elevators emergency button, intercom and or phone
- Stay put inside the cab (limbs and belongings) until being cleared by a certified technician or Emergency Responder to leave
- Keep your distance from the door and do not try and pry/force the door open
- Remain calm and know that the elevator has air circulation within the cab
- Wait for a qualified certified technician or Emergency Responder to perform a rescue

And if you are outside the elevator:

- Do not attempt to rescue the passengers; this can lead to serious injury and or accidents
- Notify the Building Owner, Property Manager, EMP Wardens, and when reasonable to do so, the EMC
- Stay in communication with the trapped passenger and reassure them they are safe, and help is on the way
- Ask the passenger(s) to make sure the red emergency stop switch is in the “run” position

Watermain Supply and Sanitary Drain Failure

When the water main breaks, or is damaged, the water supply will be shut off and there will be no water for drinking, in lavatories and for toilets. The property may be deemed safe to remain open while repairs commence so long as there is an alternate source of potable water for drinking, hand washing and toilet use. If the interruption is significant, the property may be Evacuated and / or closed until further notice.

- If reasonable to do so, turn off and unplug electrical equipment and move it away from the path of water

- Move to a safe area, being mindful not to cross areas of running water

Heating, Ventilation and Air Conditioning (HVAC) Failure

Systems can malfunction for a variety of reasons, and it is typical for ILAC to upgrade property systems and add direct controls in certain areas. The property may be deemed safe to remain open while repairs commence so long as temperatures can be maintained at a reasonable and safe level. If the interruption is significant, the property may be Evacuated and / or closed until further notice.

- Report any concern to a faculty member, administrator, and / or ILAC EW and EAC member
- Move to a more comfortable area, if one exists
- Share any adverse symptoms

Intruder / Suspicious Person or Item

This kind of Incident is characterized by an unknown individual, or item that exhibits strange behaviour (looks out of place), is in a restricted area, is performing actions, or speaking (making sounds) in ways that are not typical for the property.

Intruder – is a person in a situation or place where they are unwanted, uninvited and / or with intent to commit a crime. They can also be someone who poses an imminent risk to themselves or another person. If found, take the following action:

- Do not engage or approach the individual
- Notify the EMC, EAC, ILAC EW, the Property Owner / Operator - if necessary, Emergency Services will be notified
- If safe to do so, restrict access to the area where the intruder is located and create a safe perimeter
- Listen for the instruction to Shelter in Place, Hold and Secure, Lockdown, or Evacuate

Suspicious Item – is an unattended, possibly with a peculiar odour or odd sound, an irregular shape and or unreceived parcel or envelope in the property. If found, take the following precautions:

- Do not touch or handle the object
- Notify the EMC, EAC, ILAC EW, the Property Owner / Operator
- Emergency Services will be notified
- Restrict access to the area where the suspicious parcel is located and create a safe perimeter
- Listen for the instruction to Shelter in Place, Hold and Secure, Lockdown, or Evacuate

Bomb Threat – are serious until proven otherwise. If a threat is received, it must be communicated to the EMC, EAC and ILAC EW, who will determine the proper course of action, including Shelter in Place, Hold and Secure, Lockdown, or Evacuation. If you receive the call or message:

- Remain calm and keep the person on the line for as long as possible; do not hang up
- Listen carefully, be polite and show interest; keep them talking
- If possible, take notes and record the caller's number; write down as much detail as possible, print a copy of a written message
- Contact Emergency Services (*911) unless instructed otherwise by the persons noted above, or because they have already been contacted

Unscheduled Closure and Weather Events

Any decision to close the campus will be made by the EMC. Notifications will be posted to the campus website, sent via email, text message and or social media.

In the event of a campus closure, all classroom and service operations, except those deemed to be essential activities, will be suspended at the location. Individuals will be prohibited from entering the premises.

Whenever possible the decision to close the campus, or suspend a service, will be made by 6:00am for daytime classes (e.g.: starting after 8:00am and ending by 2:00pm) and by 2:00pm for evening classes (e.g.: any class starting on/after 4:00pm).

In case of an unscheduled closure, monitor the campus website, your email, and social media for updates. Do not travel to the campus until you know that the closure has ended.

Severe Weather – when conditions are particularly bad, the EMC will decide whether the property will remain open or closed. Normal operations will be suspended until further notice. Examples include a) Air Quality, b) Extreme Heat, c) Extreme Precipitation (e.g. snow or rain), and d) Extreme Cold. In each instance, it is likely that the Executive and or EMC will rely on the direction of public services and local government.

However, should individuals already be on site at a property and in the event of a high wind event, earthquake, hurricane, or other event, it is important to take the following action:

- Remain calm and avoid panic
- Seek shelter in the interior rooms and corridors of the building
- Avoid areas with windows and or heavy objects overhead
- Do not use the elevators
- Close all doors, making sure they latch
- Crouch under a sturdy and supported object and cover your head

It is not the intention of ILAC that any person risks personal safety to attend school. If a student or employee is concerned about travelling to the campus, and the campus is reopened, they shall be required to first contact their faculty/manager to discuss alternative accommodations.

Campus activity that takes place at third party locations (e.g.: co-op, field trips) will be subject to the decisions of that property regardless of any decisions made regarding the campus closure.

Incident Investigation Responses Action Charts – Appendix B

Accessibility Requirement

The Accessible Canada Act is a law that sets out a process for developing and enforcing accessibility standards. Persons with disabilities and industry representatives work together with the government to develop the standards. All property owners have an obligation to make their building and space accessible. Failure to provide persons with disabilities with equal access to facilities or equal treatment in service would constitute a discriminatory action and be subject to a complaint.

