

Georgian College

Emergency Response

Guide | Version 2.0
2018



Georgian College

Emergency Response

Guide for students, staff and visitors

Preparedness	Response	Recovery
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Georgian College recognizes that prompt, organized and efficient response to emergency situations is of vital importance in maintaining the health and safety of all members of the Georgian community. It is Georgian’s goal to ensure an emergency management system is implemented that meets all aspects of comprehensive emergency management.

The foremost priority in responding to emergency/ crisis situations is the safety and protection of Georgian students, staff and visitors on college premises. The college is also committed to limiting or containing the extent of damage incurred during an emergency/crisis and to recovery and restoration of operations as soon as possible.

The Emergency Response Guide is an official Georgian guide that outlines recommended responses to emergency situations that may occur at the college. The guide – which will be distributed to students, staff and visitors – is practical, concise and easy-to-navigate. It is revised when changes in procedures or generally accepted emergency response protocols occur.

The guide is kept electronically on internal and external Georgian websites and provided upon request in alternative formats.

Campus Safety and Security Services

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Call 911 IN EMERGENCIES,
then contact Campus Safety and Security at ext. 4000 (705.722.4000).
For non-emergencies, please contact Security at
ext. 5100 (705.722.5100).

Emergency Notification System

Please refer to the [GeorgianCollege.ca website](http://GeorgianCollege.ca) in an emergency. Georgian will communicate safety-related information with students and staff in a number of ways in such emergencies as service interruptions, closures and lockdowns, etc. These include:

- Public Announcement System
- Georgian College social media accounts
- Administrative computer pop-up messages
- Staff email
- Employee intranet
- Safe@Georgian app



[Twitter](#)



[Facebook](#)

The **Safe@Georgian** app features quick access to Campus Safety and Security and security-related information such as emergency contacts, safety escorts, support resources, and maps, and has the ability to force push notifications. The app is free to download and available on the app store, google play, and blackberry world.

Campus Safety and Security

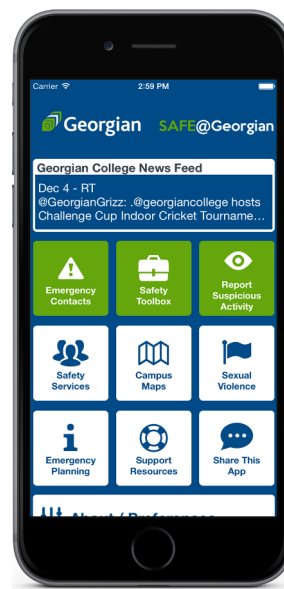
The Campus Safety and Security Department is located on the Barrie Campus, room B125.

Security Offices

BARRIE Campus: E Building (Room E006)

ORILLIA Campus: Campus Connections (Room A114)

OWEN SOUND Campus: Campus Connections (Room 403)



Call 911 IN EMERGENCIES, then contact Campus Safety and Security at **ext. 4000 (705.722.4000)**.

For **non-emergencies**, please contact Security at **ext. 5100 (705.722.5100)**.

Courtesy phones that connect you with Security are located throughout campus. In addition, blue light emergency phones are installed in the parking lots for outdoor use if required.

Security escorts are available after dark to get you safely to your vehicle.

Contacting Security is **FREE** from any campus pay phone.

IMPORTANT NUMBERS

IMPORTANT NUMBERS

EMERGENCY



Police, Fire or Ambulance

911

If situation presents an immediate danger to life, call 911 FIRST, then contact Security.

TO INITIATE LOCKDOWN705.722.4000, ext. 4000

FIRST AID – EMERGENCY.....705.722.4000, ext. 4000

NON-EMERGENCY

First Aid – non-emergency705.722.5100, ext. 5100

Security – general requests (e.g. escort to vehicle)705.722.5100, ext. 5100

OTHER RESOURCES

Student Counselling Services705.722.1523, ext. 1100

Good 2 Talk (postsecondary student helpline 24 hours/seven days a week.).....1.866.925.5454

Simcoe County Crisis Line (24hours/seven days a week.).....705.728.5044 or 1.888.893.8333

Sexual Assault Counseling (24 hours/seven days a week).....705.737.2008 or 1.800.987.0799



LOCKDOWN

➤ LOCKDOWN PROCEDURE

A Get out

B Hide and barricade

C Fight

While extremely unlikely, the possibility of a violent incident occurring at Georgian College is a reality.

