

# Toronto-Dominion Centre

## Emergency Information and Response Procedures



TORONTO  
DOMINION  
CENTRE



**ROUND-THE-CLOCK SAFETY**

Established in 1995, the Emergency Response team (ERT) was created to assist our tenants and visitors to the Toronto-Dominion Centre (TDC) with round-the-clock safety concerns, as well as emergencies associated with the physical complex. It was the first service of its kind available in high-rise office complexes within the downtown core.

The ERT consists of highly trained professionals whose core expertise involves handling emergency evacuation drills and emergency preparedness, and who provide an extra layer of response in medical emergencies over and above our Fire and Life Safety team. The ERT are also trained and certified as medical responders in First Aid/CPR and AED (Automated External Defibrillator). The Fire and Life Safety team also conducts tenant education and training sessions such as the Fire Evacuation Warden program.

Fire safety, emergency evacuation, medical emergency response and tenant education and communication are the focus and foundation of what the entire ERT and Fire and Life Safety team do each and every day.

In the event of an emergency, knowledge and decisive action may avert problems and save lives. This guide contains various emergency information and response procedures. However, in all emergencies, the first response should be to notify Emergency Medical Services (EMS) at 911 and then contact the 24/7 TDC Security Operations Centre (SOC) at 416-366-7823.

This guide provides emergency information and response procedures for:

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PROUD MEMBER OF NFPA



**National Fire Protection Association**

The authority on fire, electrical, and building safety



## FIRE EMERGENCY

The TD Centre has the second largest integrated fire alarm system in Canada. This system is located at the TD Centre and monitors all six towers including the retail concourse and underground parking.

Although they monitor 24/7, year round, **if you discover smoke or fire on your floor:**

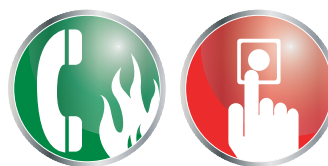
- Immediately activate the closest manual pull station
- Get people out of immediate danger
- Close the door to the room or area
- Leave the floor immediately via the nearest emergency exit stairwell
- Do not use the elevators
- Call **911** from a safe location and give any additional information that is requested
- If safe to do so, please call TDC Security Operations Centre at **416-366-7823**
- Upon leaving the building, report to your designated meeting area and your tenant Floor Fire Warden or his/her designate. Wait for instructions. Supply any details concerning the fire. If your fire warden or designate cannot be located, report to any TDC building staff member or firefighter
- Once the emergency is over, announcements will be made for clearance to re-enter the building



### Fire Alarms – Office Tower

Our recently updated fire alarm system has both an alarm and an emergency voice communication system.

The alarm system is designed with two distinct alarm tones that require varying responses: **Alert Tones** (do not affect your floor) and **Evacuation Tones** (do affect your floor). To assist with identification of these different fire alarm tones, please review and understand the choices as listed below, or listen to the alarm tones by [clicking here](#).



#### Alert Tone (1 Ping Tone)

The alert tone Indicates that there is an alarm condition in the building, however it **does not affect** your floor. When you hear alert tones please adhere to the following safety precautions:

1. Stand by and prepare to evacuate
2. If you are required to evacuate, you will be notified by the evacuation tones (following) and the emergency voice communication system in the building

### Evacuation Tone (3 Ping Tones)

The evacuation tone indicates that there is an alarm condition in the building, which does affect your floor. When this occurs, please adhere to the following safety procedures:

1. Immediately leave the floor via the stairwells
2. Do not attempt to use the elevators
3. Follow the instructions of your tenant Floor Fire Warden team and/or TDC building staff
4. Walk. DO NOT RUN. Shut all doors behind you. Proceed down stairwells to street level. If you encounter smoke, keep low. If smoke is heavy, proceed to alternate exit.



