



Municipal Service Centre Emergency Response Plan

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Signature:  **Practice No:** 3.1.17

Effective: September 26, 2018 **Replaces:** February 15, 2017

Purpose:

To ensure an appropriate response to potential emergencies.

Scope:

This Safe Work Practice applies to all employees, contractors or visitors at the Municipal Service Center.

Definitions:

Warden: The most senior staff person on shift from each work unit in the facility.

Marshall: The most senior staff person in the facility at the time of the Evacuation.

General Evacuation Procedure:

1. This Evacuation Plan will be tested at least once annually with the assistance of the Coordinator Health Safety and Environment and/or Fire services personnel.
2. After each drill or actual event any issues with the orderly evacuation will be discussed at each work unit's next Tool Box talk. Any actual events will be documented on the City of PA Investigation Report form.
3. The fleet manager will be responsible for collecting and updating this plan as required.
4. Each Warden is responsible to ensure that their staff has received training on this plan and that the training is documented on a tool box talk form. Staff members are to assist visitors during any emergency situation.

Fire Evacuation Procedure:

1. If the fire is small and the worker is trained in fire extinguisher use and the fire is burning a nonhazardous substance an attempt can be made to control the fire using up to one fire extinguisher. No staff is permitted to attempt to extinguish fires burning hazardous or unknown materials that may give off toxic fumes/smoke.
2. Any individual noticing an uncontrolled fire must pull the nearest fire alarm unless the alarm system is already self-activated. This system will automatically notify the monitoring agency that will dispatch emergency personnel.
3. Once the alarm sounds, **EVERYONE MUST EVACUATE** the facility and the evacuation must continue even if the alarm stops ringing. The east and west gates are set to be automatically opened in the event of a fire. Work areas equipped with radios are to take a radio with them (Stores, Water and Sewer and Front Office). These radios are to be tested in conjunction with monthly inspections. If safe to enter, Front office staff are to check the fire alarm panel, in the front mechanical room, to determine the location that activated the fire alarm.
4. When possible employees who have offices are to turn off their lights and closed their office door while they exit. The door should remain unlocked. Fire rated doors in the facility are designed to automatically close when the fire alarm is sounded. During evacuation no individuals are to open these doors.
5. Exit the building using the closest exit and if it is blocked with smoke, use an alternate exit. When you exit, do not carry coffee or other liquids as these may spill and create a slipping hazard for people as they exit the facility. The Marshall or Wardens may confirm with emergency services by calling 911 once they are clear of the building.
6. Once outside, all employees and visitors are to assemble at the muster point located at both the east and west gates. If access to your normal muster point is blocked by smoke or fire, proceed to the other muster point. Employees are required to stay with other work unit. This will assist each Warden in performing a 'head count' to ensure that all their staff is properly accounted for. Do not leave or go to your vehicle until all staff is accounted for. Any staff with information on the specifics of the fire are to provide that information to their Warden who will in turn advise the Marshall. The front office radio will be provided to the Marshal for communication with the muster points wardens.
7. Once a head count is complete and staff is properly accounted for, each Warden is to report to the Marshall either in person or via one of the radios.
8. No one is to re-enter the building until instructed to do so by Fire Services, the Marshall or other authorized personnel even if the alarms are no longer ringing.
9. Once the Marshall has been notified whether or not all individuals are accounted for, he /she will proceed to the north entrance area and advise emergency services personnel.

10. In adverse weather conditions, once individuals are accounted for, they are to proceed to Rally Motors to wait for further instructions from the Marshall.

Explosive Chemical Leaks:

1. If you detect a Natural Gas or other explosive chemical leak inside the building, open all exterior doors mechanically in an attempt to ventilate the area and lower the concentration levels.
2. If only one area of the facility is affected, attempts should be made to contain the leak to that area by closing interior doors to other areas and turning off shared ventilation systems.
3. If the natural gas or explosive chemical leak is exterior to the building an attempt should be made to ensure all exterior doors are kept closed unless it has already migrated into the building. If the leak is directly upwind of air intakes the ventilation systems must be turned off.
4. If the concentration levels inside the facility, are unknown evacuate the facility, but do not activate or turn off any electrical or electronic equipment including fire alarms, cell phones, radios, lights or automatic door openers. The Evacuation is to be initiated by advising each department's warden who will in turn advise their staff to evacuate the building. The evacuation must proceed in a direction upwind of any external leak. The flags at the front of the facility will provide information on wind direction.
5. Contact the fire department from a clean air area by calling 911. These individuals can determine if the concentration levels are within explosive limits and provide advice on further steps to be taken.
6. Contact Sask. Energy for all Natural Gas leaks and request immediate dispatch of their trained personnel by calling 1-888-700-0427. This must also be done from a clean air area.
7. Once explosive limit monitoring is completed the Marshall in consultation with Wardens will advise staff of the required next steps.
8. During Normal weekday business hours (7:30 am-5 pm) contact building maintenance. If the Occurrence is outside of normal hours contact the Duty Foreman.
9. A City of Prince Albert Investigation report is to be completed.

