

Policy Title: Protective Measures Program

Policy Number: 03-10-04

Section: **Corporate Administration**

Subsection: **Security**

Effective Date: **June 21, 2017**

Last Review Date: **February, 2026**

Approved by:

Owner Division/Contact:

Council

**Security Services, Enforcement Division,
Corporate Services Department**

Policy Statement

The City of Mississauga is committed to ensuring the safety and security of all individuals in the event of a security or emergency situation at a City Facility through the implementation of the Protective Measures Program.

Purpose

This policy outlines:

- The Protective Measures that will be taken to minimize and/or mitigate the risk of injuries or accidents to employees and other individuals in the event of a Security or Emergency Situation at a City Facility
- The required activities of the Protective Measures Program, and
- The roles and responsibilities of employees

Scope

This policy applies to all Building Occupants and to all City Facilities, including office space leased for use by City employees.

Protective Measures Program

The Protective Measures policy and related procedures are part of a broader program that includes resources, training materials and exercises, as appropriate for each business unit, to provide employees with important information that they can use to protect themselves in the event of a Security or Emergency Situation at a City Facility.

This policy and related procedures are not intended to address every Security or Emergency Situation that could occur at a City Facility. Additional or alternative Protective Measures may be implemented in response to the circumstance(s).

Where Protective Measures are taken in response to an incidence of workplace violence or harassment the incident will also be investigated in accordance with the City's Respectful Workplace or Workplace Violence policy.

Definitions

For the purposes of this policy:

"Building Occupants" means any individual within a City Facility during a Security or Emergency Situation, including all City employees, elected officials, citizen members of committees, volunteers acting on behalf of the City, customers, visitors, contractors and tenants.

"City" means the Corporation of the City of Mississauga.

"City Facility" means any building that is owned, leased and/or occupied by the City, including but not limited to libraries, community centres, arenas, pools, museums, marinas, the Civic Centre and transit terminals.

"Facility Authority" means any City employee responsible for developing facility-specific procedures for each Protective Measure in one or more City Facility.

"Protective Measures Program" means the predetermined actions taken by the City before, during or following a Security or Emergency Situation at a City Facility to minimize and/or mitigate an immediate threat to life, public health or safety. The City recognizes four Protective Measures: Building Evacuation, Shelter in Place, Hold & Secure and Lockdown.

"Security or Emergency Situation" means any unforeseen situation affecting a City Facility that presents danger to, or threatens the health and safety of, Building Occupants or may cause physical or environmental damage.

Legislated Requirements

This policy complies with the Accessibility for Ontarians with Disabilities Act, 2005 and its Regulations.

Protective Measures

The City may take the following Protective Measures in response to a Security or Emergency Situation at a City Facility to minimize and/or mitigate an immediate threat to life, public health or safety:

- Building Evacuation - A response to an immediate or imminent threat or hazard inside a City Facility whereby Building Occupants are required to exit the facility to a safe location.
- Shelter in Place - A response to a threat or hazard external to a City Facility (typically atmospheric or environmental in nature) whereby the Facility Authority ensures exterior doors are closed and exit from the Facility is discouraged.

- Hold & Secure - A response to an imminent or immediate threat or hazard external to a City Facility whereby the Facility Authority locks all exterior doors to prohibit access to and discourage exit from the Facility.
- Lockdown - A response to an immediate threat inside a City Facility. Daily routine is suspended. Locate the nearest appropriate safe area.

Requirements

The following activities are required under the Protective Measures Program:

Security and Emergency Procedures

Every employee must be provided with basic procedures to follow in the event of a Security or Emergency Situation at a City Facility.

Facility-Specific Procedures

Facility-specific procedures shall be developed for every City Facility for each of the Protective Measures.

Facility Authority

A Facility Authority and designate shall be identified for every City Facility.

Roles and Responsibilities

Security Services

Security Services is responsible for:

- Providing advisory and consultation services to the Facility Authority in the development and implementation of Facility-specific procedures
- Reviewing and updating all Protective Measures Program-related resources, and
- Ongoing maintenance and overall sustainability of the Protective Measures Program

Directors

Directors are responsible for:

- Ensuring all applicable managers/supervisors are aware of this policy and related procedures and of any subsequent revisions
- Ensuring a Facility Authority and designate has been identified for every City Facility, and
- Ensuring that Facility-specific plans are complete and updated, as required

Managers/Supervisors

Managers/Supervisors are responsible for:

- Ensuring staff in their respective work units are aware of this policy and related procedures and of any subsequent revisions
- Ensuring applicable staff are trained on this policy with respect to their specific job function
- Ensuring staff in their respective work units have taken all mandatory Protective Measures training

- Ensuring all employees are aware of how to access security and emergency resources, information and training material
- Conducting annual training and exercises, as appropriate for each business unit, and
- Ensuring applicable staff comply with this policy

Employees

Employees are responsible for:

- Familiarizing themselves with this policy and asking for clarification from their manager/supervisor of any information not understood
- Completing all mandatory Protective Measures training
- Attending training and drills as required
- Identifying to their manager/supervisor that they require assistance in the event of Security or Emergency Situation, and
- Acknowledging awareness of and compliance with this policy

Facility Authorities

Facility Authorities are responsible for:

- Developing and implementing Facility-specific procedures for each Protective Measure
- Reviewing and updating Facility-specific procedures annually, and
- Ensuring that all individuals with a role or responsibility in responding to a Security or Emergency Situation are provided training

Revision History

Reference	Description
GC-0362-2017 – June 21, 2017	
October 15, 2019	Minor admin revision – “safe room” revised to “appropriate safe area”.
October 16, 2020	Scheduled review; no changes.
April 11, 2023	Scheduled review. Minor revisions to reflect current practices.
May 17, 2023	Housekeeping revision to clarify that exercises are conducted to ensure employees are prepared in the event of a security or emergency situation at a City facility.
September 27, 2024	Housekeeping revision to update owner/division contact in alignment with organizational changes.

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February 25, 2026	Scheduled review. No revisions required. Republished.
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