

## Emergency Telephone Numbers

### Police, Fire and Ambulance

Company	Telephone	Website
Vancouver Police Dept.	911	www.ecomm911.ca/
Vancouver Fire and Rescue		
BC Ambulance Services		

### Gas leaks and odours

Company	Telephone	Website
Fortis BC	1-800-663-9911	www.fortisbc.com/safety-outages/natural-gas-safety/gas-leaks-and-odour

### Earthquake, flood, dangerous goods spill

Company	Telephone	Website
Ministry of Environment	1-800-663-3456	www2.gov.bc.ca/gov/content/environment/air-land-water/spills-environmental-emergencies/planning-prevention-response/industry-emergency-response-plan

### Power outages and electrical emergencies

Company	Telephone	Website
Ministry of Environment	1-888-769-3766	www.bchydro.com/safety-outages.html

### Medical emergency: communicable disease, drug & poison information

Company	Telephone	Website
The BC Centre for Disease Control	604-707-2400	www.bccdc.ca/contact
BC Drug and Poison Information Centre	604-682-5050 or 1-800-567-8911	www.dpic.org/

### Emergency shelter

Company	Telephone	Website
Collingwood Neighbourhood House	604-435-0323	www.cnh.bc.ca

# Emergency and Evacuation Procedures



**Main Office**  
2805 Kingsway, Vancouver

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BC Centre for Ability  
2805 Kingsway  
Vancouver, BC V5R 5H9  
Phone: 604-451-5511



### 3. In the Community:

- When working in the community, be alert and aware of your surroundings. Scan the neighbourhood when you arrive and park your vehicle facing an exit route.
- Ensure that your daily schedule on Outlook is accurate and includes location and time of visit.
- Keep your car keys easily accessible. Sign out a Centre cell phone if you are apprehensive about a community visit.
- If you begin to sense a potentially violent encounter, stand up and assume a nonaggressive posture as you continue to talk.
- If you are in a room with the door closed – open it.
- Avoid turning your back to the other person.
- Allow a violent individual a clear path of escape.
- Call out for help.
- Leave the area if you fear for your safety.
- Document and flag any violent situations in the CRM system.

### 4. Procedure for reporting once the situation is deemed safe:

- Notify your immediate supervisor.
- If there is an injury, follow procedures as outlined under Medical Emergency (pg. 22).
- Complete an Incident and Accident Report
- 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.

## 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

- BCCFA Head Office has 24 hr. monitoring by Arpel Security Systems. In the event a fire alarm is pulled, Arpel staff immediately notify 911.
- If staff discover a fire, they pull the nearest fire alarm, and immediately evacuate the building. Staff do not need to call 911.
- 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 Main office is on Moss St. at the east side of the Purdy's building.**
- Emergency supplies and equipment including first aid kits and emergency supply packs (earthquake kits) are provided at all office sites.
- Emergency contact and medical information for staff members are available electronically for all members of the Operational Leadership Team (OLT) through the ADP mobile app.
- Emergency contact information about persons served is found on the inside cover of their main client file and can be accessed remotely using the Client Record Management system.
- Every staff member has an Emergency & Evacuation Procedures booklet that includes directions in the event of emergency and emergency phone numbers.
- The OH&S Committee will review this document, **Emergency Management & Critical Incident Plan** annually.

## **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 a member of the OH&S Committee 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, primary and secondary emergency exits.
- Know the location of the designated gathering point.

## **Personal Safety**

Reception staff is the first face that people see when they enter the BC-CFA; it is important that the reception area is a safe place: sometimes an upset person can become aggressive either verbally or physically and therefore it is important that all staff are aware of the process for safety in reception area. Staffs meet with clients throughout the center and need to be aware of safety precautions for any meeting.

### **Procedures**

1. At the Reception:
  - If you are at reception and feel at risk, sound the panic alarm doorbell mounted under the desk
  - Staff Response:
  - If you hear the panic alarm (sounds like a doorbell) immediately report to reception).
  - Ask for the red file: if the answer is yes, I was looking for it. Leave area and call 9-1-1 discretely.
  - People should remain in area to support and listen.
  - Do not engage with the person.
  - At conclusion of situation: debrief with staff, document situation with resolution including date of completion.
2. In a Meeting:
  - If you begin to sense a potentially violent encounter, stand up and assume a nonaggressive.
  - posture as you continue to talk.
  - If you are in an office or room with the door closed – open it.
  - Avoid turning your back to the other person.
  - Allow a violent individual clear path of escape.
  - Call out for help or phone reception to request assistance.
  - Ask the person to leave; informing him/her that you will continue another day.
  - Leave the area if you fear for your safety.
  - Document and flag any violent situations in an incident report to be saved in the OH&S file
  - Please document any follow up needed and time frame for resolution.

