**EMERGENCY**

**&** **EVACUATION PROCEDURES**

**for**

**BC CENTRE FOR ABILITY**

**Burnaby Office**

301 - 4460 Beresford St, Burnaby, V5H 0B8

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# EMERGENCY PLANNING at BCCFA

All possible steps will be taken by BC Centre for Ability to ensure the health and safety of all staff, volunteers, persons served, and others in the event of an emergency.

# Procedures:

* Emergency exits and escape routes are clearly marked in the building.
* Orientation and training for all staff members and volunteers include information about the Centre’s Emergency and Evacuation plans including the location of first aid kits.
* Safe locations at all offices are designated for staff, volunteers, persons served, and others to congregate outside the buildings in the event of an emergency evacuation. **The designated meeting place for the Burnaby office is at the driveway entrance beside the dedication plaque to your right as you exit the building**.
* Emergency supplies and equipment including first aid kits and earthquake kits are provided at all office sites.
* Emergency contact and medical information for staff members are kept at reception at head office in a locked carrying file.
* Emergency contact information about persons served is found on the inside cover of their main client file and can be accessed remotely using the Electronic Client Record system.
* Every staff member has an Employee Emergency Preparedness booklet that includes directions in the event of emergency and emergency phone numbers.

# Testing Emergency & Evacuation Plans:

* Tests of emergency evacuation procedures will include everyone in the building (this includes all sites of the Centre for Ability) on an annual basis.
* Staff are required to demonstrate their competency in responding to emergency plans for fires, bomb threats, earthquakes (natural disasters), power failures, medical emergencies and responding to violent situations.
* The results of tests, including drills and oral/written tests, are to be documented.
* The OH&S Committee will examine the results of all tests/drills and real emergencies on a regular basis. The OH&S Committee will make recommendations for changes or improvements (if any) to staff at a staff meeting or in writing. The Policy and Procedure manual will be revised as appropriate.
* After each emergency preparedness test of the plans, the results will be reviewed by the OH&S Committee to determine if changes can be made to improve staff response to an emergency. Recommendations will be presented to a staff meeting and procedures revised as appropriate.

# Staff Responsibilities:

Each staff person has the responsibility to:

* Report anything they feel could be a danger to personal safety and/or a safe evacuation to the IT and Building Coordinator or to their immediate supervisor including:
	+ An accumulation of combustible material, rubbish or flammable liquids
	+ Dangerous ignition sources – worn extension cords, oily rags, overheating equipment, etc.
	+ Obstructed exit routes
	+ Exit lights that are burnt out
	+ Other hazards
* Know the layout of the building, the location of the fire alarm pull boxes, fire extinguishers, primary and alternate emergency exits.
* Know the location of the designated gathering point.
* Follow the sign in/out procedures to ensure all staff and visitors can be accounted for in the event of evacuation of the building.
* Know and fulfill your specific assignment(s).
* Know where in the building visitors are and assume responsibility to oversee their safe evacuation if necessary.

# Signing In and Out:

* + Burnaby office will have a sign in sheet for staff and visitors to sign in/out.
	+ Staff using the Burnaby office are responsible for detailing their daily in/out activity on the sign in sheet or in Outlook.
	+ In the case of an emergency, anyone in the office will take the sign in sheet with them to the designated area at the time of evacuation.

# EVACUATION PLAN

**EVACUATION PROCEDURES**

1. Each staff member has the responsibility to cooperate in an orderly evacuation of the building and should be aware of their nearest exit and an alternate exit.
2. No evacuation procedure can take all consequences into consideration, therefore common sense should prevail. This plan applies to all users of the building and it is expected that staff assume responsibility for the safe evacuation of any visitors to the building.

3.

1. Staff should be aware at all times where the clients are in the building.
2. A floor plan and evacuation procedures that show the exit routes and the location of fire alarm pull boxes and fire extinguishers are posted throughout the building.
3. Staff are familiar with the location of the fire alarm pull boxes and fire extinguishers throughout the building. This is covered at orientation and reviewed on an annual basis.
4. Access to exits should not be impeded in any way (equipment, boxes, etc.) All exits are marked with EXIT signs overhead for easy identification. Please report any exit signs not lighted or visible.
5. There are three exits from the building, all marked with an EXIT sign.
6. The last person to exit the 2nd floor office is responsible to ensure the 2nd floor is empty. The last person to exit the building out the front door They will take the sign in/out sheet with them to the designated meeting place. They will ensure that the office door is closed (do not lock).
7. All people who have evacuated the office building should proceed immediately to the designated meeting area. Once assembled outside, the person with the sign in/out board will conduct a headcount. Everybody known to be in the building will be accounted for. If it is established that somebody is missing, inform the emergency responders about the results of the headcount and allow them to take over the search from the person’s last known location within the office.
8. Do not re-enter the building until the Fire Department gives the “all clear”.
9. Emergency supplies are located in the kitchens on the 1st and 2nd floors (First Aid kits) and in the storage cupboard on the first floor (Earthquake kit). Supplies are to be used only in the event of an emergency.
10. If the building is not safe to return to, phone Terri Calvert, Coordinator Supported Child Development Program or Alanna Robson Managing Director of Services at 604-451-5511 for direction.

