



## **EMERGENCY RESPONSE PLAN**

### **Overview**

This document provides information about required action to handle emergencies at the WWWWIW workplace. The goal is to ensure Personnel are aware of emergency situations and response procedures in order to avoid and diminish adverse consequences from an emergency situation by:

- preventing injury or fatality,
- reducing or eliminating harm to W5 Personnel, Volunteers and visitors,
- reducing or avoiding damage to equipment, systems and W5 property,
- ensuring well trained and coordinated response by W5 Personnel, and
- ensuring return to normal office operations as safely and quickly as possible.

Essential to effective emergency responses are:

- Strong and confident leadership,
- Clear chain of command,
- Excellent communication,
- Clear roles and responsibilities,
- Well trained Personnel, and
- Clear, consistent procedures followed by all.

### **Joint Health and Safety Committee (JHSC)**

The JHSC is responsible for the development and maintenance of W5's Emergency Response Plan

The committee is responsible for identifying health and safety concerns in the workplace, as well as identifying existing or potential hazards. For more information, *see Terms of Reference: Joint Health and Safety Committee, and W5's Health and Safety Policy.*

### **Communication**

The Emergency Response Plan is given to all W5 Personnel, Volunteers and Board when they begin working with the organization. Emergency responses are regularly discussed at Personnel meetings. Emergency procedures are posted in an easily viewed location for all Personnel.



### **Preparedness**

The JHSC is responsible for identifying existing or potential hazards and ensuring that these risks are removed. The JHSC conducts regular audits of the workplace. Personnel may bring forward health and safety concerns to the JHSC or to Personnel meetings through the Employee Coordinating Committee.

### **Emergency Coordinator**

One individual on payroll will be designated as the primary Emergency Coordinator, with three designated back-up EC's in the event that the primary EC is not on site during the emergency. ECs are well-informed of the Emergency Response Plan and all procedures.

Emergency Coordinator is Anto

Primary Emergency Coordinators are: Shelley, Delia, Gisma

### **Qualifications:**

- trained in all aspects of the plan and procedures
- understand W5 systems,
- clear, calm and confident communicator
- authorized to have access to Personnel Emergency Contact information
- proficient in CPR and basic first aid

### **Responsibilities:**

- conducts immediate risk assessment and determines appropriate response
- activates an emergency response plan and is the lead during an emergency situation
- alerts Personnel and Volunteers
- ensures emergency services are contacted
- ensures the Executive Director is apprised of the emergency as soon as possible
- instructs Personnel, Volunteers and visitors clearly and without hesitation during crisis
- accounts for all individuals in office (head count, assembly areas)
- informs the Executive Director
  - o when evacuation is complete and all accounted for
  - o when emergency contacts are to be made in the event of a personal emergencies
  - o when communication to Members or externally is required
  - o when return to work is advisable
- provides input on the effectiveness of emergency responses to the Joint Health and Safety Committee
- when possible ensures systems and equipment are shut down without incident



- confirms return to work
- initiates email or phone contact
- delegates communication whenever possible to ensure swift response
- ensures complete Emergency Kit is in working order

### **Personnel Training**

W5 Personnel, Volunteers and Directors of the board will be oriented to the Emergency Response Plan and notified of any updates. W5 Personnel will undertake regular drills in order to be prepared in the event of a real emergency. Personnel meetings will regularly address potential emergency concerns and responses.

### **Emergency Contact List**

All Personnel will be asked to complete a confidential emergency contact information form

The form will be kept secure and confidential by the Emergency Coordinator and used only in the event of an emergency.

### **Warning Systems**

#### **Alarm**

The building is equipped with a fire alarm and alert system, as well as a sprinkler system.

Slow intermittent ring = *alarm testing*

Rapid ring = *evacuate building*

#### **Codes**

Should there be a reason to alert Personnel without raising an audible alarm (i.e. in the event of an intruder or potentially volatile situation), a code or signal will be used.

