

The Control Centre is located in the basement of Tower B. It is a 24 hour operation centre which has a bilingual staff of Canadian Corps of Commissioners who are thoroughly trained and familiar with every aspect of the building. They have radio communications to areas of the building during regular work hours and to selected areas in silent hours. The centre monitors all of the security and fire alarms in the building and the Red Emergency Telephone system. The voice communication system is managed from this point with well over 100 phones installed throughout the building. A complete set of floor plans and keys is maintained to serve the needs of the Ottawa Fire Department when they respond to an emergency.

Upon receiving notification of an emergency the Emergency Control Centre will communicate with all emergency response services:

- Municipal and Regional Emergency Response Services;
- Other External Emergency Services;
- Pearson Building Emergency Services; and
- Building Emergency Organization.

### **Floor emergency officers**

A Chief Floor Emergency Officer is appointed for each floor of each Tower.

A Floor Emergency Officer is appointed for each work area on a floor.

### **Mobility-impaired employees**

Those who have a mobility or sensory impairment, as well as those who may be temporarily impaired because of an injury or medical problem, are asked to make themselves known to the person or persons who agree to be their personal monitor, the Floor Emergency Officer in their area, and the Emergency Control Centre. In an emergency the building's Emergency Control Centre and the Ottawa Fire Department can use this information to manage the situation safely. If, on the other hand, the person with the condition does not wish to disclose his/her condition, the individual concerned should at least inform the Floor Emergency Officer as soon as an alert is sounded.