



CCOC Circles – Fire Safety & Emergency Preparedness

What We Heard at the Fire Safety & Emergency Preparedness Circle

In February, tenants gathered for CCOC's Circle on Fire Safety & Emergency Preparedness. The session began with a presentation from CCOC's Operations Manager, who shared key information on fire prevention, CCOC's roles and responsibilities, tenant responsibilities, how CCOC responds after a fire, and preparedness for other emergency situations. Following the presentation, tenants shared their experiences and ideas for improving fire safety, emergency response, communication, and preparedness across buildings. The discussion focused on helping tenants feel more informed, confident, and supported during fire alarms and other emergency situations.

Key areas we heard about were:

1. Experiences During Fire Alarms

Many tenants shared that the frequent false alarms have caused confusion and made it harder to feel confident about how to respond. With alarms going off so often, people aren't always sure whether an emergency is real or how quickly they need to act.

CCOC employees understand how disruptive false alarms are (and how costly they can be for CCOC!), but they also show that our fire panels and alarm system are working properly. We encourage tenants to report any damage to fire safety equipment and to treat every alarm as real.

2. Clarity on What to Do

Participants highlighted the need for clearer guidance on what actions to take when an alarm sounds, including when to evacuate and when it may be safer to remain in their unit. Tenants also expressed interest in better understanding how building fire systems operate and how emergency services respond during incidents.

3. Real-Time Communication

Tenants emphasized the importance of timely updates during alarm situations. They would like to know when an alarm has been confirmed as false and when it is safe to resume normal activities.

4. Preparedness and Building Awareness

Tenants requested more information about emergency procedures, building-specific safety instructions, and key fire prevention practices. Providing fire safety information at the time of





move-in and encouraging tenants to update their needs if they are on the Needs Assistance List, were identified as important steps to support preparedness.

5. Community Support and Learning Opportunities

Participants suggested exploring building-level supports such as volunteer fire wardens or emergency contacts. Many tenants also expressed interest in learning directly from experts through information sessions led by organizations such as the fire department or the Red Cross.


6. Communication Methods


Tenants asked that fire safety information continue to be shared through multiple channels, including posters in common areas, notices delivered to units, CCOC newsletters, and email. Visible reminders in buildings were seen as especially important alongside digital communication.

Detailed feedback from this session is being reviewed by the Management Committee to assess feasibility and identify both short- and long-term improvements. Staff will bring forward recommendations to strengthen fire safety communication and emergency preparedness across CCOC buildings.

Next CCOC Circle: Safety by Design (Built Environment)

 415 Gilmour St, Suite 200.

 April 15, 2026.

 3:00–5:00 pm

 Hybrid