5. If a power failure is the result of a fire on the premises, immediately implement the **EMERGENCY & EVACUATION PROCEDURES**.
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.
  - There are few lights which have been designed to be permanent on. You will know when the power is restored when these lights restored.
7. When power is restored: Check to make sure the refrigerator is back on.
  - 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.
8. 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 Building and IT Coordinator for review and follow-up action, as needed.

- Follow the sign in/out procedures to ensure all staff and visitors can be accounted for in the event of evacuation of the building. (sign in and sign out required regardless of time of day)
- Know and fulfill your specific emergency assignment(s).
- Know where in the building visitors are and assume responsibility to oversee their safe evacuation if necessary or make emergency personnel know of their potential location.

## Emergency Evacuation - Duties and Assignments

### A. Fire Safety Director – Joshua Myers

Duties:

- **Responsible for overall evacuation safety.**
- When an alarm is sounded, report to Reception (0) to assist with moving evacuation supplies. **Use main stairwell if necessary. Tell other staff not to follow you up/down the main stairwell.**
- Once outside, put on a “Safety Vest” to identify yourself.
- Liaise with Emergency Personnel if they attend.
- Cover during the absence of the Deputy Fire Safety Director.
- Receive head count reports, and report missing persons to Emergency Personnel if they attend.
- Alert staff and visitors when they can re-enter the building. If Emergency Personnel attend, they will determine when staff and visitors can re-enter the building.
- Observe evacuation and complete Head Office Evacuation Drill report with recommendations for improvement. (If Stanley was not present during evacuation)

### B. Deputy Fire Safety Directors - Stanley Lo and Terri Calvert

The Deputy Fire Safety Directors will assist the Fire Safety Director, and be prepared to take over the duties as Fire Safety Director in his/her absence.

Duties:

#### Stanley:

- When conducting a fire drill, notify Arpel and the fire department that we are conducting a drill.
- Pull the alarm, and start a timer
- Sweep parkade levels if safe to do so
- Put barrier across parkade ramp if safe to do so

#### Stanley & Terri:

- Report to Reception to assist with moving evacuation supplies. **Use main stairwell if necessary. Tell other staff not to follow you up/down the main stairwell.**
- Once outside, put on a “Safety Vest” to identify yourself.
- Designate the Receptionist on duty to begin doing roll call using the iPad.
- Mobilize admin staff and leaders present (Head Count Coordinators) to help locate people in the evacuation scrum as their names are being called during roll call.
- Report head count results to Fire Safety Director. (Joshua Myers)
- Stop timer when all staff are accounted for.
- Observe evacuation and complete Head Office Evacuation Drill report with recommendations for improvement. (Stanley)
- Train and appoint Fire Safety personnel. (OH&S members)

#### **C. Evacuation Coordinators – Receptionist(s) on Duty**

General duties:

- Always keep Emergency Evacuation Kit updated. Ensure sign in app is up to date with current staff list. (IT/Stanley and Reception)
- Check monthly
- Check vests are assembled and whistle available for Fire Safety Director
- Duties during an emergency evacuation:
- Take iPad from reception area to use for headcount purposes.

- c. A major outage – e.g., power is out in the surrounding neighbourhood.
  - d. In all the above cases an attempt should be made to determine the cause of the outage, e.g., fire, downed tree, car accident, etc. An outage affecting the surrounding neighbourhood will be reported to BC Hydro (call 1-888-769-3766). Call only once as repeated calls may delay other parties from reporting new problems. You can access the BC Hydro Power Outages website using a mobile device <https://www.bchydro.com/outages/orsMain.jsp>
2. If the failure is a result of a tripped breaker, the maintenance person or other trained staff person may attempt to reset the breaker. Before attempting to reset determine if the breaker might have been tripped as a result of too many appliances/tools using the same circuit at the same time. To reset the breaker first make sure it has been turned completely off (it will click into the off position) then turn the breaker to the on position). If after 2-3 attempts to reset the breaker, it fails or the breaker immediately “trips” again, no other attempts will be made to reset the breaker and the situation will be reported to the city. A Hazard Report Form will be filled out and forwarded to the Building and IT Coordinator/OH&S.
  3. 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. FSD and/or DFSD will proceed to secure the building 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 vacate the building).
  4. 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, in the absence of the Executive Director, a member of the Operational Leadership team will make the decision to close the building for the day and the building will be secured and vacated.

