

Section 9: Talking Points

Emergency Procedures

General Information

- ✓ For general assistance, call 3333 or speak with Guest Services on the main floor of the North Building.
- ✓ In the event of an emergency, call 3333 or speak with a member of Security Services.
 - To ensure the fastest response possible by emergency services, we ask that you refrain from calling 911 yourself, whenever possible.
 - The CTCC has several addresses and access points; therefore, we ask that you leave the responsibility of contacting emergency services with the CTCC's Security Services team as they are trained to most effectively coordinate with outside resources.

First Aid

- ✓ The CTCC's in-house Security Services Agents are first aid level C, CPR, and AED trained, and are the CTCC's first responders in medical emergency situations.

Fire Alarm

- ✓ This facility operates on a two-stage fire alarm system. If a fire alarm is triggered, you will be given instructions via the public address system. Bells and/or strobes will remain on while the alarm is active.
- ✓ In stage one you will be advised that the situation is being investigated. There is no need to evacuate at this time.
- ✓ If the fire alarm progresses to stage two, you will be instructed to leave the building.
- ✓ Please be advised that an alarm may progress directly into a stage 2 alarm, so it is very important to listen to the instructions and follow them accordingly.

Evacuation and Muster Point

- ✓ If there is a need to evacuate the facility, proceed calmly to your nearest exit. Do not use the elevator.
- ✓ The CTCC's muster point is located in front of the Arts Commons building; the address is 205 8 Avenue SE.
- ✓ If you're unfamiliar with Arts Commons: It's the large grey building with columns located one block east of the CTCC, across from the Olympic Plaza park.

Please take a moment to review the location of your nearest emergency exit, house phone, and pull station. Doing so will give you peace of mind if any of these emergency situations were to arise.