



Louvre Emergency Procedures Overview

May 2022

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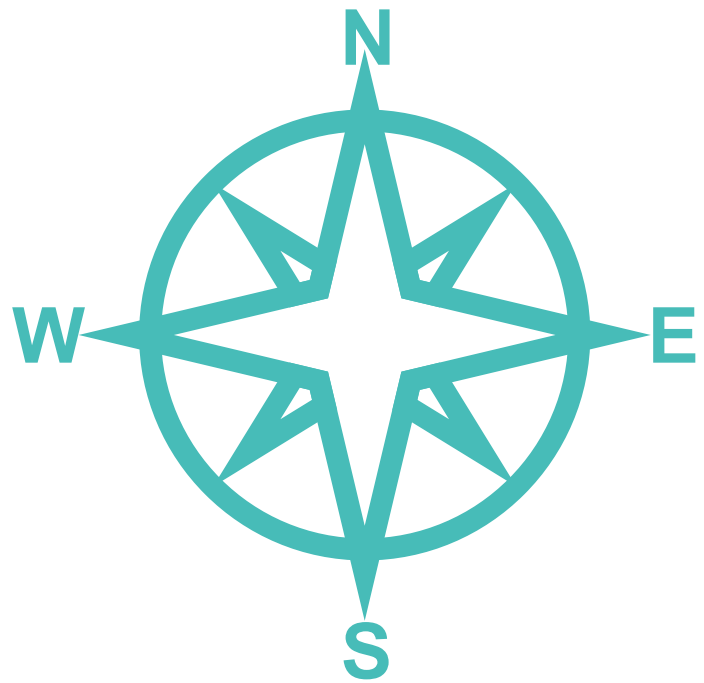
Life Safety Systems

- Fire Stations - there are multiple pull stations on each floor
- Fire extinguishers - there are several fire extinguishers located throughout the building
- Every fire alarm needs to be treated as a real emergency. All residents are to evacuate the building safely and proceed to the muster point immediately. Once the "all clear" is given by the fire department, only then can residents re-enter the building

Muster Point

- The designated muster point at Louvre can be found on the West side of the building, between the LRT and Taxi pick up
- All occupants of the building are required to gather past the muster point signage and not in front of it as this could restrict emergency vehicle access
- Chief Warden (ProCura staff member) will meet residents at the muster point location
- In the event of an emergency during below zero weather conditions, all occupants must check into the original muster point location and an alternate muster point will be designated