# FIRE

**OBJECTIVES OF THE FIRE SAFETY PLAN**

The objectives of the Fire Safety and Evacuation Plan are:

* To prevent the occurrence of fire by controlling fire hazards in the building
* To maintain the building facilities in order to provide for the safety of the building’s occupants
* To establish a systematic method for a safe and orderly evacuation of an area or of the building in case of fire or other emergency

# IF THE FIRE ALARM GOES OFF OR IF YOU SPOT A FIRE …

* Pull the nearest fire alarm.
* Fight the fire only in the following circumstances:
	+ the fire bells are sounding
	+ the evacuation of the building is underway
	+ you are familiar with the use of an extinguisher
	+ the fire is small
* Evacuate the building via the nearest exit.
* Gather at designated meeting place.
* The last person out will take the sign in/out board and will close (do not lock) the office door.
* Once at the designated meeting place, the staff person with the sign in/out board will conduct a head count.
* Remain with the group until you are instructed by emergency personnel to return to the building.
* If the building is deemed unsafe to re-enter, phone Terri Calvert, Coordinator Supported Child Development Program or Alanna Robson Managing Director of Services at 604-451-5511 for direction.

**If in doubt, be safe, get everybody out**

# NATURAL DISASTERS

The Government of Canada ([www.getprepared.gc.ca](http://www.getprepared.gc.ca/)) has not identified Burnaby as being at risk of hurricanes, tornadoes, or tsunamis. If a tsunami did occur on the open ocean, Vancouver Island would absorb the major impact of a tsunami. The tsunami waves would dissipate to 2 meters or less as they moved through the Juan de Fuca Straight and Gulf Islands.

The only area in the Lower Mainland that is at risk of experiencing floods due to rising water levels is Richmond. Richmond’s dykes are constructed to a level which is two

feet above the highest ever-recorded water level at this location on the Fraser Basin, which occurred in 1894. There are extensive programs in place to ensure the integrity of the dyke system. As the Richmond office is located more than 2 km from water’s edge, no emergency procedures for flooding have been implemented as there is minimal risk of rising water reaching the office, and there would be ample warning time to evacuate the building if ordered by the municipality. Burnaby is not at risk of flooding

The Burnaby area is at risk of experiencing an earthquake.

# EARTHQUAKE

**INTRODUCTION**

If you are near the source of an earthquake, expect a loud bang followed by shaking. If you are farther away, the first warning may be a sudden noise, roar or swaying of the building you are in. Next, you will feel shaking, quickly followed by a rolling motion that rotates up, down and sideways. It is bound to be a frightening experience. A moderate earthquake may last only a few seconds – a large earthquake could last several minutes.

Movement of the ground is seldom the cause of death or injury. Most injuries result from partial building collapse, falling objects, and debris – bookshelves, ceiling plaster or tiles, light fixtures. Many of these hazards are preventable. Earthquakes occur without warning so it is important to prepare; know what to do and how to respond.

Practicing and reading about what you should do during an earthquake will help you remain calm and be better prepared to protect themselves and others. Earthquake drills are the single most important preparedness measure and will be conducted annually to train staff what to do before, during and after an earthquake.

# PROCEDURES DURING AN EARTHQUAKE

Be Prepared – wherever you are when the earthquake starts, take cover immediately and stay there until the shaking stops.

# If you are indoors:

* In the workplace (and at home), identify the safe spots in each room. Reinforce this knowledge by physically placing yourself in the safe location.
* Stay inside. Don’t run outside.
* Take cover under a heavy table, desk or any solid furniture and hold on or, if unavailable, crouch against an inside wall. Stay away from windows, glass partitions, mirrors, light fixtures, tall bookcases, high shelves, file cabinets and other furniture, which may shatter and/or fall on you.
* In a hallway, crouch down against an inside wall. Avoid doorways – doors may slam shut and cause injuries.
* Protect your head and face. Assume “Crash Position” on knees, head down, and hands clasped on back of neck, arms shielding either side of head (If possible, cover your head with a book or jacket, but do not waste time getting one).
* If in a wheelchair, lock the wheels and protect the back of neck and head.
* If working with a child who is in a wheelchair, tip wheelchair and place child underneath. Cover with a mat, if available.
* Do not use elevators. If you are in an elevator during an earthquake, hit the button for every floor and get out as soon as you can.
* Stay in the crash position for 60 seconds after the shaking stops; slowly stand up checking for potential overhead dangers.