- 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 employer's WorkSafeBC forms within three days.
  - Physician must complete WorkSafeBC forms if the injury is likely to extend beyond three days.
  - Complete an Incident and 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. The building maintenance person will determine if the power failure is:
  - a. A local outage within the building (ex: a breaker has been tripped)
  - b. A site-specific outage (ex: the power is out, the whole building is affected, but the outage seems to be affecting only our building)

- Take black rolling crate containing vests and supplies out of the building.
- Once outside, put on a "Safety Vest" to identify yourself.
- Call out names while head count coordinators help with:
  - Identifying staff and visitors and,
  - Determining if staff or visitor are present.
- Use iPad to cross reference with Floor Wardens and Head Count Coordinators to account for all staff and complete the Main Office Emergency Evacuation Report.
- Once complete, give the Main Office Emergency Evacuation Report to the Fire Safety Director/Deputy Fire Safety to alert them about staff who have not been accounted for.
- Do not allow anyone to go back into the building under any circumstances until the Fire Safety Director has given permission to do so.
- Complete the status for staff who were unaccounted for.

### D. Floor Wardens

Duties during an emergency evacuation:

- If away from your area when an alarm is sounded, report to your area. **Use main stairwell if necessary. Tell other staff not to follow you up/down the main stairwell and to use designated emergency exits.**
- Check your assigned area completely, including all washrooms to ensure that all people have left the area. Close all doors. **DO NOT LOCK ANY DOORS.**
- Supervise the orderly evacuation of your area and usher people to the designated meeting place - **East sidewalk of Purdy's Chocolates on Moss Street.**
- Assign a person to stay with anyone needing assistance (persons with mobility impairments who will need assistance) in the refuge area (marked areas inside each stairwell), as the rest proceed to the designated area. **Once outside, immediately notify the Fire Safety Director of any persons who are unable to evacuate, and their exact whereabouts.**

- Report to the Evacuation Coordinator (Receptionists) that your area is evacuated, and whether there is anyone in the refuge areas.
- Do not allow anyone to go back into the building under any circumstances.

**Floor Wardens:**

1st floor	Janice Alexander, Mike Taculad, Roxana Tatomir
2nd floor – east	Emma Gauvin, Jamie Hack
2nd floor – west	Laura Dutton, Lara McNaughton
3rd floor – east	Leena Joseph, IT staff
3rd floor – west	Colin Hearne, Tracey Gabert
Parking levels	Stanley Lo, Wade Fung

**Head Count Coordinators:**

Any admin staff or leader in the building will assist Receptionist with head count.

***Duties during an emergency evacuation:***

- Head count coordinators will help with gather staff and visitors by Purdy's.
- Go to Receptionist on duty wearing the wearing a safety vest.
- Head count coordinators will help with identifying staff and visitors while Receptionist calls out names (Receptionist on duty will take iPad from reception area to use for headcount purpose).
- Receptionist on duty will call out staff and visitor name and head count coordinators will help determine if staff or visitor are present.
- When you have finished, report to the Fire Safety Director/Deputy Fire Safety of any staff that are not accounted for. **Only ask about the people who have not been checked as present.**
- Do not allow anyone to go back into the building under any circumstances until the Fire Safety Director has given permission to do so.

- If the ill or injured person is a child, get consent from the parent or guardian before applying first aid if they are present in the building - 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 WorkSafeBC.
      - A physician needs to complete WorkSafeBC 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.



## Background Sounds:

- Street
  - Animal
  - Clear
  - Static
  - Music
  - House
  - Motor
  - Machinery
  - Voices
  - PA system
  - Local call
  - Long-distance
  - Telephone booth
  - Office equipment
  - Other: \_\_\_\_\_
- 

## Medical Emergencies

For use in emergency situations, a form with current medical information and emergency contacts about staff members and volunteers is kept in a locked portable carrying box at reception at head office. Emergency medical information and contacts for persons served can be found on the face sheet of each child's main health file and is accessible remotely by ECR.