Other Hazardous Product Leaks/Spills:

1. Any person locating a hazardous product spill/leak will attempt to minimize the spread of the product and identify the product name.
2. The individual will then consult the Safety Data Sheet (SDS or MSDS) and follow directions provided in that document.
3. If the product is hazardous all staff in that area must be fitted with PPE as required on the safety data sheet or evacuate/isolate those areas until cleanup is completed.
4. Attempts should be made to isolate any hazardous fumes to that area of the facility and ventilate them directly outside.
5. If the facility needs to be evacuated the same process as outlined for a fire evacuation is to be followed.
6. A City of Prince Albert Investigation report is to be completed.

Bomb Threat:

1. When a bomb threat is received the violence policy contains the guiding principles that must be followed and the report form that must be completed. This practice is to ensure the orderly evacuation of the facility in the event of a threat of this nature.
2. Immediately upon receiving a bomb threat the individual will notify their manager and the Marshall in person or by landline. The manager will notify police and the Marshall will contact each department's Warden and advise them of the threat and that all staff must evacuate the building by first meeting in an interior location. At no point is the fire alarm to be activated, cell phones or radios to be used.
3. All staff after being notified are to watch for any packages that appear out of place and if any are noted advise the Marshall. Staff are encouraged to take with them any personal belongings like bags, jackets or purses and calmly proceed to the interior meeting location.
4. Once all staff has been accounted for at the interior location, they will exit the building, by a rear exit point, and proceed to the normal muster location and await further direction from police services. If there is inclement weather the evacuees can proceed via the muster point to Rally Motors and await further direction of the Marshall.
5. Do not re-enter the building unless instructed to do so by the Marshall.

Medical Emergencies:

Prior to Emergency:

- All employees should know location of:
 - Nearest First Aid Kit
 - Employees that are trained in first aid in their work areas

General Medical Emergency Procedure:

1. Do not panic; remain calm
2. If no danger, provide first aid (if trained to do so)
 - a. if not trained - contact a trained first aider
3. Call 9-1-1
 - a. Keep calm & speak clearly
 - b. Identify type of Emergency
 - c. Identify Location:
 - i. Municipal service Center 11 38th Street East
 - ii. Identify the best door for ambulance response - Main Doors (north side of building)
4. Have someone meet emergency responders at access door and escort to exact location
5. Complete an incident report and notify your supervisor

NOTE: It can potentially be very dangerous to transport a seriously ill/ injured person in a vehicle by yourself. The individual can easily go into shock or their condition may worsen requiring immediate medical care. If only one person is transporting the individual they will not be able to effectively deal with such an emergency.

For serious illness or injury 911 must be called. Examples include:

- Shortness of breath, chest pains
- Loss of consciousness
- Seizures
- Head or eye injuries
- Broken bones
- Severe cuts & burns, amputations
- Signs & symptoms of shock

If in doubtcall 911

Robbery:

What to do DURING a robbery:

- Do not resist. Do exactly as you are told, no more, no less.
- Give the robbers all of the cash they want. Do not delay or argue. Do exactly as they say and do not offer anything more. Handle the procedure as calmly as possible as though you are making a transaction with a customer.
- Do not make sudden movements.
- If you must reach for something or move in any way, ask the robber(s) for directions and/or tell them what you are doing.
- Tell the robber(s) of any possible surprises so that they will not be startled. For example, if there is a staff member in the back or a customer approaching.
- Observe:
 - Time involved
 - Weapons used
 - Accomplices
 - Identifying features, accents, speech peculiarities, clothes
 - Direction of travel when robbers flee
 - In majority of all armed robberies the victim becomes transfixed on the weapon and everything beyond the weapon becomes fuzzy and/or out of focus. However, if we tell people about this there is a chance that they'll recognize what they are doing and look beyond the weapon.