# If you are outdoors:

* Stay there, do not try to enter any building.
* Try to move to a safe spot away from windows, buildings, overhead wires or telephone poles.

# If you are in a vehicle:

* Drive to the side of the road and park as soon and as safely as possible.
* Try not to block the road.
* Park away from overhead wires, bridges, overpasses and buildings, if possible.
* Stay in vehicle and get down on the floor.

# If you are in the parking garage:

* If you are out of your car, do not attempt to leave. Crouch against a pillar or solid wall. Cover your head with your briefcase, jacket or bag.
* If you are in your car, do not attempt to drive. Stay in your car and get down on the floor.
* Once the shaking has stopped for 60 seconds, exit through the nearest exit stairwell and proceed to the outside meeting place.

# If you are in a crowded place:

* Try to take cover where you won’t get trampled.
* If you are inside, don’t run outside where you may be hit by falling debris. Sidewalks next to tall buildings are particularly dangerous.
* In shopping centres, try to take cover in the nearest store. Keep away from windows, skylights and display shelves laden with heavy objects.

Wherever you are, expect the ground or floor to move violently. Take cover. If you can’t take cover, kneel down in a crouched position and protect your head and face from falling debris and splintering glass. Remain in a protected place until 60 seconds after the shaking stops. Expect aftershocks – they may occur for some time after the initial quake.

**After the shaking stops …** follow the evacuation procedures.

**In the event of a mild earthquake**, with no immediate observable damage, staff will commence an orderly evacuation of the building to the designated meeting place outside and account for everybody. If anybody noticed any damage or smelled smoke or natural gas while evacuating, report to emergency personnel and do not reenter the building. Report to BCCFA main office for direction.

**If the earthquake was significant** or you are unsure of the extent of the damage, take the following action:

* Keep calm. Reassure clients and those who may be injured.
* Do not light matches or turn on lights until you are sure there are no gas leaks.
* Help visitors leave the building and assist in the evacuation process. Do a head count and report any missing individuals to emergency personnel.
* Staff members will provide first aid within capabilities until help arrives.
* If serious injuries occur, seek help immediately by calling **911**. Do not move injured persons unless there is imminent danger (fire, gas leak, falling debris, or building collapse).
* If the building is not safe to return to, gather as much of the emergency supplies as possible – first aid kits, earthquake kits, blankets, etc., and determine the best course of action, e.g., listen to emergency broadcasts on the radio (car radio or radio from emergency supply pack). If it becomes necessary, proceed as a group to the nearest emergency shelter. The closest emergency shelter is at Edmonds Community Centre, located 3.5 km away. Walking directions are included at the end of this section, directions can be used to drive if roads are clear. Leave a notice on the building indicating where the group has moved to.
* Do not use telephones unless immediate help is required, e.g. serious injury or fire
* Wear sturdy shoes, gloves and protective clothing to protect from the elements and debris, particularly broken glass, etc.
* Stay out of danger areas. Avoid the impulse to go sightseeing!

# STRANDED IN THE BUILDING?

For your own comfort and safety, staff are encouraged to keep a personal survival kit with them at all times (i.e. in desk, in car). Please see the list of recommended emergency supplies listed in the red Employee Emergency Preparedness pamphlet.

# EMERGENCY SUPPLIES

In the event of a major earthquake that causes major damage to streets, highways and bridges, staff and clients may be forced to stay at the office overnight or for up to 72 hours. It is difficult to predict the extent of the damage that may occur to the building. However, it is prudent to be prepared for several days without water, gas or electricity and to assume that some part of the building will be safe to use as an emergency shelter.

Emergency supplies are stored in the Burnaby BCCFA office in the storage cupboard on the first floor.

# BOMB THREATS

**Introduction:**

Bomb threats are usually received by telephone or sometimes by note or letter. Most bomb threats are made by callers who want to create an atmosphere of general anxiety and panic, but all such calls must be taken seriously and handled as though an explosive is in the building.

If you receive a threat or see a package or a foreign object in an unusual place – DON’T TOUCH IT. CALL 911!

