

# **Webinar:** **Managing Emergency Situations in Condominiums**

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Panel presentation and discussion

# Today's Webinar...



- features professionals who will outline the condominium manager's **role and responsibilities during emergency situations**, and offer tips, best practices, and case studies

- offers information and tools that can be used **before, during, and in the aftermath** of emergency situations in condominiums

- provides strategies that can be used to **identify and mitigate** potential security threats and vulnerabilities

# Today's Agenda:

- 1. Legal Perspective**

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- 2. Condominium Manager Perspective**

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- 3. Security Professional Perspective**

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- 4. Emergency Management Perspective**

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- 5. Questions and Answers**

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## Presented by:



**Tony Bui**



**Craig McMillan**



**Brian Claman**



**Dr. Jack Rozdilsky**

# Housekeeping



1

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# Housekeeping



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# Sensitive Topics

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Today's session will cover a variety of sensitive topics and situations





**Tony Bui**  
Condominium Lawyer

# Legal Framework for Safety/Emergency Response in Condominiums

- ***Occupier's Liability Act***
  - Ensure premises are reasonably safe
- ***Negligence Act***
  - Overlapping requirement to comply with all other statutory/regulatory obligations in meeting standard of care
  - Ex. *Building Code* and *Fire Code*
- ***Condominium Act, 1998***
  - 37 - Standard of care for board of directors
  - 117 - Prohibited conditions and activities
  - 90-93 - Maintenance and repair





# General Tips

- Be proactive, not reactive
- Consult a security/emergency response professional
  - Prepare and implement a plan
  - Ensure staff are properly trained
  - Regular reviews
- De-escalate conflicts as early as possible
- Emphasize to staff to immediately contact emergency assistance if they feel unsafe or threatened
- Keep thorough logs and records of incidents to preserve legal position
- Consult legal counsel if uncertain



**Craig McMillan**  
Condominium Manager



**IN CASE OF  
EMERGENCY**

**BREAK**

**Managing Emergency Situations**



**Risk**

**Prevention**



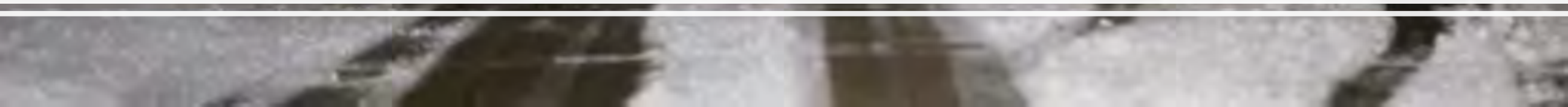


# Preparation





**Event**







# Response



**HELP**

**SUPPORT**

**ADVICE**

**GUIDANCE**

**Recovery**



**Brian Claman**  
Security Professional

- Key Components
  - What is an emergency
  - What is an emergency management plan
  - The difference between response and management
  - What is an active attacker incident
  - Who should be prepared (duty of care obligation)
- The Before
  - The warning signs – what to do?
  - Who to call?
  - The importance of having a plan
- The During
  - What to do – Run, Hide, Defend
  - Stakeholders – roles and responsibilities