#1. Dial 105. Say "*your client called X amount of times, please call them right away*" = call 9-1-1

#2. Paging: *Dial extension 2000, this will alert all staff of the emergency.*

#### **Home Contact**

In situations where the Emergency Coordinator is aware of a potential emergency and there is sufficient time to make Personnel aware of the situation, Personnel will be contacted by email and/or phone. In this situation, a group email message will be distributed to undisclosed recipients in order to preserve the confidentiality of personal email addresses



## **Response Equipment**

### **Fire Extinguishers**

There are Class 'A' fire extinguishers in the W5 workplace that are located:

#### **1st Floor**

1. Reception
2. Childcare
3. Childcare

#### **2nd Floor**

1. Administration
2. Employment
3. IWF

#### **3rd Floor**

1. Language
2. Settlement
3. Multi-purpose room

#### **4th Floor**

1. NAP

### **First-Aid Kit**

The W5 First-aid kit is stored on each floor (wall-mounted) or as listed below. The kit is checked and inventoried on a regular basis. It includes:

- Rubbing alcohol, antiseptic solution, antibiotic ointment
- Scissors
- Bandages (various)
- Dressings (various)
- Medical tape
- 1 way valve mouth-to-mouth resuscitation mask
- Disposable masks
- Disposable gloves



### **First Aid box Locations:**

#### **Floor 1.**

##### Reception

- On desk

##### CNC program.

- toddler area
- preschool room
- Infant area.

#### **Floor 2.**

- Suite 200: ESC's first aid box is located in our kitchen. It is on the wall and you can see it before entering kitchen.
- Suite 206: Admins First aid box is located in the First Aid room
- IWF's first aid box is located on top the fridge to the left of the entrance

#### **Floor 3.**

- In the kitchen on top the fridge located in the staff lunch room

#### **Floor 4.**

- In the kitchen on top of the fridge
- In Delia's office

### **Building Security**

Alarm systems are in place, specific to each department. Building remains unlocked between the hours of 8:00am to 6:00pm

### **Operations Continuity Plan**

In the event that Personnel may not work directly in the W5 office, a plan to ensure operational continuity will be implemented. The plan includes:

- Alternative meeting arrangements
- Alternative working arrangements
- Alternative work plans
- lead on communication about return to work



- Access to key documents and procedures (i.e. payroll, insurance policies, Board and membership information)

### **Essential Business Documents**

#### **Hard Files**

All essential business documents are stored in a fire-proof filing cabinet. These documents would be considered essential to W5 operations and would cause considerable legal, fiduciary or ethical hardship if lost or damaged. These include:

- Legal documents

### **Emergency Situations**

Emergency situations can be broken into different categories:

- A.** Non-life threatening situations that require an emergency response to ensure ongoing W5 operations
- B.** Situations that involve some advance warning which allow for planning to meet the challenges of the events
- C.** Personal medical emergencies that require individualized response
- D.** Spontaneous and potentially dangerous events that affect the entire workplace and require immediate response.

Each category has a different response action.

#### **A. Non-life threatening situations**

Examples for this situation include

- Power failure
- Technical or systems failures

Emergency Coordinator action:

- discuss response plan with the Executive Director or the , or refer to previously assigned response plan



- ensure that all W5 Personnel are informed about the response plan and administrative back up plans, anticipated timeline for return to work, offsite meeting space, etc.
- contact Personnel through emergency contact information provided by each Employee

## **B. Advance Warning**

Examples for this situation include

- Severe and potentially hazardous weather conditions (e.g. heat wave, ice storms, and blizzards)
- Infectious disease outbreak
- Building construction affecting ventilation or other health code requirements

Emergency Coordinator action:

- discuss response plan with the Executive Director or the or refer to previously assigned response plan
- ensure that all W5 Personnel are informed about the response plan and administrative back up plans, anticipated timeline for return to work, offsite meeting space, etc.
- contact Personnel through emergency contact information provided by each Employee

## **C. Personal Medical Emergency**

Examples for this situation include:

- Heart attack
- Stroke
- Anaphylactic shock
- Personal injury at the work place

Emergency Coordinator action:

- Immediately ensure contact to emergency medical services (9-1-1-) and that onsite first aid is administered (e.g. CPR) until EMS Personnel arrive
- Ensure that personalized medical information is provided to EMS if applicable
- Ensure that the individual's emergency contacts are informed unless otherwise requested by the individual
- Complete an accident report and provide to the Joint Health and Safety Committee if applicable.