### Procedures

1. First Aid Attendants: BCCFA ensures staff have access to first aid assistance if necessary. A list of staff who have received training to be first aid attendants is posted on the First Aid room and in reception. All SCD staff have current level 1 first aid certification.
2. In the event that someone in the building is hurt or becomes ill, a staff member or other individual discovering the injured/ill person will:
  - Shout that they need immediate assistance.
  - Ask for someone to page/bring a first aid attendant to your location.
  - First Aid attendant will apply appropriate first aid after first identifying themselves and asking for permission to move along with first aid. If the person requiring the medical emergency is unconscious it is assumed that they are ok with moving forward with first aid.

## 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. Staff should be aware at all times where their clients are in the building.
4. Floor plans that show the exit routes and the location of fire alarm pull boxes and fire extinguishers are posted on all floors of the building.
5. 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.
6. 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.
7. There are several exits from the building that are used during an evacuation. Evacuation from the 1st floor should occur through the front or back door. In case the electric doors are not functioning, the doors can be manually opened by shouldering the centre meeting point of the sliding doors. Evacuation from the second and third levels and the parking garage should occur through the east and west exits at the bottom of the stair wells. Look for the large red EXIT signs. Do not use the central stairwell.
8. If a fire (or smoke) prevents use of the nearest exit, evacuation should proceed via the alternate exit.
9. The Floor Wardens are responsible to check that all rooms and areas are empty. They are the last staff members to leave the searched areas and they will ensure that all doors are closed (do not lock).

10. All people who have evacuated the office building should proceed to the designated meeting area. Once assembled outside, a headcount is conducted.
11. Everybody known to be in the building will be accounted for. In the event of a real emergency, if it is established that somebody is missing, the Fire Safety Director or Deputy Fire Safety Director will 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 facility.
12. Do not re-enter the building until the Fire Safety Director/the Deputy Fire Safety Director/ member of the Leadership Team or (in the case of a real fire) the Fire Department gives the "all clear".
13. If the building is deemed unsafe to re-enter, a member of the Leadership team will provide instructions to staff.
14. Emergency supplies are located in the refuge area on the third floor of the east and west stairwell. Supplies are to be used only in the event of an emergency.

## 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 There is a Fire:*

- Pull the nearest fire alarm.
- Evacuate the building via the nearest exit.
- Gather at designated meeting place.
- Floor Wardens will check all rooms and close (do not lock) all doors.
- Receptionist and Head Count Coordinators will do a headcount.

## 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?
10. Exact wording of the threat:

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Gender of caller: \_\_\_\_\_

Accent: \_\_\_\_\_

Age: \_\_\_\_\_

Length of call: \_\_\_\_\_

Telephone number received at: \_\_\_\_\_

Time: \_\_\_\_\_ Date: \_\_\_\_\_

- |   |   |   |
|---|---|---|
| Caller's voice<br>• Calm<br>• Angry<br>• Excited<br>• Slow<br>• Rapid<br>• Soft<br>• Loud<br>• Laughter<br>• Crying | • Normal<br>• Distinct<br>• Slurred<br>• Nasal<br>• Stutter<br>• Lisp<br>• Raspy<br>• Deep<br>• Ragged<br>• Clearing throat | • Deep breathing<br>• Cracked voice<br>• Disguised<br>• Accent<br>• Familiar<br>• If familiar, sounds like who?<br>_____<br>_____ |
|---|---|---|

- 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. (Page 17-18)

- Remain with the group until you are instructed to return to the building or to go home
- If the building is deemed unsafe to re-enter, a member of the Leadership Team will give staff direction.
- Fight the fire only in the following circumstances:
  - the fire is small
  - you are familiar with the use of an extinguisher
  - the fire bells are sounding
  - the evacuation of the building is underway

### ***If the Fire Alarm Sounds Without Warning:***

The Fire Safety Director (FSD)/Deputy Fire Safety Director (DFSD) will:

- Initiate evacuation procedures.
- After all Floor Wardens have reported to them, determine whether or not it is a false alarm.
- If appropriate, tell the Fire Department that it is a false alarm **OR**
- If it is a real emergency:
  - Tell emergency personnel that it is a real emergency and give the location of the fire in the building

### ***When There is a Drill:***

The FSD/DFSD will:

- Decide what day and time the drill will take place.
- Call the alarm monitoring company and inform them of the scheduled fire drill.
- Call the alarm monitoring company and inform them that the fire drill is over.
- Note the time the drill begins and time evacuation procedure for analysis.
- Perform their duties as if the drill were a real emergency.
- Complete an evacuation report that identifies any areas for improvement.