# Procedure:

If you receive a bomb threat by phone or in person:

* Stay calm and courteous and note the time.
* Make an effort to keep the caller on the line as long as possible.
* If in person, make an effort to keep the person talking as long as possible.
* Alert someone near you by writing a note to call 911 and to trace the call by phoning an operator from another phone.
* Ask a lot of questions:
	+ When will it go off?
	+ Where is it located?
	+ What does it look like?
	+ What type of bomb is it?
	+ How powerful is it?
	+ Permit the caller/speaker to say as much as possible without interruption.
	+ Listen to the caller/speaker and take notes on everything said and on your observations about background noise, voice characteristics etc.
		- Is it a male, female, adult, youth?
		- Try to remember voice characteristics, pattern of speech language, accent, and manner.
		- Are there any clues to where they may be calling from – noises/sounds in the background?
		- If possible, use the bomb threat report to take notes.
	+ When the caller hangs up or the person leaves – immediately initiate the emergency evacuation procedure, as if it were a fire. Activate the fire bells.
	+ If **911** has not yet been called, call and notify the police that a bomb threat has been received and that the building is being evacuated.
	+ When it is safe to do so, notify the Executive Director of the situation.
	+ When it is safe to do so complete the Bomb Threat report and a Critical Incident Report form.

# BOMB THREAT REPORT

**QUESTIONS TO ASK:**

1. When is the bomb going to explode?
2. Where is it right now?
3. What does it look like?
4. What kind of bomb is it?
5. What will cause it to explode?
6. Did you place the bomb?
7. Why?
8. What is your address?
9. What is your name?

# EXACT WORDING OF THE THREAT:

**CALLER’S VOICE**

* + Calm • Nasal
	+ Angry • Stutter
	+ Excited • Lisp
	+ Slow • Raspy
	+ Rapid • Deep
	+ Soft • Ragged
	+ Loud • Clearing Throat
	+ Laughter • Deep Breathing
	+ Crying • Cracked Voice
	+ Normal • Disguised
	+ Distinct • Accent
	+ Slurred • Familiar

# IF FAMILIAR, SOUNDS LIKE WHO?

Sex of caller: Accent:

Age: Length of Call: Tel# call received at: Time: Date:

# THREAT LANGUAGE:

Well spoken - Foul Language - Taped Incoherent - Irrational - Message read by caller

# REMARKS:

**BACKGROUND SOUNDS:**

* + Street • Machinery
	+ Animals • Voices
	+ Clear • PA System
	+ Static • Local Call
	+ Music • Long Distance
	+ House • Telephone Booth
	+ Motor • Office Equipment
	+ Other

# MEDICAL EMERGENCIES

For use in emergency situations, a form with current medical information and emergency contacts about all staff members and volunteers is kept in a locked portable carrying box at reception at the main office. If Richmond staff need to access this information, they can call the CFA main office and request this information. Emergency medical information and contacts for persons served can be found on the face sheet of each child’s main client file and is accessible remotely by ECR.

# Procedures:

1. First Aid Attendants – All Burnaby SCD staff are trained in level 1 first aid.
2. In the event that a BCCFA staff member or visitor is hurt or becomes ill, a staff member or other individual discovering the injured/ill person will:
	* Shout that they need immediate assistance.
	* Apply appropriate first aid.
	* If the ill or injured person is a child, get consent from the parent or guardian before applying first aid - as long as a delay will not endanger the child.
3. Where the illness/injury appears to be minor:
	* Use supplies from the first aid kit and administer first aid.
	* Determine if the individual needs transport for further medical care and make arrangements for transport.
	* If the injured person is a person served (has a client file), record the incident in their file using an Incident Report form.
	* If the individual is a staff member and has been injured, follow the procedures for reporting a workplace accident to WCB.
	* A physician needs to complete WCB forms within three days if the injury is likely to persist.
4. Where the illness/injury appears to be major:
	* Call **911** and advise them that a medical emergency exists, that an ambulance is needed and provide details. Enlist the help of other adults to meet the ambulance and direct emergency personnel to the location of the injured person.
	* Apply First Aid as necessary.
	* Notify the Executive Director as soon as possible.
	* If the injured/ill person is a staff member, volunteer or a child who is a client, obtain the medical emergency information and contacts from head office and have pertinent information available for the medical emergency personnel.
	* Wait with the individual until help arrives; continue to assess the situation and direct further action if required.
	* If the injured/ill person is a child and the parent/guardian is not present, a staff member will accompany the child to the hospital and will inform the parent about what has happened and where the child is being taken to.
	* When the injured/ill person is a staff member and **911** has been called to transport to hospital, contact the emergency contact listed on the staff medical emergency contact index card. If possible another staff member should proceed to the hospital by separate transport and wait until a family member or friend arrives.
	* The attending staff member is to complete an Incident Report form when it is appropriate to do so. If the injured/ill person is a child, a copy of the report will be placed in his/her client file. If the individual is a staff member and has been injured, follow the procedures for reporting a workplace accident to WorkSafeBC.
5. Procedure for reporting medical emergencies:
	* If a work place injury has occurred, ensure that the required reporting to WorkSafeBC is initiated by reporting to your immediate supervisor.
	* Supervisor will submit employers WorkSafeBC forms within three days.
	* Physician must complete WorkSafeBC forms if the injury is likely to extend beyond three days.
	* Complete an Incident/Accident Report form.
	* Submit the original form to your immediate supervisor. The Supervisor or designate will review the report, make further enquires/investigation, if necessary, and will report the incident, findings, outcomes and recommendations (if any) to the next meeting of the OH&S Committee.