CONSIDER YOUR OPTIONS. MAKE A DECISION. ACT.



- Do not hesitate, escape.
- Don't leave any belongings.
- Help others, if you can.
- Keep your hands visible.



- Secure and block doors.
- Turn the lights out and stay out of sight.
- Mute cell phones and be quiet.
- Disregard fire alarm, (if safe to do so).



- Commit to your actions.
- Be as aggressive as you can.
- Yell and throw items.
- Improvise what to use as a weapon.

IN AN EMERGENCY, call 911.
TO INITIATE LOCKDOWN, call SECURITY
at 705.722.4000 or ext. 4000.

Learn more about how to prepared at GeorgianCollege.ca/lockdown.

TOOLS AND TACTICS: BE READY!

We want you to be ready for the challenges of an emergency situation. That's why Georgian will continue to hold regular emergency drills, including Lockdown drills, throughout the year.

During a Lockdown drill, you are encouraged to take the time to complete a self-directed learning exercise, and:

- **Familiarize yourself** with the college's [Lockdown procedure](#).
- **Watch a video** that covers a number of scenarios and the best course of action – the information in the video could save your life. Due to the nature of its content, we recommend you watch the video with a friend, colleague or classmate so you can talk about it after. Remember, FREE and confidential [counselling services](#) are available through Georgian College if you ever need support.
- **Review** the FAQs we've provided on the [Lockdown page of the Campus Safety and Security website](#), and engage others on what to do during an emergency.
- **Provide feedback** – after this exercise or at any time – to help with continuous improvement.
- **Download** the [self-directed learning exercise](#) to complete the activity offline.



ACCESSIBILITY



An AREA OF REFUGE is a location in a building designed to hold occupants during a fire or other emergency, when evacuation may not be safe or possible. Occupants can wait there until rescued or relieved by emergency responders. Areas of refuge can be used by any persons who cannot access a safe escape route.

- If you use a mobility device and are unable to exit the building using the stairs, **move to an AREA OF REFUGE at the top of a stairwell** off to the side to allow those evacuating to depart campus.
- **Tell as many people as possible that you are there** and will require the assistance of security or attending emergency personnel.
- **Never try to carry a person in a wheelchair down the stairs** unless the person is in imminent or extreme danger.

INDIVIDUAL ACCOMMODATION PLAN

Employees who require an individual accommodation plan can complete the [request form](#).

The purpose of this form is to assist the college in determining whether, or to what extent, a reasonable accommodation is required for an employee with a disability or condition to perform one or more essential functions of the job safely and effectively, including responding to an emergency situation.

For more information, please contact the occupational health and safety department at [705.728.1968](tel:705.728.1968), ext. 1310 or at ohs@georgiancollege.ca.



HOLD AND SECURE

A **HOLD AND SECURE** is Georgian's response to an ongoing situation outside that requires all persons to remain in the building.

If a **HOLD AND SECURE** is initiated:

- **Remain calm** and stay inside the building. Most normal operations and activities inside the building can continue.
- **Exterior doors will be locked.** Movement into and out of the affected building (s) is restricted.
- **Dim lights and draw blinds** in rooms with external windows, particularly at ground level (where possible).
- **Stay inside** until police and Campus Safety and Security have identified a safe and secure route out of the building.
- **The **HOLD AND SECURE** will end** when the Director of Campus Safety and Security (or designate), the Senior Leadership Team, and on-site Emergency Services determines the threat has been neutralized.
- **The "all-clear"** will be initiated by the Security team who will state over the PA system that the **HOLD AND SECURE** has been lifted.
- **Exterior doors** will be unlocked once the all-clear has been given.



EVACUATION

If you hear the **FIRE ALARM** or are instructed to **EVACUATE**:

- **Leave the building immediately** in a calm and orderly manner by the nearest exit.
- **Close, but DO NOT** lock your door.
- **DO NOT** use elevators; use stairway exits only.
- **Follow directions** given by Campus Safety and Security, the fire wardens, or first responders.
- **If you have a disability**, go to an Area of Refuge or contact **Campus Safety and Security** at **705.722.4000** or **ext. 4000** from an internal phone. Wait for Security personnel to assist you.
- **Wait** at the nearest gathering area.
- **Remain** at least 300 feet from any building once outside.
- **DO NOT re-enter** the building until instructed to do so by Campus Safety and Security or the fire wardens.
- **Wait for further instruction** and clearance to re-enter building.