# What is an Emergency Incident?

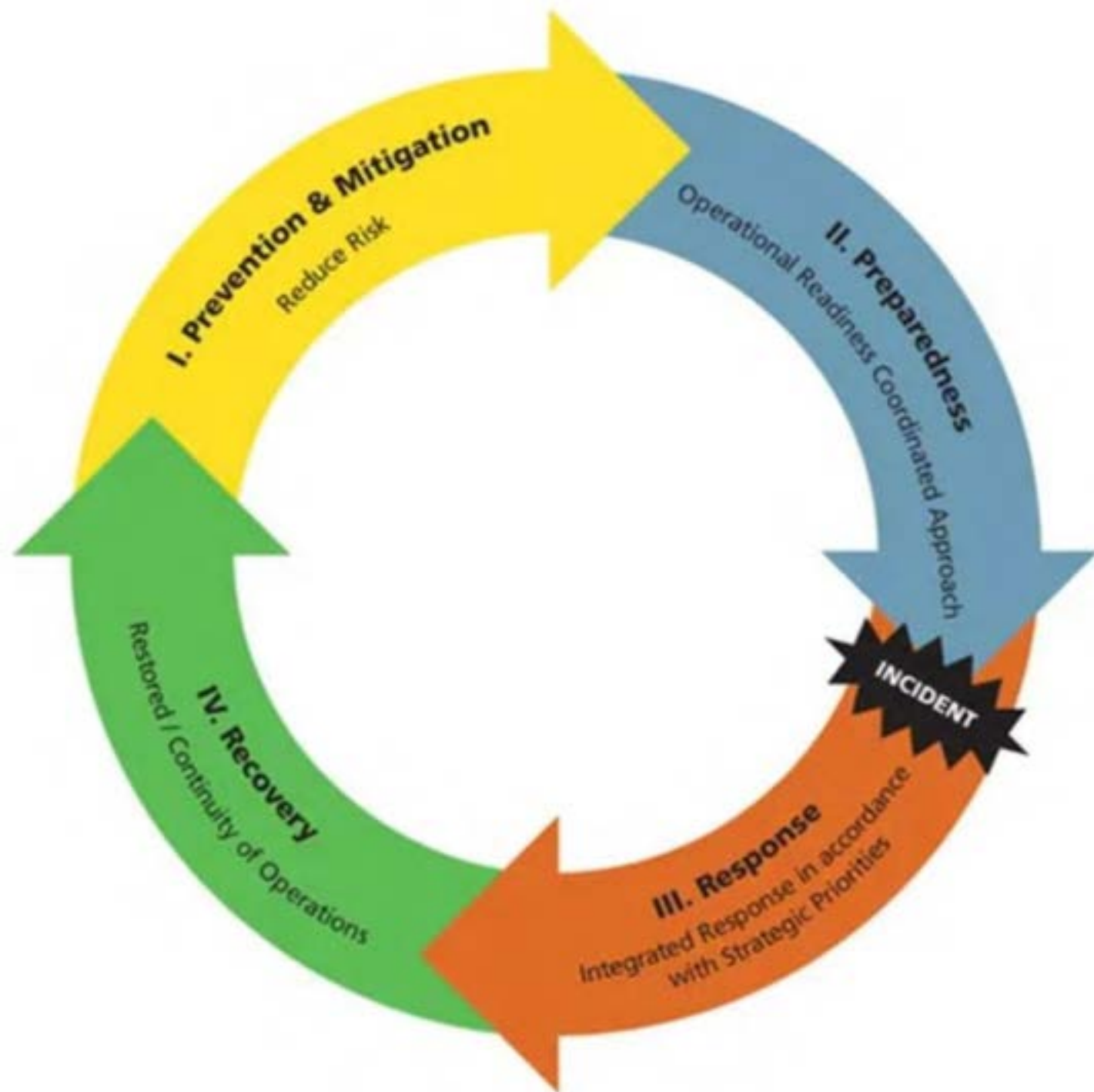
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- A sudden, critical situation that poses a threat to life, health, property, or the environment, requiring immediate action or assistance to mitigate or resolve the situation.
- Emergencies can come in all shapes and sizes:
  - *Manmade*
  - *Environmental*
  - *Infrastructure*
  - *Political*
  - *Etc.*



# Emergency Response vs. Management

- **Emergency response** refers to the immediate actions taken to address and mitigate the effects of an emergency or disaster. It focuses on the immediate response efforts, such as rescue, evacuation, medical assistance, and containment of the situation.
- **Emergency management** on the other hand encompasses the overall coordination, organization, and strategic planning of the response efforts. It involves the management of resources, personnel, communication, logistics, and decision-making processes to ensure an effective and efficient response to the emergency situation.



## 4 Components

- Prevention & Mitigation
- Preparedness
- Response
- Recovery

# Active Attacker



- An Active Attacker is an individual actively engaged in killing or attempting to kill people in a confined and populated area; in most cases, active attackers use firearms, knives, or lethal weapons and there is no pattern or method to their selection of victims.
- It can happen anywhere, any time, and often with little to no advance warning.

# Duty of Care

- An active attacker incident can happen anywhere, including schools, workplaces, public spaces, and even residential areas.
- A condo board has a duty of care obligation to ensure occupant safety within the condominium and surrounding property. This includes implementing and enforcing safety policies, maintaining secure premises, addressing potential hazards, conducting regular inspections, providing emergency preparedness information, and taking appropriate action to mitigate risks. The board should prioritize the well-being and security of residents by actively promoting and maintaining a safe living environment.



**It does not  
happen out  
of the blue!**

No one wakes up in the morning and says out of the blue that they are going to commit an active attacker incident. It builds over time.

The challenge is to look out for any potential warning signs, and if seen, do something.





# Potential Warning Signs

1. Expressing fascination or admiration for previous attackers or mass shootings.
2. Persistent discussions or postings about violence, harm, or extremist ideologies.
3. Making direct or indirect threats to harm others, including specific individuals or groups.
4. Sudden and extreme changes in behaviour, appearance, or social interactions.
5. Social withdrawal, isolation, or becoming a loner with limited social connections.
6. Expressing feelings of injustice, persecution, or grievances against others or society.
7. Increased agitation, anger, or aggressive behaviour without apparent reason.
8. Acquiring or showing an unusual interest in firearms, explosives, or other weapons.
9. Decline in work, school, or personal performance, coupled with signs of distress or hopelessness.
10. Engaging in surveillance activities, such as taking pictures or mapping out locations.