# POWER FAILURES

Staff should follow the procedures set out below, always with the safety of the individual and persons served as the focus of responding to a power failure.

# Procedures:

1. In the event of a power failure at the Burnaby site, BCCFA staff member will notify the IT and Building Coordinator. The building manager will delegate someone to determine if the power failure is:
	1. A local outage within the building (ex: a breaker has been tripped)
	2. A site-specific outage (ex: the power is out, the whole building is affected, but the outage seems to be affecting only our building)
	3. A major outage – e.g., power is out in the surrounding neighbourhood.
2. If the power failure affects the whole building and lasts longer than 10 minutes, and if it is dark inside the building (and outside), staff will escort any visitors and persons served out of the building. Staff will proceed to secure the office by locking all doors and will vacate the building. (Note: in the event of a power outage the emergency lights located near exits and in hallways will provide sufficient light to safely leave the building).
3. If the power failure affects the whole building, but safety is not compromised, there is enough natural light and the temperature inside the building is suitable to continue to work, then work will continue until it is too dark or cold to reasonably continue to work. Once it becomes too dark or cold to continue work, the building will be secured and vacated.
4. If the Burnaby office is to be vacated during work hours, staff will phone a program supervisor or Alanna Robson, Managing Director of Services for direction.
5. If a power failure is the result of a fire on the premises, immediately implement the *“Fire Safety and Evacuation Plans.”*
6. Switch off all office equipment, computers, tools, appliances and lights because:
* Computers, office equipment, etc., left on will start up automatically upon restoration of power. Turning them off will prevent injury or fire. If a power

surge follows start-up, it could damage sensitive electronic equipment such as computers, microwaves and VCRs.

* Power can be restored more easily by reducing the load on the electrical system.
1. When power is restored:
* Give the electrical system a chance to stabilize. Turn on the most essential appliances first then wait 10 – 15 minutes before reconnecting the others.
* Remember to reset any clocks, automatic timers and alarms.
* Replace batteries in any flashlights that were used during the outage.
1. A Hazard Report Form will be completed in the case of the closure of the building as a result of a power failure and forwarded to the BCCFA Director of Finance and Building Management for review. The Director of Finance and Building Management or designate will report the incident to the OH&S Committee at its next regularly scheduled meeting.

# EMERGENCY TELEPHONE NUMBERS

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Company** | **Telephone Number** | **Website** |
| *FIRE – POLICE – AMBULANCE* |  | 911 | https://[www.ecomm911.ca/](http://www.ecomm911.ca/) |
| *GAS LEAKS AND ODOURS* | Fortis BC | *1-800-663-9911* | https:/[/www.fortisbc.com/safety-](http://www.fortisbc.com/safety-) outages/natural-gas-safety/gas-leaks- and-odour |
| *EARTHQUAKE, FLOOD, DANGEROUS GOODS SPILL* |  | *1-800-663-3456* | https://www2.gov.bc.ca/gov/content/environment/air-land-water/spills- environmental- emergencies/planning-prevention- response/industry-emergency- response-plans |
| *POWER OUTAGES AND ELECTRICAL EMERGENCIES* | BC Hyrdo | *1-888-769-3766* | *http*[*s://www.bchydro.com/safety-*](http://www.bchydro.com/safety-) *outages.html* |
| *BC Drug and Poison Information Centre* | *The BC Centre for Disease Control* | *604-682-5050* | <http://www.bccdc.ca/contact> <http://www.dpic.org/> |
| *Emergency Shelter* | *Edmonds**Community Centre* | *604-297-4401* |  |
| *BCCFA main office* | *2805 Kingsway, Vancouver, V5R**5H9* | *604-451-5511* |  |