Muster Point



Fire Alarm Activation Procedures

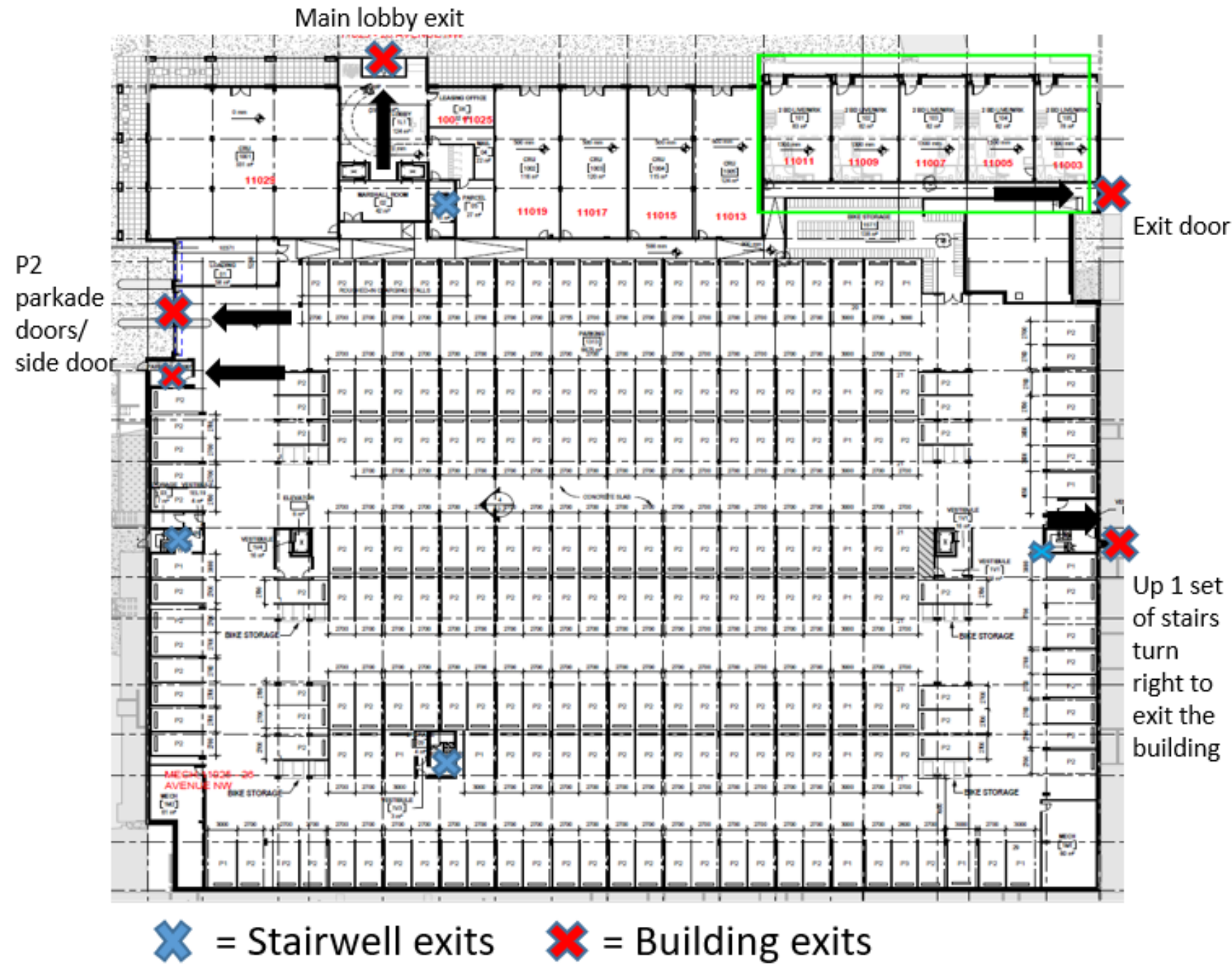
- If you discover fire, see smoke or smell gas, call ProCura immediately, and in the event a ProCura team member cannot be reached, call 911
- If you hear the Fire Alarm: DO NOT use the elevators. Walk quickly, do not run, to the nearest stairwell
- DO NOT return to your suite to collect your belongings
- Proceed immediately to the muster point, which is located on West side of the building, between the LRT and Taxi pick up. Never proceed upstairs to the roof, as rescue will be difficult from this location
- DO NOT turn back on the stairwell at any time, for any reason
- DO NOT carry any drinks, cold or hot, down the stairs. Leave all food and beverages in your suite

Fire Alarm Activation Procedures

- If, during an evacuation you find an exit stairwell blocked due to smoke or obstruction, your Chief Warden may direct you into a “safe area”
- Do not attempt to remove vehicles from the building as this could obstruct emergency responders, create congestion, and panic to exit, or put pedestrians in harms way
- A Safe Area would be any floor below the fire where the fire has not spread; ideally, travel two or more floors if possible
- After the emergency situation is under control, an “All Clear” will be given from the City of Edmonton Fire Department to advise the occupants that it is now safe to return to the building. A representative will also be at the Safe Location to advise occupants when it is safe to return