UNSCHEDULED CLOSURE



Building closure: *In the event of a building closure, all persons will be prevented from entering a specified building. No classroom activities or services will take place in the building. Both classroom and service activities will continue to operate in other buildings on the campus.*



Campus closure: *In the event of a campus closure, all classroom and service operations, except those deemed essential activities, will be suspended at that location. Individuals will be prevented from entering the premises.*

Note: This procedure does not deal with individual class cancellation procedures.

- If the college has made the decision to close a building, campus or location, or suspend a service operation in the morning, every effort will be made to make that decision by 6 a.m. and communicate it by 6:30 a.m.
- Decisions surrounding evening closures should be made by 2:30 p.m. to enable communication by 3 p.m.
- If the closure is expected to continue past noon, the decision will be made by 9:30 a.m. and communicated by 10 a.m.
- If the college intends to re-open for evening classes that commence at 5 p.m. or later, the decision will be made by 2:30 p.m.

In the event of an unscheduled closure:

- **Monitor** the college website and local media for messages regarding closure.
- **If you feel that travelling to the campus is unsafe**, notify your manager, professor, program coordinator, or supervisor.
- If the campus is closed, **leave (unless you provide essential services)**.
- If the building is closed, **work with your manager to find alternative accommodations**.
- If there is a partial closure, **monitor the channels above to see if the campus will re-open**.

It is not the intention of Georgian College that any employee risk their personal safety to attend work. If a staff member chooses not to travel to work and the campus/operation is open, they have a choice of requesting leave without pay for the day or taking a vacation day.

College activity that takes place at locations that are owned and occupied by a third party (e.g. clinical nursing placements, students on work placements, off-campus events) will be subject to the decisions of that entity regardless of any decisions made regarding college closure.

For more information, please see the [Unscheduled Campus Closure Procedure](#).

FIRE SAFETY



All students, faculty and staff should familiarize themselves with the locations of manual fire alarm stations, fire extinguishers, and building exits in their work areas to avoid confusion when a fire emergency arises.

If you discover smoke or fire:

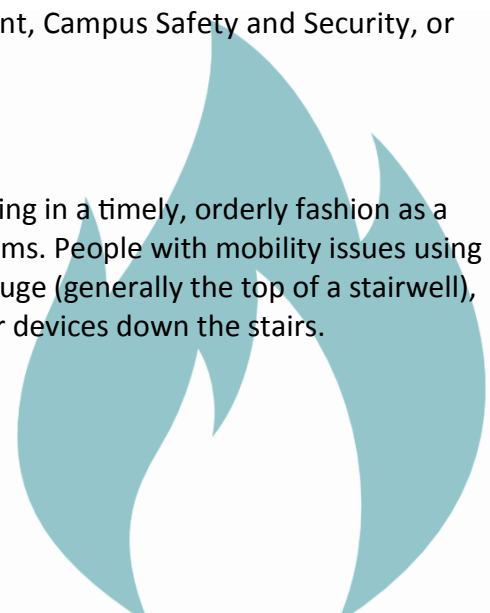
- **Leave the area** immediately.
- **Close, but DO NOT LOCK** all doors and windows (if safe to do so).
- Warn others in your area to evacuate.
- **Sound the fire alarm** by pulling a manual pull station (located at most exits).
- **Call Security** at **ext. 5100** from a phone outside of the affected area to **provide details** of the exact location of the smoke/fire.

When you hear the fire alarm:

- Evacuation will begin with the sounding of building fire alarms.
- **Evacuate immediately**; do not assume it is a drill as all tests/drills are pre-announced.
- If safe to do so, **close all doors and windows**, but **DO NOT LOCK**.
- Evacuate using the closest designated emergency exit and stairwell, but **DO NOT USE THE ELEVATOR**.
- **Use an alternate exit** if you encounter smoke or fire.
- **Move away from the building** at least 30 meters, leaving clear access for emergency services.
- **Do not re-enter the building** until authorized by the fire department, Campus Safety and Security, or Physical Resources, and the fire alarm has stopped.

What we hope to see

Campus Safety and Security anticipates seeing people leaving the building in a timely, orderly fashion as a result of a fire alarm. Students should not stop at lockers to retrieve items. People with mobility issues using devices such as a wheelchair or electric cart should wait in Areas of Refuge (generally the top of a stairwell), and people **SHOULD NOT** make attempts to carry such people and their devices down the stairs.