#### If unable to safely reach an exit:

- Remain calm and proceed to the alternate exit in your work area
  - If your way is blocked while in the stairwell, leave the stairs at a crossover floor
  - The locations of crossover floors are posted on each stair landing
  - If you are trapped, retreat to the designated Protect In Place room (P.I.P. – see next page) on your floor
  - If a telephone is available, call **911** and give the dispatcher your location. Then contact SOC at **416-366-7823** and inform them of your situation. Utilize the emergency “red” phones located by each stairwell door
5. Proceed to your company meeting location, away from the building, and await further instructions
  6. Persons requiring assistance should go immediately to their P.I.P. room to await evacuation by Toronto Fire Services
  7. Once the emergency is over, announcements will be made for clearance to re-enter the building
  8. Security/Life Safety officers will conduct sweeps of the stairwells to ensure that all persons who needed to evacuate safely have done so, or are free to go back to their work space



### Fire Alarms – Retail Concourse

#### Retail & Concourse Emergency Procedures

The concourse level of the Toronto-Dominion Centre has a separate fire alarm system from the high-rise towers. When a fire alarm sounds, you will hear an alert tone  with audible announcements indicating that there is an alarm and that it is being investigated. After an investigation by the Security & Life Safety department, the alarm will be cleared if false. If there is a real threat because of fire or smoke, the alert tone will change to an evacuation tone  with an updated announcement that you are requested to leave your premises. Security & Life Safety will assist with all aspects of the evacuation if the need arises.



### Protect In Place Program

If the need to evacuate arises, the Protect In Place (P.I.P.) program has been implemented as a method by which persons requiring assistance need not evacuate. It eliminates the danger of being in a confined space which may fill with smoke e.g. elevators. The P.I.P. program is in place in most North American standard high rise procedures and is recommended by Toronto Fire Services and the Ontario Fire Marshall.

With the P.I.P. program, a room within the tenant space will be designated as a "safe room" for anyone unable to use the stairwells to await rescue by Toronto Fire Services if the need to evacuate arises. It is recommended that this room be equipped with the following:

- A telephone
- A list of emergency contacts (911, Security)
- Directions to the room from the freight elevator
- Duct tape
- Towels & bottled water
- Paper and markers
- Either a flashlight or glow sticks
- A noisemaker or a whistle

The TDC Life Safety department will provide a floor plan to identify the location of the designated room, as well as a door sign to mark this room.

The tenant Floor Fire Warden's responsibility will be to provide information regarding the total number of persons requiring assistance, as well as the location of the designated P.I.P. meeting room. These door signs are made to be highly visible in the event of smoke on the floor. The sign is also equipped with safety recommendations on the rear side.

For further assistance regarding this program, please feel free to contact the Life Safety Department at 416-869-2276.

### Emergency Exits

As illustrated, most signs will include an arrow indicating the direction of the emergency exit.



### Emergency Fire Phones

Emergency fire phones are located beside all stairwell doors and will communicate directly with our 24-hour Security Operations Centre. Simply break the safety glass, open the door and lift the handset from the cradle. When your call is answered, state who you are, your location, and the nature of the emergency. If the emergency is such that you must leave the floor immediately, leave the handset off the cradle. Our Security Operations Centre will receive a visual indicator of the active phone's location and dispatch emergency response accordingly.



### Stairwells and Crossover Floors

Each tower in the Toronto-Dominion Centre has evacuation stairwells. For added safety, the stairs are equipped with illuminated stair nosing strips to draw attention to the area in the event of a power failure. Crossover floors are also located approximately every five floors. If your path is obstructed (i.e. smoke, blockage, or back-log of people), an emergency crossover floor can be used to transfer to another evacuation stairwell on another floor.

1. In your stairwell, locate the nearest crossover floor
2. Check this door for heat with the back of your hand and smoke prior to opening
3. If safe, open the door and enter; locate the next stairwell on the floor (look for the illuminated red EXIT sign)
4. Check this door for heat and smoke. If safe, enter and continue your descent to ground level

*Remember: Always leave your building through the evacuation stairwells, going to ground level, and out and away from the building. The only time you should travel away from the ground level is to access an emergency crossover floor, if the stairwell you are in becomes unsafe.*

### CROSSOVER FLOORS

#### TD Bank Tower – 66 Wellington St. West (4 stairwells)

54	49	44	38	33	29	24	19	14	9	6	3
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#### 77 King St. West (4 stairwells)

42	37	33	28	24	20	15	12	7	2
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#### 100 Wellington St. West (2 stairwells)

32	28	23	18	12	7	2
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#### TD Waterhouse Tower – 79 Wellington St. West (2 stairwells)

34	29	24	20	16	10	5
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#### Ernst & Young Tower – 222 Bay St. (2 stairwells)

29	24	19	14	9	5
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#### 95 Wellington St. West (2 stairwells)

21	16	14	10	6	2
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## FIRE EMERGENCIES