Fire Alarm Activation Procedures

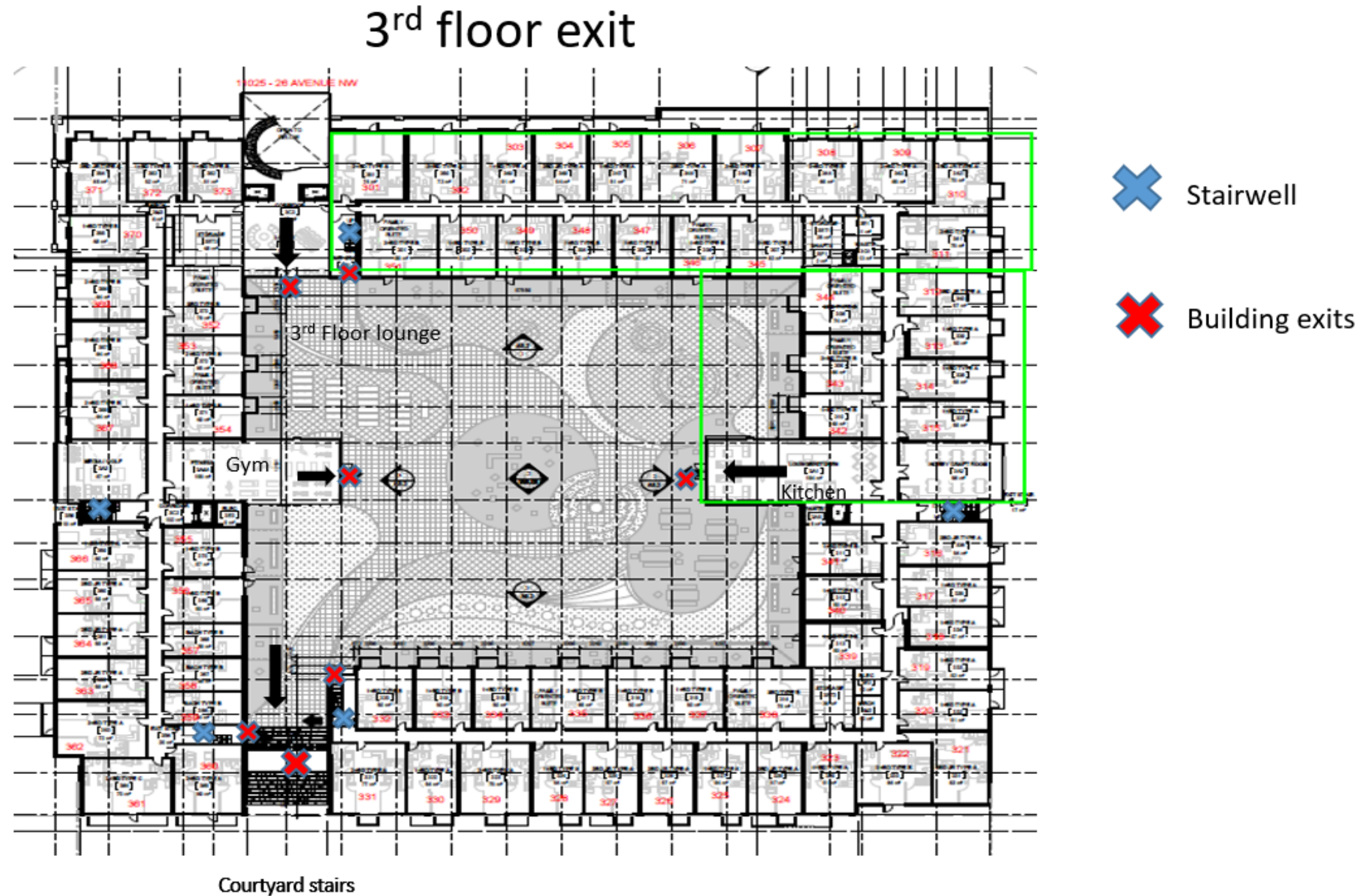
P2 stairwell/exits



P1 stairwell/exits



Fire Alarm Activation Procedures



Natural Gas

In the event of a suspected Natural Gas leak:

- Notify Property Management to look for the cause of the smell
- Standby for instructions from Property Management

In the event of confirmed Natural Gas leak:

- Phone the Fire Department
- Notify ProCura and evacuate immediately and do not return to the building until “all clear” has been given from Chief Warden