TORNADO



TORNADO WATCH: Weather conditions are favourable for the development of tornadoes.



TORNADO WARNING: Tornado activity is confirmed and a tornado is imminent.

In the event of a TORNADO WATCH, remain alert for deteriorating weather conditions and be prepared to take shelter if the TORNADO WATCH is upgraded to a TORNADO WARNING.

In the event of a TORNADO WARNING:

If you are indoors:

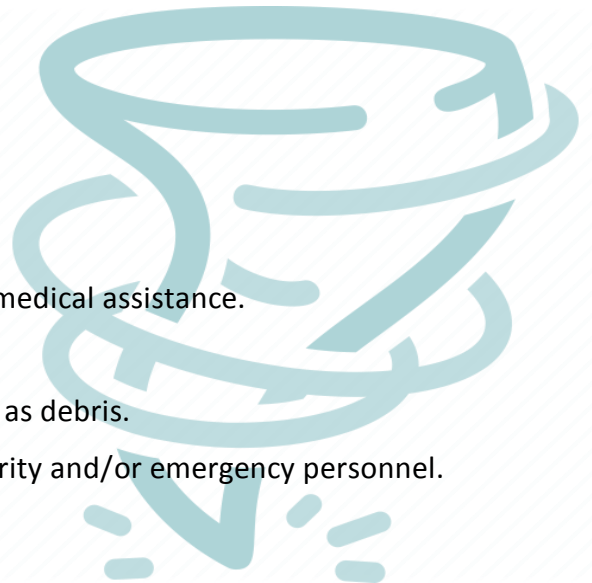
- **Remain calm** and do not leave the building.
- **DO NOT** use the elevators.
- **Move to a small room** and shelter in the center of an interior room on the lowest level.
- **Stay away** from corners, windows, doors, and outside walls.
- **Find a sturdy piece of furniture**, such as a heavy table or desk, to use as cover.
- **Cover your head and neck** with your hands.
- **DO NOT** open windows.

If you are outdoors:

- **DO NOT** try to outrun or out-drive a tornado. Go to the lowest floor of a sturdy, nearby building or structure. **DO NOT** shelter under an overpass or bridge.
- **If you are unable to seek shelter**, lie flat in a nearby ditch or depression.
- **Be aware** of the potential for flooding and move if water levels become hazardous.
- **Cover your head** and neck with your hands.
- **Watch out** for flying debris.

After the event:

- **DO NOT exit the building** until it is safe to do so.
- **Call 911 and Security (ext. 4000)** if you require immediate medical assistance.
- **DO NOT** use elevators.
- **Be aware** of new safety issues created by the disaster such as debris.
- **Wait for further instructions** from Campus Safety and Security and/or emergency personnel.



SEVERE WINTER STORM



The college will make every reasonable effort to be open and accessible. However, certain weather conditions may require cancellation of classes, suspension of operations in particular buildings, or closure of a campus or service location as a whole.

In the event of a SEVERE WINTER STORM:

- **Be aware** of the campus closure notification system – phone message, social media, website, email, Safe@Georgian app.
- **Follow instructions** and leave the premises as soon as it is safe to do so.
- **Take every reasonable precaution** while driving in inclement weather.
- **DO NOT** come on campus if closed*

*Staff are asked to take every reasonable precaution while driving in inclement weather. It is not the intention of Georgian that any employee risk their personal safety to attend work.

For more information, please see the [Unscheduled Campus Closure Procedure](#).

For helpful winter driving tips, view the [Government of Ontario's Winter Safe Driving document](#).



ILLNESS OUTBREAK

When an epidemic or contagious condition exists:

- **Practice prevention** – get vaccinated, practice rigorous and thorough handwashing, cover mouth when coughing, and follow health advisories.
- **Follow all directions** from the college regarding medical emergency plans.
- When feeling unwell, immediately **seek medical attention**.
- **If diagnosed** with a contagious condition, follow all directions and orders from medical personnel.
- **If quarantined**, follow all instructions, and do not breach quarantine.
- **Await further instruction** from the college.

Early reporting:

- **Early reporting** is essential to successfully responding to an infectious disease outbreak.
- Employees are responsible for **notifying their direct manager** when they are aware of an infectious disease incident.
- Managers and/or department heads are required to **report any case of a notifiable infectious disease** and must ensure all available information of an incident is provided to Campus Safety and Security.



