

# SECURITY & LIFE SAFETY DEPARTMENT

## EMERGENCY PROCEDURES - OCCUPANT EVACUATION for ALTIUS CENTRE



# *ALTIUS CENTRE*

*500 – 4<sup>th</sup> Avenue SW  
Calgary, Alberta*

# *LIFE SAFETY MANUAL*

FOR  
FIRE WARDENS,  
AND THE BUILDING OCCUPANTS

For Emergencies dial

# 911

then contact the *Security Control Desk* at

(403) 264-7673

[Cell \(403\) 369-2673](tel:4033692673)

*Revised: April 2007*



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## PURPOSE OF THIS BOOKLET

This booklet contains information, responsibilities and evacuation procedures for emergency situations.

***Security is on site from 0600-2200 hours. Contract security mobile patrols are conducted each evening and will respond to after hour emergencies, i.e., Fire Alarm, Perimeter Door breaches etc.***

All Altius Centre occupants should become familiar with the procedures contained in this booklet, as you will not have time to read it should an actual emergency arise.

The intent of these procedures is to offer a structured response to most situations that can occur in a building. There may be situations where some improvisation may be necessary in which case common sense and sound judgment will be necessary.

Keep in mind physical safety takes precedence over anything else.



## IMPORTANT TELEPHONE NUMBERS

Medical – Life Safety – Fire  
Emergencies

**9-1-1**

then contact the

*Security Control Desk at*

**(403) 264-7673**

**[Cell \(403\) 369-2673](tel:4033692673)**

Water – Electrical Failure – Building Hazards

Incidents

Service Centre Number

**310-SERV (7378)**



## INTRODUCTION

This manual outlines procedures in case of an emergency. Regular meetings will be scheduled for Fire Wardens and their assistants, however should you have any questions or concerns with respect to this manual, please contact the Security Control Desk at 264-7673 and ask for the Manager, Security & Life Safety.

Altius Centre's Management places a priority on the safety of their tenants. As a required safety precaution, each floor shall have four to six Fire Wardens. A minimum of one Fire Warden should be appointed from each tenant on a multi-tenanted floor. All wardens are to be appointed by their respective companies. Regular meetings should be scheduled to maintain your evacuation plan. Brookfield Management will conduct two drills per year.

**Do not let an emergency be the first time you learn about safety equipment and the evacuation procedure. Know where your safety equipment is and how to use it.**

Studies have shown that total evacuation is not practical or generally necessary in high rise buildings. Buildings of 120 feet (39.3 meters) in height use a system of staged evacuation. This means that only the occupants of the floor or floors involved in an emergency situation are evacuated immediately. If a full building evacuation becomes necessary, then the remainder of the building would be evacuated as quickly as conditions warrant or as the Calgary Fire Department deem necessary. This will be accomplished by the use of the voice communication system wherein instructions will be given as necessary. It must be stressed that upon arrival the Calgary Fire Department is in command of the situation until they are off site.

Total building evacuation is necessary only in the case of a serious Fire, Bomb Threat, or other major building emergencies.

**As Occupants, familiarize yourself with the following:**

- **location of the nearest fire alarm pull stations (FAPS)**
- **alarm signals**
- **evacuation procedures**
- **emergency exits**
- **fire extinguisher locations**
- **crossover (re-entry) floors**
- **all your floor fire wardens**

We will be pleased to speak to you and your company about all emergency procedures of the building. Should you require further copies of this manual, please contact the Manager, Security & Life Safety at 221-1151 or email [Rmcphee@brookfieldproperties.com](mailto:Rmcphee@brookfieldproperties.com)



## LIFE SAFETY SYSTEMS

Altius Centre is a double stairwell, fully sprinklered, tower office building which has a life safety system in place to provide all occupants with adequate protection before, during and after an emergency.