Suspicious Objects

Suspicious objects are anything foreign to the area which you can reasonably assume could be a suspected explosive or dangerous device. A great variety of disguises are used to conceal the identity of a bomb. The most common containers are briefcases, backpacks, lunch kits, shopping bags and gift-wrapped boxes. If you find a suspicious object:

- DO NOT TOUCH or move it
- Do not assume it to be the only one
- NOTIFY the City Police at 9 1 1 and ProCura

Bomb Threat

A bomb threat may be received by phone, mail or message at any time. Phone threats may be received at the administration offices, over public telephones or may even be directed at the residence phones. Any resident receiving a bomb threat should make every effort to follow the procedures. Most bomb threats are very brief. The caller normally states his or her message in a few words and hangs up; however, when possible, every effort should be made to obtain detailed information from the caller.

- Remain calm
- Do not evacuate unless otherwise told to do so by the Chief Warden
- If the situation warrants evacuation; evacuate to the nearest safe exit and proceed to your muster point in the safest manner
- When evacuating the building leave doors and windows open
- If/when evacuation is required do not leave the muster point until advised by the Chief Warden
- If deemed necessary; internal emergency procedures may be followed

Bomb Threat by Mail

If you receive a bomb threat by mail:

- DO NOT handle the note or package
- Notify the City Police at 9 1 1 and ProCura

Actions in Case of an Explosion

- Explosions would include those caused by leaking gas or faulty heating equipment
- Fall to the floor and take immediate shelter under tables, desks, or other such objects that will offer protection against flying glass or debris. Protect face and head with your arms
- After the effects of the explosion have subsided, activate the nearest pull station and evacuate the building as per Fire Procedures
- Do not return to the building until the “all clear” notice is given by the Chief Warden

Medical Emergencies

If emergency medical assistance is required:

- Call 9 1 1
- Explain the situation and identify the exact location of the person requiring assistance
- If possible, have someone at the elevator lobby to direct emergency personnel to the emergency This person should remain in the lobby to direct any additional emergency personnel who may be responding
- Do not move the victim unless necessary

Suspicious Looking Person

If you see a suspicious person or activity, please alert Property Management as soon as possible with the following information:

- Your name, unit number and phone number
- Date and time
- Location of activity or person(s)
- Details of suspicious person(s) such as height, weight, gender, ethnicity, vehicle make/model/color, license plate number, etc.
- Details of activity such as loitering, loud/obnoxious/abusive behavior, mental health concerns, intoxication, etc.
- In the event of an aggressive/abusive encounter or attack, please call 911 immediately

Elevators

Elevator Malfunction

- Elevator Malfunction (slow trip, missed call, improper leveling etc.)
- Notify ProCura at 587.689.5490 and/or email Louvre@procura.ca
- Include elevator cab number (inside door of emergency phone)
- Details of the malfunction
- Your name and telephone number

Elevator Entrapment

- Remain calm
- Push the emergency call button
- Give the elevator number to the elevator company when requested on the intercom. An elevator technician will be deployed immediately to attend an entrapment, resolve the issue and get the resident (s) safely out of the elevator car
- ProCura Building Operations will be available to assist with any questions and/ or concerns once the elevator doors are opened

Severe Weather and Natural Disasters

Tornado

- When a warning is issued by sirens or other means, seek inside shelter. Consider the following:
- Small interior rooms on the lowest floor and without windows,(i.e., parkade, stairwells)
- Stay away from outside walls and windows
- Use arms to protect head and neck
- Remain sheltered until the tornado threat is announced to be over

Earthquake

- Stay calm and await instructions from the Chief Warden
- Keep away from overhead fixtures, windows, filing cabinets, and electrical power
- Assist people with disabilities in finding a safe place

Severe Weather and Natural Disasters

Flood

If indoors:

- Be ready to evacuate as directed by the Chief Warden
- Follow the evacuation routes

If outdoors:

- Climb to high ground and stay there
- Avoid walking or driving through flood water
- If car stalls, abandon it immediately and climb to a higher ground