**If in doubt, be safe, get yourself out first AND once outside make the Floor Warden aware of any persons left inside.**

## Natural Disasters

The Government of Canada ([www.getprepared.gc.ca](http://www.getprepared.gc.ca)) has not identified the Kingsway area as being at risk of hurricanes, tornadoes, tsunamis, or floods. 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 Kingsway 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 yourself 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.

### *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 refuge area in the east and west stairwell – update as they are in the east and west stairwells on the 3rd floor.

## Bomb Threats

### Introduction

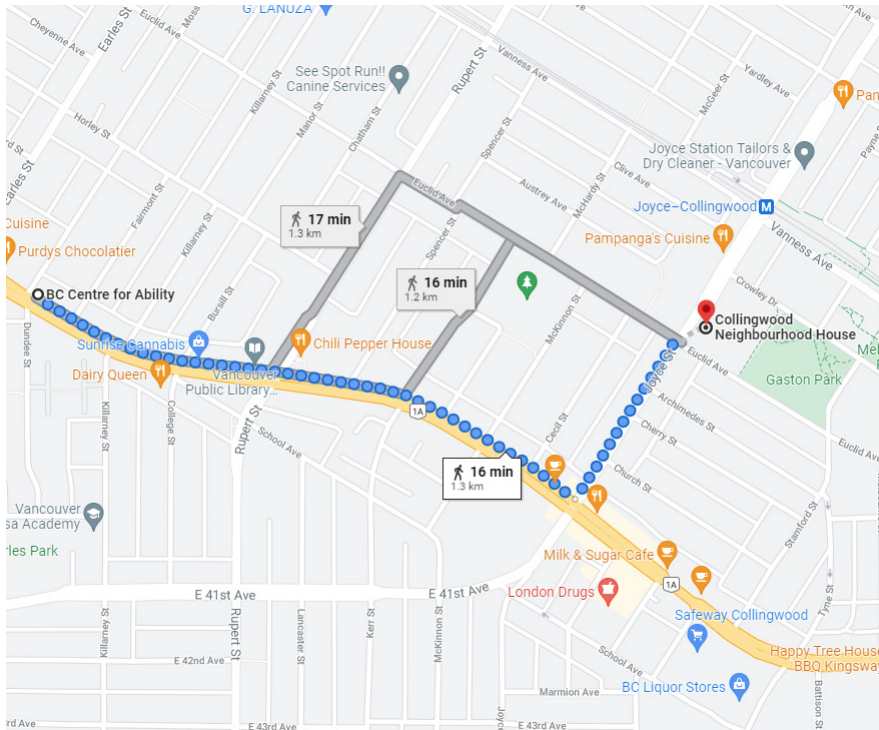
Bomb threats are usually received by telephone or sometimes by note or letter. Most bomb threats are made by callers who want to create an atmosphere of general anxiety and panic, but all such calls must be taken seriously and handled as though an explosive is in the building.

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.
- If by phone, 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.

**The closest emergency shelter is located at Collingwood Neighbourhood House, located at 5288 Joyce St.** Please see the walking map below:



- 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. It is great practice to have flats or runners at your desk.
- Stay out of danger areas. Avoid the impulse to go sightseeing!

### *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 run. 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. FSD and/or DFSD will determine if anybody noticed any damage or smelled smoke or natural gas. If no damage has been reported, FSD and/or DFSD will walk through the building to check for hazards. They will give an "all clear" to re-enter the building if there are no obvious visible hazards.

**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 clients leave the building and assist in the evacuation process. Do a head count and report any missing individuals to the FSD or DFSD.
- The first aid attendant or member of the OH&S committee will gather information on injuries and treat as appropriate. Other staff members will provide first aid within capabilities until help arrives.
- If serious injuries occur, seek help immediately by calling **9-1-1**. Do not move injured persons unless there is imminent danger (fire, gas leak, falling debris, or building collapse).
- FSD and/or DFSD will determine if the building (or any part of it) is safe to return to. They will check for:
  - Fires and fire hazards
  - Damage to electrical system, e.g. frayed wires, sparks, or smell of hot insulation. If there is a problem try to isolate it by turning off electrical breakers for a particular area. If the problem is wide-spread, turn off the main power to the building.
  - Gas leaks
    - In the event of a gas leak, immediately evacuate the building
    - Check for water leaks from broken water lines.

If the building is not safe to return to, gather as much of the emergency supplies as possible – first aid kits, earthquake supply packs, 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. Leave a notice on the building indicating where the group has moved to.