The following list of functions form part of our life safety system:

- a fire warden system.
- individual floor alarm annunciation
- individual floor trouble annunciation for the system's wiring and devices
- floor initiated, two-way voice communication via the passenger elevator lobby fire phone. These telephones are connected to the CACF (Central Alarm and Control Facility), and provide direct communication. The calls must originate from the floors: the CACF room cannot call the floors using the fire phone. Fire phones are for the use of the Calgary Fire Department, a Fire Warden or Mobility Impaired "Buddy".
- one-way all call communication (the emergency address system). This system consists of loudspeakers in the ceilings of each floor and exit stairwells which are connected to the CACF room which is located in the ground level, south of the security desk beside the loading dock door.
- automatic shutdown of ventilation fans
- manual control of dampers for smoke exhausting
- alarm and read-out in CACF room (Central Alarm and Control Facility).
- 24 hour monitoring of alarm systems
- elevators: all elevators are brought to the main floor lobby level in the event of an emergency or an alternate floor if the alarm originates from the main floor. Their use is confined to the Calgary Fire Department who uses them for transporting heavy fire-fighting equipment. The elevators will also be used for the evacuation of mobility impaired persons in immediate danger and first aid cases.
- pressurized stairwells: It is important that stairwell doors are kept closed during normal operation to ensure the effectiveness of the life safety system.



## FLOOR LAYOUT

The centre **core area** on all floors contain these basic emergency facilities:

- fire alarm pull stations (FAPS): located in the vicinity of the stairwell exits. When operated, they sound an alarm signal on the floor and on the floors immediately above and below.
- fire extinguisher cabinets: two (2) on each floor located on in the vicinity of the stairwell exits
- stairwells: two (2) on each floor in the tower and located at diagonally opposite corners (northeast and southwest corners).

Also on each floor:

- fire phones: are located in the passenger elevator lobbies. The phones are recessed in the wall. The telephones are for the use of the members of the Calgary Fire Department, Fire Wardens and mobility impaired buddies, to contact the CACF Room and report their location on the floor.
- automatic thermal (heat) detectors
- smoke detectors working on the ionization principle
- automatic ceiling sprinklers.
- water supply to ensure that in case of fire, there will be adequate water.

### **Crossover (Re-entry) Floors: 2, 5, 8, 11, 17, 19, 22, 24, 29, 31.**

- Alarm Warning System:
  - ◆ Slow or Alert Stage: a 20 beats per minute sound through the public address system followed by an announcement over the emergency access system advising you to stand by for further instructions. This alarm alerts security to a problem and locates it on the monitor panel at the CACF room. The Calgary Fire Department will authorize security to advise you of further action.
  - ◆ Fast or Evacuation Stage: a 120 beats per minute high-pitched 'tone' sounding through the public address system followed by an announcement to evacuate the floor. This usually means three floors but may indicate a full tower evacuation.
  - ◆ Strobes: lights will activate in the complex indicating an alarm condition





## EMERGENCY EVACUATION PROCEDURES

### Brookfield Properties

#### Roles and Responsibilities

All Brookfield staff responds to the ground floor to ensure whenever possible, sufficient staff manages:

- to ensure tenants are moving to their off site meeting areas
- the east and west ground floor fire exit doors to ensure the doorways are kept clear for exit from stairwells with instruction to continue to off site meeting areas
- crowd control, when the all clear is given, as tenants return to the building

## EMERGENCY EVACUATION PROCEDURES

### Tenants

#### Roles and Responsibilities

##### **Maintain your life safety manual.**

- Meet with all the Fire Wardens on your floor(s) minimum once every three months to review your evacuation plan.
- Make certain that you always have:
  - enough fire wardens and alternates assigned to your floor,
  - maintain accurate records of fire wardens and alternates,
  - have a specific quadrant assigned to each fire warden and alternate,
  - a current list of people who are mobility impaired or need extra assistance,
  - enough buddies assigned to help people requiring extra assistance - (minimum of two buddies),
  - check the reporting card and pencil in the fire phone enclosure,
  - keep areas surrounding fire alarm stations, fire extinguishers and stairwell doors free of obstructions,
  - twice per year, outside of drills, walk through the evacuation process with your occupants - this includes leaving your office and going down the stairwells to safety. This should be a planned event. Notify Brookfield when this activity will take place.