Cadillac Fairview/TD Centre's Role	Tenant's Role
Contact 911 (Toronto Fire Service) via telephone and accompany them to the scene once on site	Ensure a Warden program is in place on all floors
Conduct voice announcements to the affected building	Chief Warden to liaise with Security for issues such as return to floor and staff still on evacuated floor
Assist Toronto Fire Service in investigating the cause of the alarm	Ensure employees are aware of evacuation procedures
Once authorized by Toronto Fire Service reset the building services	Follow directions received via the emergency public address system, and Evacuation Wardens
Announce the all clear to the building and tenants on plaza	Ensure employees are aware of meeting locations
Assist with re-occupation of the building	Ensure employee head count is taken at meeting location
	Ensure staff information is up-to-date and with Security

## MEDICAL EMERGENCY

The Security & Life Safety Department at the Toronto-Dominion Centre has procedures in place to facilitate medical emergency response. They are all highly trained first responders and will attend to the patient until emergency services arrive.

However, in the event of a medical emergency, tenants should do the following:

1. Call **911** and request an ambulance. Clearly answer all questions asked of you
2. Contact Security Operations Centre (SOC) at **416-366-7823**
3. Provide 911 or SOC with the following information:
  - Your name
  - Your location (specify tower, floor and location on floor, i.e. north, south, east, west)
  - State the nature of the medical emergency. Provide as much information as possible i.e. patient's gender, approximate age, symptoms, medical history (if known), and events leading to incident, and most importantly – whether the patient is conscious and breathing
  - Appoint someone to meet with the emergency responders in the elevator lobby to provide an escort to the patient's location
4. The following should be avoided:
  - Moving the patient, unless failing to do so would cause further harm (i.e. drowning)
  - Crowding around the patient. This can cause the patient unnecessary embarrassment and stress, as well as creating an obstacle for emergency response
  - Giving the patient food or water. This creates the risk of vomiting and possibly choking



5. Offer first aid only if properly trained. Keep the victim warm and explain that help is on the way
6. TDC Security & Fire and Life Safety team will be responding immediately to assist
7. Your company should have an emergency plan in place to deal with emergencies that affect your business, and would ask that your plans include preparations for the following examples:



Cadillac Fairview/TD Centre's Role	Tenant's Role
Contact 911 (Toronto Emergency Medical Services) and advise Dispatch Security Life Safety Officers to assist and render aid	Ensure First Aid/CPR trained staff are available to render aid
Assist Toronto Emergency Medical Services to access the area Assist Toronto Emergency Medical Services to depart the area	Ensure employees are aware of medical emergencies procedures and Security emergency phone number 416-366-7823 Contact Security for assistance Ensure access is not impeded (freight or corridor by people or items) Have personnel not assisting with the emergency return to their workstation, for privacy

## WORKPLACE VIOLENCE

Most people think of violence as a physical attack. However, workplace violence is a much broader problem. It is an act in which a person is abused, threatened, intimidated or assaulted in his/her employment.

Cadillac Fairview/TD Centre's Role	Tenant's Role
Respond to any reported incident and document	Make your employer/Security aware of suspected threats
Assist with removal or detention of parties involved	Report any incident to Security ASAP
Render first aid if necessary	Remove yourself and/or others to a safe area as soon as possible
Notify proper authorities	





### FLOOD AND WATER EMERGENCY

In the event of burst piping or clogged drains that can cause flooding or water leaking, tenants should do the following:

1. Call Security Operations Centre at **416-366-7823** and advise them of the exact location and severity of the leak. They will dispatch TD Centre operation engineers to your location
2. If there are electrical appliances or outlets near the leak, there is a potential hazard of electrical shock. If there is any immediate danger, evacuate the area immediately
3. Notify your supervisor and be prepared to help in protecting property, records and equipment as requested by your management



### EXTENDED POWER FAILURE

In the event that a power failure occurs for an extended period of time, we recommend the following:

Cadillac Fairview/TD Centre's Role	Tenant's Role
Ensure generators and emergency power apparatus is in proper working condition through regular testing	Secure property prior to leaving and advise security of any irregular activity observed on your floor
Ensure Emergency Power is operational	Turn off all electrical devices
Maintain access control of the building(s)	Follow the direction of Security
After 4 hours evacuate the building(s) due to life safety concerns	Follow illuminated emergency exit signs to safely leave the building

