



Emergency Preparedness Procedures

The safety of all members of the school community is a major concern of the Company. It is therefore, the policy of the Company to:

1. Protect the safety of all faculty, staff, and students, against unsafe conditions and occupational hazards;
2. Formulate and carry out continuing effective safety programs appropriate to company operations;
3. Comply with all relevant statutes, regulations and standards of regulatory authorities representing occupational health and safety.

Directors/Coordinators are responsible for:

- Incorporating adequate provisions for safe working practises and conditions in operational policies and procedures and in programs and projects; and
- Planning and executing all activities in a manner that promotes compliance with the Company safety policy;
- Ensuring that individuals in their areas of assignment have been given adequate direction, training and instruction;
- Ensuring that all accidents are reported and investigated, and action is taken to prevent a recurrence; and
- Ensuring that medical treatment is received for all injuries.

Employees are responsible for:

- Practicing safe work habits;
- Observing all safety rules and procedures established by the regulatory authorities, the Company, or an individual with supervisory authority;
- Immediately reporting to a supervisor all work related accidents or injuries and obtaining medical treatment without delay.

Students are responsible for:

- Having valid medical insurance;
- Seeking medical aid when injured;
- Reporting on-campus accidents/incidents to the Director.

Accident/Incident Reports

Anyone injured in a work-related accident should seek first aid or medical attention immediately. All accidents with injury shall be reported and investigated.

An Accident Report should include the following:

- The place, date and time of the incident;
- The names and job titles of persons injured in the incident;
- The names of witnesses;
- A brief description of the incident;
- A statement of the sequence of events which preceded the incident;
- Identification of any unsafe conditions, acts or procedures, which contributed in any manner to the incident.
- Recommended corrective actions to prevent similar incidents; and
- The names of the persons who investigate the incident.

Severe Weather Conditions

In cases of severe weather conditions, (snowstorm, heavy snowfall, and windstorms which cause serious damage) all schools will follow the actions taken by the local School Board. Staff members should stay tuned to major radio stations to find out whether or not the Campus will be closed.

First Aid

All Campuses will have a First Aid Kit for Minor Medical Incidences. All staff and Instructors will be advised of the location of the first aid kit. First aid equipment, supplies and facilities must be kept clean, dry and ready for use.

Below are the minimum contents of a first aid kit required by Workers Compensation:

- 12 14 cm x 19 cm wound cleansing towelettes, individually packaged
- 30 hand cleansing towelettes, individually packaged
- 50 sterile adhesive dressings, assorted sizes, individually packaged
- 6 10 cm x 10 cm sterile gauze dressings, individually packaged
- 2 10 cm x 16.5 cm sterile pressure dressings with crepe ties
- 2 20 cm x 25 cm sterile abdominal dressings, individually packaged
- 4 cotton triangular bandages, minimum length of base 1.25 m
- 2 safety pins
- 1 14 cm stainless steel bandage scissors
- 1 11.5 cm stainless steel sliver forceps
- 6 cotton tip applicators
- 1 2.5 cm x 4.5 m adhesive tape
- 1 7.5 cm x 4.5 m crepe roller bandage
- 1 pocket mask with a one-way valve (a pocket mask is only required if the person is trained in its use)
- 6 pairs of latex or waterproof gloves
- 1 instruction card advising workers to report any injury to the employer for entry in the first
- Aid records, and how a worker is to call for assistance.

More Serious Medical Incidences

Depending on the level of severity, ensure that an employee has called 911. Have the Receptionist locate the designated First Aid staff member. Major cuts, breathing problems and persons suffering from chest pains are to be considered major medical emergencies. Please wait on the scene with the victim to monitor the victim's condition and to offer the attendant relevant information and assistance. If an x-ray is required due to a head injury or possible broken bones, the victim should not be moved, unless instructed by medical personnel. All students should have up-to-date health insurance with them.

Fire Drill Procedure

Fire drill procedures are as follows: Instructors will lead the class out of the building, following the escape route designated on the map posted at the Campus. It is essential that Instructors bring their attendance book with them. If you are not teaching at the time of the alarm, please report to the front desk. Director/Coordinators are responsible for checking all floors to ensure that no students are left behind. Director/Coordinators will ensure that all office and classroom doors are locked and the premises are secured. When you reach the designated safe place outdoors, check attendance according to the attendance book and then report to the Director/Coordinator who will also be in the designated safe place. Please remain with your class until permission is given by the Director/Coordinator to return to the building.

