

Reporting Structures at the University of Alberta

Edmonton Emergency Services (EMS): 911

Hours 24/7

EMS should be called in any situation that poses *immediate danger* to yourself or others. This would include but not limited to:

- A violent individual, flood, fire, explosion, injured or individuals experiencing a medical emergency, chemical spills you are not equipped to handle, building collapse, vehicle collision, and/or worker death.

Following this, individuals are required to call UAPS to report the above incident as well. They are equipped to help direct emergency services to the appropriate location on Campus. They are also equipped with key and card access to all areas so those in isolated spaces can be accessed safely and effectively.

University of Alberta Protective Services (UAPS) Reporting: 780-492-5050

Hours: 24/7

UAPS should be called in any situations where individuals on campus feel unsafe or their security has been put at risk. This would include but not limited to:

- General patrol, incident response, complaint investigation, threat assessment, traffic safety enforcement, Alarm response, victim support, or when working alone, break and entering, trespassing, fence cuts, and any assumed active crime, etc.
- Transit and Security Concerns can also be reported at **780-492-4900**

For more information visit [their website](#) or contact [UAPS directly](#).

ARISE Reporting:

Following the above situations, an ARISE Incident report should be completed and submitted through the online portal.

Additionally, any incidents falling in the categories of:

- **Serious Incident** - result in the death of a worker, admitted to hospital, fire, flood, explosion, collapse or failure of building or structure, etc.
- **Injury** - glass cuts, falling over/on items, dropping tools on your feet, etc.
- **Exposure to Hazardous Substances** - Needlestick injuries, inhalation of hazardous vapors, investigation of hazardous material, skin and/or mucous membrane contact with hazardous substances.
- **Near-misses**: Is an incident in which there is no injury or property damage, but given a slight shift in time or position, injury or damage could have occurred. For example, almost falling over an object, almost hitting your head on something, etc.
- **Property Damage** - Flooding, vandalism, vehicle damage, and/or theft.

- **Spill or any other uncontrolled release of hazardous material** - Any uncontrolled release of hazardous materials, including spills and emissions, that pose a risk to human health and the environment.
- **Collisions** - with UofA fleet vehicles or when traveling for university purposes.
- **Other** - This would include violence and harassment incidents and anything else that may be deemed hazardous but was not covered in the above sections.

Reference the [ALES Incident Reporting Guidelines](#) for detailed information and WCB reporting considerations. In depth information can also be found on the [Incident Management page](#) from Health Safety and Environment (HSE).

Health Safety and Environment (HSE):

HSE should be contacted through:

- hse.info@ualberta.ca - **HSE Advisors** - Lab questions/registrations/amendments in ARISE, chemical / [CHEMATIX](#) questions, Biosafety questions, Occupational Hygiene, and any other general inquiries surrounding safety and security.
- fieldoff@ualberta.ca - **Kim Schaere** (kschaere@ualberta.ca) - Should be reached out to for any Field Activity Plan questions at a larger scale.
- alesrst@ualberta.ca - **Victoria Sandberg** (vsandber@ualberta.ca) - Should be reached out to for any Faculty level Field Activity.
 - [ALES Safety Webpage](#)
 - [ALES FAP Submission Form](#)
 - [ALES FAP Trip Notification Form](#)
 - [ALES Work Related Travel Form](#)
- alesafe@ualberta.ca - **Victoria Sandberg** (vsandber@ualberta.ca) - Should be reached out to for any Faculty based safety concerns or questions.

Control Centre Reporting: 780-492-5555

Hours: 24/7

The University of Alberta's [Control Centre](#) should be contacted during any:

- Power outage, water outage, fire, flood or when any university owned equipment issues have arisen.
 - Stop work and turn off non-essential equipment. Leave the area and close doors as you evacuate the premises. Leave by the nearest emergency exit and go to your nearest [Muster Point](#).
 - Any after-hours calls to the Maintenance Desk are routed to the Control Centre for resolution.

Reach out with your comments, questions, and/or concerns to them directly.

Facilities and Operations (F&O) Portal Tickets: 780-492-4833

Hours: 24/7

F&O should be contacted through their online portal when:

- The building is too hot / cold, plumbing or mechanical issues, lights and electricity issues, access issues, cleaning requests, elevators, etc.

F&O can also be contacted by reaching out to your designated Facility Service Partner (FSP). Within ALES we have:

- **Andrew Hutt** (ahutt@ualberta.ca)
 - Ag/For, GSB, SAB, HEB, South Campus (AFDP, PRC, MET, SRTC, DRTC, Crops, Compost), Kinsella, Mattheis, St. Albert, and Breton Plots.
 - Andrew Hutt is the designated ALES FSP and all building concerns within ALES should go through him first. Following this communication, he will help facilitate the involvement of the other designated FSP's as needed and appropriate.
- **Matthew Bergin** (bergin@ualberta.ca)
 - ECHA
- **Jason Fong** (jfong1@ualberta.ca)
 - LKS

All F&O Notices are documented on the [ALES Maintenance Calendar](#). For more detailed information review the [F&O webpage](#). The University of Alberta [Maintenance Request Portal](#) is where the submissions should be submitted for completion.

Information Service and Technology (IST) Portal Tickets: 780-492-8000

Service Desk Hours: 7:30am - 6:00pm

IST should be contacted for all technological issues that arise on campus, which would include but not limited to:

- Desktop & laptops set-ups, printers, drive access, phones, virtual teaching issues, etc.

IST can also be contacted by reaching out to your designated IST Service Partner. Within ALES we have:

- **James Gronau** (jgronau@ualberta.ca)

For more detailed information review the [IST webpage](#) and [Staff Service Centre](#) webpage. The University of Alberta [IST Portal](#) is where all submissions should be completed.