#### **D. Spontaneous Dangerous Events**

Examples for this situation include:

- On site: fire, bomb threat, explosions, intruder threat, workplace violence, hazardous materials, suspicious packages
- Off site: terrorist attack, hazardous materials within vicinity

Emergency Coordinator action:

- Immediately initiate appropriate response action, see Response Actions
- See specific procedures

#### **Procedures**

##### **Evacuation**

**When the Emergency Coordinator alerts Personnel and visitors to evacuate the W5 office:**

- STOP working immediately and listen to the EC's instructions
- Leave your workstation or office immediately – do not stay behind to finish work
- Remain calm
  - If possible secure confidential information, valuables and appropriate clothing when evacuating but do not hesitate
- Close office door as you leave
- Evacuate the floor using stairwell exits only. Do not use the elevators
- Head to ground level and leave the building
- Congregate at the assembly area (*to be determined*)
- If you are not in your regular work area, do not attempt to return to it
- Each team has a designated lead who will inform the Emergency Coordinator of a head count (including visitors, consultants) at that time in the office
- Assist visitors and others who require assistance (physical, language, etc.)

The Emergency Coordinator will:

- Conduct an immediate risk assessment
- Vocally alert Personnel of the emergency response (i.e. evacuation procedures)
- Take basic Emergency Kit
- Delegate office searchers to take head counts and ensure all have vacated the office
- Delegate support for visitors or individuals requiring assistance



- If time allows and it is safe to do so, initiates system shutdown

## **Fire**

### **If local fire is detected in the workplace:**

- alert Personnel immediately
- Emergency Coordinator
  - Delegates call to 9-1-1, and for building alarm to be pulled o Assesses if fire extinguisher may be used until EMS arrive o Alerts Personnel to evacuate the office

## **Fire Alarm**

### **Evacuate the building if you hear continuous alarm sounds; Emergency Coordinator leads:**

- Remain calm. If possible secure confidential information, valuables and appropriate clothing when evacuating but do not hesitate
- leave your workstation or office immediately
- Close office door as you leave
- Evacuate the floor using stairwell exits only. Do not use the elevators
- Head to ground level and leave the building
- Congregate at the assembly area
- If you are not in your regular work area, do not attempt to return to it
- If you encounter smoke stay low and crawl if necessary
- (Smoke rises, so there is less at floor level. Take short breathes through your nose.
- Place a wet handkerchief over your nose and face)

## **Bomb Threat**

### **If you receive a bomb threat**

- keep calm and courteous and do not interrupt the person making the threat
- All bomb threats must be taken seriously
  - If the person making the threat is on the phone, keep the caller on the line as long as possible
  - Try to get the attention of your co-workers – use the code / signal. They can notify the Emergency Coordinator, who will notify building security and Emergency Services.



- The following information should be given to Emergency Services: W5 address/floor #; office / workstation where call is being received; Personnel's name and telephone number; the date and time the threat was received
- Get as much information as you can. Ask the following:
  - o What time will the bomb explode? Where is the bomb? Why was the bomb placed? What does the bomb look like? Where are you calling from? What is your name?
- If you see a suspicious package do not touch the package
  - o Clear the immediate area where the package was found
  - o Move away from package and notify building security and tell them where the suspicious package was discovered; what the suspicious package looks like; your name and telephone
  - o Number
- If ordered to evacuate follow evacuation instructions

### **Suspicious Package**

**If you see a suspicious package, do not touch the package.**

- Clear the immediate area where the package was found
- Move away from package and notify building security and tell them where the suspicious package was discovered; what the suspicious package looks like; your name and telephone number
- If ordered to evacuate follow evacuation instructions

### **At Risk Individuals/Persons with a Disability**

Individuals who are unable to reasonably exit the building on their own during an emergency are asked to fill out a form notifying HR and the building manager. An emergency plan will be created specific to the individual needs of the person who has self-identified as high risk or with a disability. Specific information relating to a disability will not be asked, just the limitations and or special requests in the case of an emergency. The individual will be trained on the emergency plan. A copy will be kept with HR, the building manager as well as the H&S committee.

Executive Director

Sudip Minhas

Date: April 01, 2016