# Develop a Plan: Key Components



-  Emergency Communication
-  Evacuation Procedures
-  Shelter-in-Place Procedures
-  Lockdown Measures
-  Roles and Responsibilities
-  Training and Drills
-  Coordination with Authorities
-  Post-Incident Support



**You've called 911... now what's next?**



# Police Response



In the case of an active attacker, the goal of the police response is to put an end to the threat as soon as possible. The first responders will often:

- Enter the area in teams of one to four
- Wear regular patrol uniforms with Kevlar vests, or other tactical equipment
- Be armed with rifles, shotguns, and handguns

# What should you do when police respond?

When police officers respond to an active attacker situation, they will not stop to tend to the injured until the threat has been eliminated. When they arrive:

- Remain calm and follow instructions
- Put down items in your hands that could be mistaken for a weapon
- Raise your hands and keep them visible at all times
- Avoid making quick movements toward officers, pointing, screaming, or yelling
- Officers may order you to lie down and/or handcuff you
- Do not stop to ask officers for help or directions to escape
- Proceed in the direction from which officers entered the area



CALL  
9-1-1  
EMERGENCY



# How can you help the police?



- Police officers may ask you questions to help locate and eliminate the attacker. Be prepared to provide them with:
  - The location of the attacker
  - The number of attackers; if there is more than one
  - A physical description of the attacker
  - The type and number of weapons being used by the attacker
  - Potential victims and their location





## **RUN**



If you have the opportunity, run away from the attacker. Don't let indecision slow you down. If the attacker stands between you and an exit, move quickly to safety and find a place to hide.

## **HIDE**



If you cannot run to safety, make it difficult for the attacker to see, hear, or find you. Move quickly but remain calm. If you are in a group, scatter so that you don't make an easy target.

## **DEFEND**



Despite your attempts to run and hide, you may find yourself face to face with the attacker. Defending yourself is your last resort, but it may also afford you the chance to run or hide.



**Dr. Jack L. Rozdilsky**  
Professor, Emergency Management

# Overview

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## Condominium Safety

- Remarks by Jack L. Rozdilsky, Ph.D., a professor of disaster and emergency management at York Univ., *are those of the author*
- **Resident of the condominium where a 2022 mass shooting occurred**, survived the incident and now observing the complex aftermath
- Suggest that **preparedness**, **emergency succession planning**, and **trauma coping** are initial take aways learned from being a participant in and observer of a condominium-based mass shooting

# Introduction

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## Condominium Safety

- Disasters impacting condominiums are rare
- Most condominium buildings will never experience a natural or man-made disaster
- However, there are examples of real-life instances in Ontario of traumatic incidents that impact condominiums...
  - Management
  - Governing Boards
  - Residents



# Case in Point – Mass Shooting in Vaughan

## Condominium Safety

- December 18, 2022, in Vaughan, Ontario...
- A mass shooting occurred where a disgruntled resident killed five people in a condominium building
- Three of those people killed were board members
- In 2023, the condominium building is struggling to recover from being the site of the trauma associated with a mass shooting

# Preparedness Planning

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## Condominium Safety

- The Vaughan condominium mass shooting is a **wake-up call**
- Realize that the worst case can happen . . .
  - *In your condominium building*
  - *To your condominium governing board*
- As a company does business continuity planning, condo boards and building management should consider their own **advanced disaster planning**

# Three Take Aways

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## Condominium Safety

Three initial take aways from the 2022 Vaughan condominium mass shooting...

1. Preparedness
2. Emergency Succession Planning
3. Coping with Trauma

# Three Take Aways #1: Preparedness

## Condominium Safety

- The goal is to make the condo board, management, and residents **ready for an unexpected emergency**
- Preparedness goes beyond required activities like routine fire drills
- Attempt to realistically consider all dangerous events that can occur both from within and from outside the condominium
- If you have not started preparing – **Start !** – even the smallest efforts will go a long way



# Three Take Aways #2: Emergency Succession

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## Condominium Safety

- Succession planning is routine, whereas emergency succession planning may not be
- Emergency succession planning will be required in situations **where one or more condo board members are permanently lost due to a sudden-onset incident**
- While not an easy discussion to have, pre-outline activities to guide the condo board management through what happens after “Disaster X”

# Take Away #3: Coping with Trauma

## Condominium Safety

- Exposure to disaster events has lasting adverse effects on an individual's functioning and mental well-being
- Recognize the need to **allocate resources providing for coping assistance for all persons exposed to traumatic events in the condo**
- For condominium management and boards, the stress that results from tragedy can cause disorganized thinking and difficulty in decision making

# Conclusions

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## Condominium Safety

- The 2022 Vaughan condominium mass shooting is a prescient warning
- As condominiums become a more important feature of our growing vertical communities, every problem that exists in the community will occur in condominiums – **it is not a matter of if, but when**
- A reminder to **acknowledge and recognize both the everyday and extraordinary sacrifices** condominium management, board members, and support staff provide for residents on a daily basis



**Craig McMillan**  
Condominium Manager





**What About Us?**

# Questions

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PROFESSIONAL  
EDUCATION



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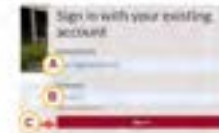
## How to Enter a Completed CPE Learning Activity into the Portal:



### Step 1

Sign in to your CMRAO account:

- A Enter your email address.
- B Enter your password.
- C Click "Sign In".



### Step 2

From the landing page:

- D Click "Reported CPE Activities".



### Step 3

- E Click the "Add Activity".



### Step 4

Locate the CPE learning activity:

- F Click the search icon to display all eligible CPE learning activities.

In the pop-up window:

- G In the pop-up window, click the box on the left-hand side of the learning activity.
- H Click "Select".



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