ILLNESS PREVENTION

General illness prevention guidelines:

- Keep **immunizations up-to-date**.
- Prepare and **handle food carefully**.
- **Use antibiotics** only for infections caused by bacteria.
- **Be careful around** all wild and **unfamiliar animals**.
- **Avoid insect bites** by wearing long clothing.
- Protect yourself with **proper immunizations** before travelling abroad.
- If you are sick, **seek medical attention**.
- **Wash your hands** often with proper handwashing techniques;

1. Wet hands with water

2. Apply enough soap to cover all hand surfaces

3. Rub palms together, away from water

4. Rub fingers, thumbs, and in-between

5. Ball hand into fist and rub rotationally in opposite palm

6. Interlace fingers and rub palm to back of hand.

7. Rinse hands with clean water

8. Dry hands thoroughly



BUILDING AND UTILITY FAILURE

In the event of a **POWER OUTAGE**:

- **Turn off** all light switches.
- **Turn off all equipment** and appliances to prevent equipment damage.
- **Extinguish flames.**
- **Open windows** to increase ventilation (if safe and comfortable to do so).
- **Report** all persons trapped in elevators to **Campus Safety and Security at ext. 4000.**
- **Move** to well-lit areas and wait for further instructions.
- **Evacuate** the building if instructed to do so.

In the event of an **ELEVATOR FAILURE**:

- **Report** elevator malfunctions (stops, moves abnormally, misses a floor) to **Physical Resources at ext. 5125.**
- **If trapped, remain calm.** Use the emergency call button and/or contact **Campus Safety and Security at 705.722.4000.**
- **DO NOT** attempt to exit the elevator.
- Campus Safety and Security will contact the Fire Department for assistance.



BUILDING AND UTILITY FAILURE

In the event of a water outage, plumbing failure or flooding:

- **Stop using all electrical equipment** and avoid contact with pooling water.
- **Move** to a safe area.
- **Evacuate** the building if necessary.

In the event of a Gas leak:

- **DO NOT** attempt to locate the source of the leak.
- **DO NOT** touch light switches or electrical equipment such as cell phones.
- **DO NOT** use an open flame, matches, or lighters.
- **Immediately evacuate** if you are in the affected building.
- **DO NOT** start vehicles parked in the area.

In the event of HVAC concerns:

- **Move to a safe area** if you detect particulate or odors coming from the ventilation system.
- **Consult your area manager** and contact Campus Safety and Security at **ext. 4000**.
- Campus Safety and Security will investigate with the help of Physical Resources.
- **Be alert** – the area may be evacuated if necessary.
- **Report** any adverse symptoms to Campus Safety and Security at **ohs@georgiancollege.ca**.



BOMB THREAT

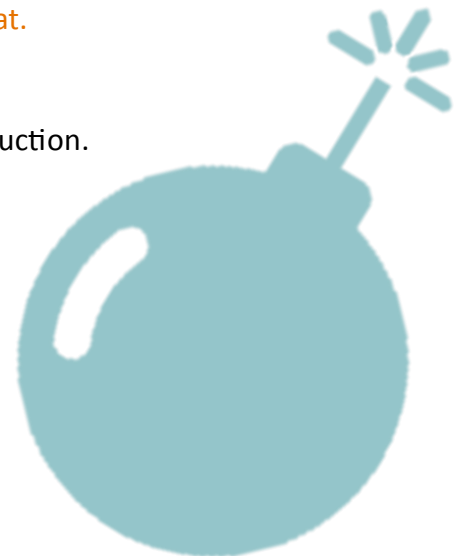
ALL BOMB THREATS MUST BE TAKEN SERIOUSLY.

If you receive a BOMB THREAT BY PHONE:

- **Remain calm.** Keep the caller on the line for as long as possible.
- If you have the option to do so, ensure the call is recorded. Security lines are always recorded.
- **Listen carefully.** Be polite and show interest.
- Try to **keep the caller talking** to learn more information.
- If possible, **write a note** to a colleague to call the authorities, or notify them yourself as soon as the caller hangs up.
- If your phone has a display, copy the number and/or letters on the window display
- **Complete the BOMB THREAT CALL RECORD** (see page 19) immediately. Write down as many details as you can remember. Try to use the exact words used in the threat.
- **Call 911** immediately.
- **Call Campus Safety and Security at ext. 4000** for further instruction.