## **EMERGENCY EVACUATION PROCEDURES**

### **Fire Wardens/Assistant Fire Wardens**

#### **Roles and Responsibilities**

#### **SLOW OR ALERT STAGE: (20 beats per minute)**

1. Put on red fire warden cap for identification.
2. Meet near the passenger elevator lobby to assign responsibilities and determine who is available. Note: evacuation may entail exiting the complex and moving to the designated off-site evacuation area identified on page 11.
3. Assign person(s) to aid those requiring assistance in evacuation.
4. Ensure exits are unobstructed and there is no smoke in stairwell, use alternate if needed.
5. Follow instructions of voice communication and the Fire Department.

#### **FAST OR EVACUATION STAGE: (120 beats per minute)**

1. If the alarm goes directly to 120 beats - immediately go to steps 1-5 above, then proceed to the following:
2. One warden to remain in the passenger elevator lobby for reporting purposes, identifying mobility impaired, get reporting card etc.
3. Check all areas (i.e. washrooms, storage areas, offices, mailrooms, conference rooms, etc.). This is to ensure no individuals have been forgotten. Wardens should close all doors after checking each area to prevent the spread of fire and confirm that all areas have been checked.
4. Evacuate down the stairs and report to Security or other Brookfield staff outside that your area is "all clear", how many mobility impaired are in the passenger elevator lobby.
5. Wardens in the stairwell are to keep the tenants moving quietly down the stairs (railing side).
6. Fire Wardens report via the Fire Phone elevator lobby, number of mobility impaired or medical emergencies to be evacuated. If you can not wait any longer on the Fire Phone, evacuate down the stairs and out of the building, report to the security of Brookfield staff on the street, that the floor is clear and the number of Mobility Impaired persons and their buddies still on the floor and their location. Continue to your offsite evacuation area. (Page 11).
7. The fire warden should be the last person to leave the floor other than mobility impaired and their buddies. Do not remain on the floor for a person who refuses to evacuate.



8. Report any violation of procedures for immediate investigation and corrective action to Brookfield.

## **EMERGENCY EVACUATION PROCEDURES**

### **Mobility Impaired Persons**

#### **Pre-Planning (see Tenant Roles & Responsibilities)**

**It is the responsibility of anyone wishing or requiring assistance to identify themselves to their manager or chief fire warden.**

A mobility-impaired person is anyone who requires assistance down the stairwells including, but not limited to, heart condition, broken limbs, sports injury or pregnancy, etc. This may be of a permanent or temporary nature.

#### **Roles and Responsibilities**

##### **SLOW OR ALERT STAGE – 20 beats per minute**

1. Prepare for evacuation, remain calm.
2. Follow instructions of the fire wardens.
3. Listen to announcements.

##### **FAST OR EVACUATION STAGE – 120 beats per minute**

1. Present yourself to the service elevator lobby.
2. The lobby fire warden will advise via the intercom station in the service elevator lobby, the number of mobility impaired persons that require evacuation.
3. If the passenger elevator lobby is unsafe, the mobility impaired person and buddies must move to the closest exit stairwell, one buddy to go to the next lowest crossover floor not in alarm and report the change in status.
4. Mobility Impaired persons in immediate danger will be evacuated by The Calgary Fire Department (CFD).
5. If you are not in immediate danger, you may not be evacuated. Be prepared to wait for an extended period.
6. Listen for announcements and updates via the intercom.
7. Should you require assistance please use the Fire Phone to contact the CACF Room to call security. Wait for a response. During a full building evacuation it may take several minutes to answer your call due to the number of persons calling in.