What to do AFTER a robbery:

- Immediately seek medical assistance if necessary
- Contact a manager or supervisor and inform them of the incident.
- Contact city police (4222). Ask all witnesses to remain. Do not let anyone other than emergency personnel in.
- Anyone who dealt with the robbery should begin filling out the Violent Incident Report as soon as possible.
- Do not compare notes or talk about the details except to Police.
- Do not discuss the robbery with anyone until information has been given to the police
- Do not call anyone, text, Facebook or Twitter about the robbery
- Refer any inquiries from outsiders to Police once the robbery has been reported.
- Do not touch anything that may have fingerprints or other evidence.
- Manager or Supervisor to follow up with staff regarding any possible trauma and counseling as outlined in the Violence Policy.

Counseling:

It is normal, after being the victim of a robbery, to feel one or more of these symptoms: fear, nausea, the shakes, anger, excessive perspiration, numbness, rapid breathing, palpitations, and/or depression. If you don't initially decide to speak with a trauma counselor, and any of the above symptoms persist for more than a week, please inform your manager and arrangements will be made to assist you as outlined in the Violence Policy.

Active Threat:

An active threat is where an individual is actively engaged in violence or attempted violence in a confined and populated area, usually involving weapons which could include bear spray, knives, firearms or other similar weapons. If you hear obvious signs of an active threat, do not attempt to investigate.

Evacuation:

- Have an escape path in mind. If bear spray is deployed you will need to evacuate until the area is ventilated.
- If there is an accessible path, attempt to evacuate; Do not investigate the threat
- Find the nearest exit and leave the building
- Help others escape if possible, but evacuate regardless of whether others agree to follow
- Do not attempt to move wounded people
- Warn others and try to prevent them from entering the threatened area
- Call 911 when you are safe

Hide Out:

- If evacuation is not possible, find a place to hide where the active threat is less likely to find you (i.e. an office with a lockable door)
- Lock the door, turn off lights, and stay out of sight
- If there is a window in the door, hide underneath a desk or out of sight lines from the window
- Barricade door if possible.
- Silence your cell phone, turn off any sources of noise (radio, office phone, etc.) and remain quiet. If hiding with members of public ensure they do same)
- Contact 911 if you are able to conceal the noise of the phone call
- If you cannot speak, leave the line open and allow the dispatcher to listen
- If you are in a bathroom – lock the door.
- In the event the intruder gains access to where you are hiding be prepared to defend yourself and fight.

When Law Enforcement Arrives:

- Remain calm and follow the emergency responders' instructions
- Keep your hands visible and avoid quick movements
- Information to provide to law enforcement or 911 operator if known:
- Location of active threat
- Number of threatening persons
- Physical description of threatening persons
- Number/type of weapons held by threatening persons
- Number of potential victims in threatened area

When Threat Is Over:

- Police will clear floors and identified safe rooms when ACTIVE THREAT IS OVER AND IT IS SAFE TO LEAVE ANY SAFE ROOMS OR LOCATIONS.
- Do not open door to anyone, wait for police to open door and provide directions.

- Anyone who dealt with the active threat should begin filling out the Violent Incident Report as soon as possible.
- In the event of bear spray deployment or building damage contact building maintenance during normal weekday hours (8 am – 5 pm), or the Duty Foreman to arrange for repairs.
- Manager or Supervisor to follow up with staff regarding any possible trauma and counseling as outlined in the Violence Policy

Counseling:

It is normal, after being the victim of a robbery, to feel one or more of these symptoms: fear, nausea, the shakes, anger, excessive perspiration, numbness, rapid breathing, palpitations, and/or depression. If you don't initially decide to speak with a trauma counselor, and any of the above symptoms persist for more than a week, please inform your manager and arrangements will be made to assist you as outlined in the Violence Policy

Power Failure:

1. Access flashlight and remain calm.
2. Call SaskPower 24 hour Trouble and Outage @ 310-2220 –request information on the estimated down time.
3. If the Downtime Will be Less Than 20 Minutes:
 - a. Allow people to remain where they are. Walk around the building to let them know power will be restored shortly.

If the Downtime Will Be More Than 20 Minutes:

1. Consider opening blinds, large door(s) to allow natural light into area.
2. Follow Evacuation Procedure. If possible, ensure patrons/co-workers are moving towards marked exits. Assist persons with a disability, if able to assist.
3. Do not allow anyone, except authorized personnel, into the facility.
4. During normal weekday business hours (7:30 am - 5 pm) contact Building maintenance. If occurrence is outside normal hours contact the Duty Foreman.