If you receive a BOMB THREAT BY TEXT / INSTANT MESSAGING, OR SOCIAL MEDIA:

- **Remain calm.** Do not delete the message/post.
- If possible, **print a copy of the message** and provide this information to police and Campus Safety and Security. If you cannot print the message, copy the information.
- **Complete the BOMB THREAT CALL RECORD** (see page 19) immediately. Write down as many details as you can remember. Try to use the exact words used in the threat.
- **Call 911** immediately.
- **Contact Campus Safety and Security at ext. 4000** for further instruction.



BOMB THREAT CALL RECORD

BOMB THREAT / ANONYMOUS TELEPHONE CALL RECORD

Date _____
Time _____

- Listen and remain calm
- Do not interrupt caller
- Attempt to keep caller talking
- Record as much information as you can while call is in progress
- **Signal someone to call Police**

Approximate Age _____
Accent _____

Threat (Exact Wording) _____

Questions: What time will the bomb explode? _____

Where is it located? _____

What does it look like? _____

What kind of bomb is it? _____

Why did you plant the bomb? _____

Where are you calling from? _____

What is your name? _____

Did caller reveal any identifying particulars? (e.g. nickname, familiarity with staff, etc.) _____

Were you able to see the origin of the call on your phone call display? (i.e. was it on campus, local, long distance?) _____

Did caller appear familiar with College property by description of bomb location? Yes No

- | VOICE: | SPEECH: | LANGUAGE: | MANNER: | BACKGROUND: |
|------------------------------------|---------------------------------|--------------------------------------|----------------------------------|--|
| <input type="radio"/> Loud | <input type="radio"/> Fast | <input type="radio"/> Excellent | <input type="radio"/> Calm | <input type="radio"/> Office Machines |
| <input type="radio"/> Soft | <input type="radio"/> Slow | <input type="radio"/> Good | <input type="radio"/> Angry | <input type="radio"/> Factory Machines |
| <input type="radio"/> High Pitched | <input type="radio"/> Distinct | <input type="radio"/> Fair | <input type="radio"/> Rational | <input type="radio"/> Street Traffic |
| <input type="radio"/> Deep | <input type="radio"/> Distorted | <input type="radio"/> Poor | <input type="radio"/> Irrational | <input type="radio"/> Airplanes |
| <input type="radio"/> Raspy | <input type="radio"/> Stutter | <input type="radio"/> Foul | <input type="radio"/> Coherent | <input type="radio"/> Trains |
| <input type="radio"/> Pleasant | <input type="radio"/> Nasal | <input type="radio"/> Use of certain | <input type="radio"/> Incoherent | <input type="radio"/> Animals |
| <input type="radio"/> Intoxicated | <input type="radio"/> Slurred | <input type="radio"/> words/phrases | <input type="radio"/> Deliberate | <input type="radio"/> Bedlam |
| <input type="radio"/> _____ | <input type="radio"/> _____ | <input type="radio"/> _____ | <input type="radio"/> Emotional | <input type="radio"/> Party Atmosphere |
| | | | <input type="radio"/> Righteous | <input type="radio"/> Music |
| | | | <input type="radio"/> Laughing | <input type="radio"/> Voices |
| | | | <input type="radio"/> _____ | <input type="radio"/> Mixed |
| | | | | <input type="radio"/> Quiet |
| | | | | <input type="radio"/> _____ |

REMARKS: _____

SUSPICIOUS PACKAGE

If you receive a **SUSPICIOUS/UNATTENDED PACKAGE OR LETTER**:

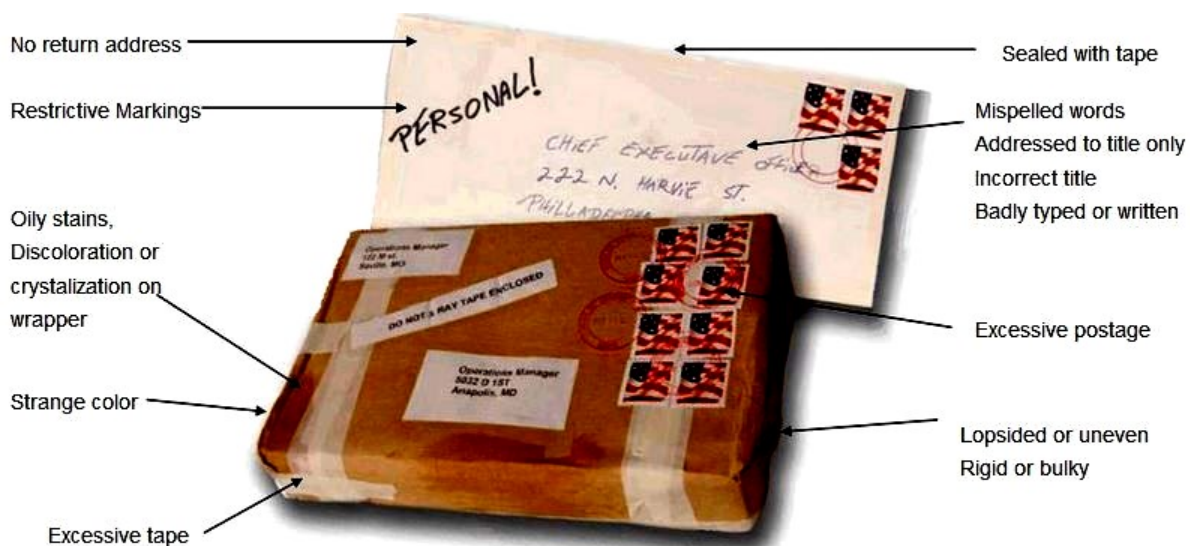
1. **Do not touch** or handle the package. Do not shake or bump package. Do not open, smell, touch, or taste the package. Treat it as suspect.
2. **Call Campus Safety and Security at ext. 4000**. Let them know you have found a suspicious package and provide the following details: location, description, why you believe it is suspect, and any other useful information.
3. **If you suspect it is a bomb, do not cover it**. Open doors and windows to minimize blast effects.
4. If you suspect the **object is contaminated** (e.g. has powder or any other substance on it or leaking from it), gently cover it with other materials such as newspaper, towels or plastic bags, and close the door.
5. **Clear the immediate area** where the object was discovered.
6. **If you have handled an object** that is suspected of being contaminated, minimize physical contact with others. Wash hands with soap and water. Remove contaminated clothes and place and seal them in a plastic bag or container. Shower with soap and water as soon as possible.
7. **Provide the authorities and Campus Safety and Security** with a list of all people who may have been in contact with or in close proximity to the object.



IDENTIFYING A SUSPICIOUS PACKAGE

When identifying a SUSPICIOUS PACKAGE, be aware of the following indicators;

- Restricted endorsements such as "personal" or "private."
- The addressee's name and/title might be inaccurate.
- **Distorted handwriting** or a name and address prepared with **homemade labels** or **cut-and-paste lettering**.
- Packages labelled **FRAGILE – handle with care** or **RUSH – do not delay**.
- An **excessive amount of postage** and no return address.
- Protruding **wires, aluminum foil**, or visible **oil stains**.
- A **peculiar odor or smell** coming from the package.
- Packages of an **irregular shape**, with **soft spots**, or **bulges**, that feel **rigid** or appear **uneven** or **lopsided**.
- **Unprofessional** or **untidy wrapping** with several **combinations of tape** used to secure the package.
- Strange noises such as **buzzing** or **ticking**, or **sloshing sounds** emanating from the package.
- **Pressure or resistance** might be noted when removing contents from an envelope or parcel.



PERSONAL PREPAREDNESS

Are *you* prepared?

72

If an emergency happens in your community, it may take emergency workers some time to get to you. Be prepared to take care of yourself and your family for a minimum of 72 hours. By taking a few simple steps today, you can be better prepared to face a range of emergencies – anytime, anywhere.

GetPrepared.ca

1-800-O-Canada (1-800-622-6232)

TTY: 1-800-926-9105



Know the risks



Make a plan



Get a kit

A message from the government of Canada. **Canada**

RESOURCES

Get Prepared—Government of Canada

For more information, visit [Get Prepared](#).

County of Simcoe

705.725.9300 or info@simcoe.ca

For more information, visit [County of Simcoe Emergency Management](#).

County of Dufferin

519.941.2816 or info@dufferincounty.ca

For more information, visit [Dufferin County Emergency Management](#).

District of Muskoka

705.645.2231

For more information, visit [District of Muskoka Emergency Services](#).

Simcoe County Crisis Line

Available 24 hours a day, seven days a week

705.728.5044 or 1.888.893.8333

Student Counselling Services

705.722.1523

Good 2 Talk postsecondary student helpline

Available 24 hours a day, seven days a week

1.866.925.5454

For more information, visit [Georgian College Campus Safety and Security](#).

BE PREPARED.