The ILAC EMCIHS Plan accommodates those with a disability and provides special assistance and guidance during an Incident or event, including and not limited to, assigning an individual to assist. Assisting individuals with disabilities requires that we consider and identify those with special needs before any Incident occurs. Consequently, the following information was considered:

- Contact Information – ensure names, preferred contact and preferred means of communication are determined
- Documentation – identify the individual(s) and their need for assistance. EMP Wardens should discuss any logistics and document a plan with instructions (e.g.: locations for horizontal evacuation, vertical evacuation and lockdown)
- “Buddy” System – pair a friend or colleague who can alert the individual and or the EMP Warden during an event, and assist them if reasonable
- Emergency Routes – establish the path of travel to the assembly points and procedure for navigating stairs and exits
- Area of Refuge – decide on an area of safe harbour inside the property, if applicable, where an individual can wait for assistance
- Communication – consider alternative measures (e.g.: visual, audio, touch) for special needs differ between individuals

If an emergency Incident occurs, everyone must take appropriate and deliberate action. If a person with a disability is having difficulty evacuating, remember to ask if assistance is needed before acting. Inquire how best to assist the individual and whether any precautionary measures need to be taken, or items need to accompany the person. Consider the following suggestions when assisting individuals with disabilities:

For individuals who are blind or have low vision

- Communicate the nature of the emergency
- Describe the nature of the emergency and the location if relevant and provide simple instructions for exiting the building
- Offer your arm to assist with guiding the individual
- Verbally communicate details about where you are going and any obstacles the person may encounter along the route
- Communicate and orient the individual once you arrive at a safe location and inquire if further assistance is needed before leaving them
- If applicable, ensure the service animal is not separated from the individual and realize that the animal may be anxious or acting out in an emergency

For individuals who are deaf or hard of hearing

- Alert the individual by turning the lights on/off or wave your arms or touch the person on the elbow or shoulder to gain their attention
- Communicate by facing the person, speak clearly and/or indicate directions with gestures. Alternatively, and with time permitting, write a note with evacuation instructions
- Assist and escort the individual, as needed, outside the building if information cannot be clearly communicated

For individuals with mobility limitations (non-wheelchair user)

- Inquire if they feel comfortable evacuating the property using the stairs or if they require assistance
- Ensure there is a clear path of travel to all exits
- If there is no imminent danger, they may choose to stay in the building at a designated refuge area
- Provide mobility aids or devices, if the individual requires
- Notify ILAC EW and Emergency Responders for assistance

For individuals with mobility limitations (wheelchair user)

- Non-ambulatory persons' needs and preferences vary widely, and it's therefore required that you ask how they would like to be assisted
- Know if there is an evacuation chair available in the building, where it is located, and how to operate it
- An individual on the ground floor may feel comfortable evacuating themselves with minimal assistance
- Ensure there is a clear path of travel to all exits
- If there is no imminent danger, they may choose to stay in the building at a designated refuge area
- Most wheelchair users are too heavy to carry downstairs manually; consult with them on the best carry options (e.g.: two (2) person cradle carry, office chair evacuations, and or if available, an evacuation chair)
- Notify ILAC EW and Emergency Responders immediately if there are persons requiring extra assistance with evacuations, and or that are waiting in a designated refuge area

Harassment, Violence and Misconduct

ILAC is committed to providing its students, faculty and administrators with an environment free from harassment, violence and misconduct. Any act of harassment, violence or misconduct by an ILAC student, faculty, and or administrator against another ILAC student, faculty and or administrator, will result in disciplinary or corrective action being taken, as determined appropriate by ILAC and in accordance with the organization's policies and procedures, which is provided to, and acknowledged by, all students, faculty and administrators in advance of their first day at an ILAC property.

IF you notice any of the following behaviours, notify the EAC and ILAC EW and or any administrator immediately:

- Harassment of any kind, verbal abuse, bullying, cyber bullying, coercion, threats (verbal, written or physical)
- If someone is being disruptive, obstructive and stopping another person from carrying out their legitimate activities
- Expressing hostile or inappropriate thoughts and or intentions towards another person or group of people
- Any behaviour that makes you feel unsafe or concerned for the safety of another person

IF you are confronted by someone who is aggressive, swearing, verbally abusive, hostile or shouting:

- Stay calm, actively listen and be polite
- Acknowledge the person's feelings and perceptions
- If it is possible and safe to do so, write down what the person says
- If the problem escalates, call for a colleague and or administrative person. If possible and safe to do so, signal for campus security

IF violence is imminent or occurring – signal for campus security and alert the EAC, ILAC EW, and another administrator.

The complete ILAC policy, and its' rules and procedures, can be found here ([Policies and Procedures | ILAC](#))

APPENDIX A – EMC

Representative Name	Department	Time Served (start date)
Olga Kuznetsova	People & Culture	May 2025
Angela Johnston	Academics & Compliance	May 2025
Itai Shenker	Operations	May 2025
Eli Staiman	Real Estate & Operations	May 2025
Kelly Harnett	Operations	May 2025

APPENDIX A.2 - EAC

Representative Name	Department	Time Served (start date)
Lorena Lopez Sanchez	People & Culture	May 2025
Roxana Sandu	People & Culture	May 2025
Bruno Bottega	Academics	May 2025
Kim Feuchter	Academics	May 2025
Su Choi	Operations	May 2025
Jessica Potter	Operations	May 2025
Mariana Moreira	ILAC College	May 2025
Valeriya Artemenko	Operations	May 2025
Samantha Leung	Student Services	May 2025
Andrey Fedorov	Facilities	May 2025
Mauricio Manfro	Facilities	May 2025
Claudio Rocha	Facilities	May 2025
Wendy Mohammed	Health Services	May 2025

APPENDIX B

NTD – under committee review

Medical

Fire

Infrastructure

Intruder (Suspicious Threat)

Weather Event