

Emergency protocols

In the case of fire

Leave the area immediately. Pull the fire alarm. Use the stairs. Leave the building and go to the muster point (NE side of the College/University intersection).

In the case of a 911 emergency that is medical or personal safety:

Note: when using VoIP phones for emergency calling and 911, please be aware of important differences in 911 emergency calling compared to traditional telephone service. Please review the following page for more details: <https://telecommunications.utoronto.ca/voipatuoft/5-emergency-calling-911/>

1. Call 911 and state the following information:
 - Explain the emergency
 - State your location:
You are at the MaRS West tower, 661 University Avenue (14th floor)
2. If possible, call **MaRS Tenant Services (416-673-8200)** and state the following information:
 - Explain the emergency
 - State your exact location
3. In cases of medical emergencies: if bystanders are available, have one person stay in the elevator lobby and another meet first responders on the ground floor.

In the case of an EHS incident (i.e., hazardous agent spill or exposure – chemical, biological or radioactive material) that is not a 911 emergency:

1. Call **MaRS Tenant Services (416-673-8200)** and state the following information:
 - Explain the incident
 - State the location
2. Follow the appropriate EHS procedure

In the case of a facility issue that is not a 911 emergency (i.e., flood, fume hood alarm, security door alarm):

During business hours:

1. Contact **MaRS Tenant Services (416-673-8200)**, and explain the incident and the exact location.
2. If possible, call **Elizabeth Chiu (416-528-0729)**, explain the incident, and let her know that MaRS Tenant Services has been contacted.

After hours:

1. Contact **MaRS Tenant Services (416-673-8200)**, and explain the incident and the exact location.

In the case of requiring an escort after hours:

1. Contact **MaRS West Tower Security (416-673-8201)** and request an escort out of the building after hours.
2. Contact **UofT TravelSafer (416-978-7233)** who will meet you at the Queens Park subway or outside MaRS.

Note: MaRS Tenant Services can also be reached by email at marstenantservices@marsdd.com