## EMERGENCY EVACUATION PROCEDURES

### Occupants

#### Roles and Responsibilities

#### **SLOW OR ALERT STAGE – 20 beats per minute**

1. Prepare for evacuation, remain calm.
2. Follow instructions of the fire wardens,
3. Listen to announcements,

#### **FAST OR EVACUATION STAGE – 120 beats per minute**

1. Evacuate the floor, via the nearest exit stairwell and proceed down the stairs and out of the building to the off-site muster point. (Below).
2. Use stairways not elevators, if you encounter smoke use the alternate stairway.
3. Evacuate without excessive noise to enable announcements to be heard - stay on the inside railing of the stairs in single file.
4. Bottlenecking occurs on the lower levels, watch for signage and markings for exit.
5. Do not return to your floor until the all clear announcement is heard.
6. If directed to the ground floor, **walk directly** to your designated off-site evacuation area (page 11).
7. Upon leaving the building, do not stop in the plaza area, as the Calgary Fire Department and other emergency vehicles may need access.

## DESIGNATED OFF-SITE EVACUATION AREA

### For Occupants

**Altius Tower:**

*Evac Building*

**Designated Locations:** Shell Building across 4<sup>th</sup> Street, east side.



## MEDICAL EMERGENCY PROCEDURES

If someone is injured or becomes critically ill, follow these procedures to ensure the fastest response:

Do not leave the injured or ill person alone.

- Call the **SECURITY CONTROL DESK at: 264-7673.**
- Provide the above with the information including: the nature of the emergency; the specific location of the injured person, including the tenant's name, floor, tower and room number.

**SECURITY CONTROL CENTRE** personnel will:

- call 9-1-1,
- lock off an elevator,
- wait for the ambulance outside the building,
- escort the ambulance attendants directly to the injured person,
- if needed, security will escort the ambulance attendants and the injured person back down the elevator and out of the building.

## POWER FAILURE

Altius Centre is equipped with a generator that, in the event of a power failure will automatically supply electrical power to the life safety system. Power will be supplied to operate emergency elevators, the fire pump, emergency lighting and the public address system.

You will be kept informed, by way of the emergency address system, of the extent and duration of the power outage as information becomes available from the City of Calgary.



## BOMB THREAT PROCEDURES

When a bomb threat is received:

1. Listen carefully and remain calm.
2. Do not interrupt the caller.
3. Attempt to keep the caller talking.
4. Obtain as much information as possible using the questions on the attached “Bomb Threat Response” form (more copies of this form are available from Tenant Services). Ask as many questions as possible on the checklist and take down the information.
5. Do not hang up or disconnect your telephone, even after the caller hangs up.
6. Contact your immediate supervisor.
7. Use another telephone line to:
  - Call **9-1-1** and report everything to the Police,
  - Call Altius Centre Security Desk at: **264-7673**.
8. Return to your desk. Wait for further instructions.
9. Remain calm and do not cause any panic by alarming anyone else. The Police, security, maintenance and management personnel will be dispatched immediately to your area and they will decide what course of action is appropriate.



## TELEPHONE BOMB THREAT CHECKLIST

**CALLER'S VOICE:**

**BACKGROUND SOUNDS:**

Calm	Crying	Deep	Street Noises	Factory Machinery
Angry	Normal	Ragged	Children	Animal Noises
Excited	Distinct	Clearing Throat	Voices	Clear
Slow	Slurred	Deep Breathing	PA System	Static
Rapid	Nasal	Cracking Voice	Music	Local
Soft	Stutter	Disguised	Household Noises	Long Distance
Loud	Lisp	Accent	Motors	Booth
Laughter	Raspy	Familiar	Office Machinery	Other

If voice is familiar, whom did it sound like?

**QUESTIONS TO ASK:**

When is the bomb going to explode?

Where is it right now?

What does it look like?

What will cause it to explode?

Did you place this bomb?

Why?

What is your name?

**EXACT WORDING OF THREAT:**

**THREAT LANGUAGE**

Well spoken / educated	Incoherent	Sex of Caller:	Approximate Age:
Taped	Foul	Length of Call (Minutes):	
Irrational	Message read by threat maker	Phone # at which call was received:	
		Date:	Time:

**REPORT CALL IMMEDIATELY TO SECURITY**

**TELEPHONE: (403) 296-3000**

<b>Call received by:</b>	<b>Phone #:</b>
<b>Company:</b>	<b>Room #:</b>