Fire Safety

When you see a FIRE on your floor:

1. Set off the nearest fire alarm.
2. Call 911 and report the fire.
3. Use a fire extinguisher to put out small fires.
4. For larger fires, get out of the area and close all the doors.

Fire extinguisher instructions:

1. Pull the safety pin from the handle.
2. Aim the nozzle at the base of the fire.
3. Squeeze the trigger handle.
4. Sweep from side to side.

When you hear a fire alarm on your floor:

1. Guide students out of the nearest exit, quickly and calmly.
2. If you see the fire, back away from it.
3. Close as many doors as possible between you and the fire.
4. Wave from the window – only break the glass if you really have to.
5. If trapped in a room, place cloth material under the door to stop smoke.
6. If you are caught in smoke, get on your hands and knees and crawl. Hold your breath or cover your face with a cloth and breathe slowly.

When you get outside:

1. Go to a special meeting place.
2. Wait and follow instructions from staff.
3. Give first aid to injured people. Do not move them.

Earthquake Drills

Earthquakes happen without warning; therefore, life protecting, actions must be taken at the first indication of ground shaking. Even in the most severe earthquakes, buildings rarely collapse completely. Injury and even death are most often caused by the shattering and falling of window glass, ceiling plaster, lighting fixtures, chimneys, roof tiles, and signs. Drills should regularly simulate emergencies such as jammed doors, and blocked hallways and stairways.

The following are recommended drill procedures for an Instructor and a class of students:

- TAKE COVER under desks or tables.
- FACE AWAY from windows.
- ASSUME “CRASH” POSITION on knees head down, hands clasped on back of neck or head covered with book or jacket.
- COUNT ALOUD TO 60; earthquakes rarely last longer than 60 seconds, counting is calming.

When an earthquake strikes:

- Remain calm – reassure others.
- If inside, stay there – if outside, stay there! Take cover; protect your head and face. Don't run down stairs.
- Do not light a match or turn on a light switch. Use a flashlight.
- Check for injuries – administer first aid.
- Check for fires.
- Check utilities – shut off if necessary.
- Draw a moderate amount of cold water.
- Turn on battery-operated radio for emergency bulletins.
- Do not go without food or water for too long. Avoid open containers near shattered glass.
- Check building/house for structural damage – evacuate if necessary.
- Do not use telephone except in extreme emergency.
- Be prepared for additional earthquake aftershocks.
- Stay out of danger areas – never go to the beach to watch for a tsunami (tidal wave)

Harassment Complaint Procedures

The objective of these procedures is to stop harassment as soon as it occurs and to give an individual accused of harassment the opportunity to make amends for his/her behaviour and to alter his/her future behaviour.

When a complainant approaches a harassment advisor, the advisor instructs the complainant that she/he has one or more of five options:

1. To resolve the matter herself/himself with support from the advisor. The advisor coaches the complainant on separating the behaviour from the person and on communicating her/his feelings about the behaviour in a non-threatening manner to the respondent (harasser).
2. To request the advisor to speak informally with the harasser (respondent) to express how the respondent's behaviour impacts on the complainant, hopefully resulting in the cessation of the behaviour. The advisor meets one-to-one with the respondent to communicate to her/him in a non-threatening manner how particular behaviour affects the complainant.
3. To request the advisor promptly begin an informal investigation into the harassment complaint. Details will be gathered about the times, places, and nature of the harassment as well as its effects on the complainant. A second advisor will inform the respondent of the harassment allegation and the name of the complainant, and gather the respondent's details of the incidents. The two advisors, if possible, in collaboration with the respondent and the complainant, will determine a suitable solution. If the solution involves discipline, then the College President will be consulted.
4. To request a formal investigation by an expert external to the International Gateway Kelowna. The College will hire an expert harassment investigator to gather information and reach a decision.
5. To file a complaint with the ON Council of Human Rights. The complainant may file a complaint with the ON Council of Human Rights at any time up to one year after the last incident of harassment took place. A Human Rights Officer determines if there are grounds for a complaint. It is possible that a complaint may be dismissed if it has already been dealt with in an effective manner by the International Gateway Language Academy and College. The respondent receives a copy of the complaint and is asked to respond in writing. An officer then investigates and submits a report. The Chair then reviews the complaint and the investigation report and may decide to conduct a public hearing where each side presents their cases to a neutral council member and a written decision is then made. The whole process can take up to four years. Mediation is also available at any stage of the complaint process.