## HAZARDOUS MATERIALS AND BOMB THREATS

### Hazardous Materials

In the event of a spill or exposure to hazardous materials or suspected hazardous materials, tenants should do as follows:

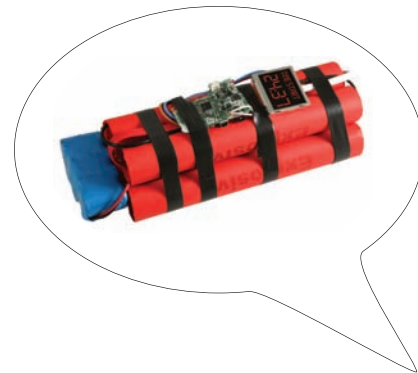
- Call the Security Operations Centre at **416-366-7823**
- Advise the dispatcher of the location of the spill or that an exposure event has occurred
- If possible, gently cover the material
- Prevent others from entering/leaving the area. If you have been exposed to the material, wash your hands with soap and water
- Ensure that everyone is away from the spill or exposed substance
- Call **911**
- Call Security Operations Centre at **416-366-7823** and inform them of the situation
- Notify your manager or supervisor



### Bomb Threats Via the Telephone

In the event that tenants receive a bomb threat via the telephone, they should do the following:

- Listen
- Be calm and courteous
- Do not interrupt the caller
- Obtain as much information as possible
- Check call display while call is ongoing, record the number if displayed
- Notify your supervisor and contact both Toronto Police Service at **911** and SOC at **416-366-7823**





## SUSPICIOUS PACKAGES AND PERSONS

### Suspicious Packages

If you open mail or a package and find powder or another suspicious substance, you should do the following:

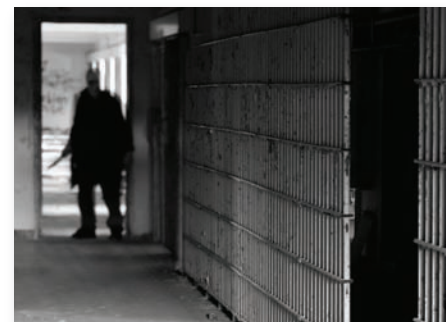
1. DO NOT try to clean up the material
2. DO NOT do anything to create dust involving the material
3. If possible, gently cover the material
4. Prevent others from entering/leaving the area: If you have been exposed to the material, wash your hands with soap and water
5. Ensure that everyone is away from the spill or exposed substance
6. Call 911
7. Call Security Operations Centre at 416-366-7823 and inform them of the situation
8. Notify your manager or supervisor



Cadillac Fairview/TD Centre's Role	Tenant's Role
Communicate the information via telephone and internal mass notification system to and from tenants where warranted	If in tenant space, remove persons at risk, clear the immediate area and call Security
Respond to the scene with Sabre 4000 to determine if the package is a potential threat	If the package is in common Cadillac Fairview/Toronto-Dominion Centre (CF/TDC) space, follow your guideline
Conduct a preliminary scene survey and evacuate if necessary	Turn off all radios and cell phones
	Do not move or handle the package
	Assist in identifying the owner of the package
	If necessary, assist Security with an orderly evacuation

### Suspicious Persons

1. If you observe someone in your area that you do not recognize, you should ask them if you can assist or direct them to the receptionist
2. Ask the person to produce a TDC building pass card
3. If the person refuses to comply or is not able to produce a pass card, or you do not feel comfortable, contact Security at 416-366-7823. Explain the situation and security staff will be dispatched to your location



Cadillac Fairview/TD Centre's Role	Tenant's Role
Maintain visible vertical presence	Limit risk, don't leave valuables out and don't let strangers in
Respond to any reported incident and document	Report any suspicious activity observed to Security ASAP
Assist with removal or detention of parties involved	If applicable, limit access to the area
Notify proper authorities	Be observant of any irregular activity
	Assist in identifying possible threats



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## IMPORTANT NUMBERS

# 911

Security Operations Centre (SOC) **416-366-7823**

Emergency Response Team (ERT) **416-869-2276**

24-HOUR SERVICE CENTRE: toAssist **416-862-7747**

## Business Hours Contact Information

Manager, Fire and Life Safety **416-862-5237**

Emergency Response Team **416-869-2276**

Manager, Security **416-869-2286**

Supervisor, Security **416-869-2289**

TD Centre website **www.tdcentre.com**

Please take a copy and put it in your wallet.



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