



A Natural Attraction

EMERGENCY PROCEDURE	HEALTH & SAFETY STANDARD: H-S-11
DATE OF ISSUE: Oct. 13th, 2011	REVIEW/REVISE: Annually REVISION DATE:
APPROVED BY: JHSC & Safety Advisory Committee	LOCATION: City of Quinte West Facility's

PURPOSE

To create an emergency action plan to be taken under various emergency situations.

An emergency situation may be created as a result of a:

- a) Fire
- b) Medical Emergency
- c) Hazardous Material Incident
- d) Workplace Violence
- e) Bomb Threat
- f) Weather Conditions
- g) Chemical Spill (major and minor)
- h) Power Failure
- i) Community Emergency

PROCEDURE

General

a) Fire

This procedure may be initiated by a verbal report of a fire, pulling a fire pull station or a fire alarm (where available). See floor plans.

For City Hall see: Floor 1A, Floor 1B, Floor 2A, Floor 2B

If you discover a fire:

- Operate the nearest fire alarm pull station and call 911 (where available)
- Fire Captain or designated employee shall call 911 immediately
- Provide fire extinguishing methods per level of capability without endangering yourself or another.
- Leave fire area immediately.
- Evacuate the building via the nearest safe emergency exit, Fire Captains shall do a sweep of their area before exiting the facility providing it is safe to do so
- Report to your designated safe area (outside the building).
- Fire Captain or Captains will conduct roll call of their departments and notify the fire department if anyone is missing
- Do not re-enter the building until instructed to do so by the Emergency Response Designate, manager/supervisor/leadhand.

b) Medical Emergency



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This procedure may be used for any medical emergency that requires external assistance for the casualty.

ACTIONS BY A PERSON DISCOVERING A MEDICAL EMERGENCY:

- Secure the area and provide immediate first aid with your level of capability.
- Call for help immediately if possible. If not then;
- Instruct a bystander to call 911 and tell them you have a medical emergency.
- If possible, get them to write down the following information and relay it to the 911 operator:
 - Locations and phone number
 - Incident type
 - Other emergency services required
 - Number of casualties
 - Extent of injuries
 - Location - repeated
- If safe to do so, remain with the casualty until relieved by an Emergency Medical Technician.

ACTIONS BY EMPLOYEES

On hearing a call for assistance in your vicinity:

- Remain Calm.
- If safe to do so, offer assistance.
- If not already done, call 911 and provide the following information:
 - Location and phone number
 - Incident type
 - Other emergency services required
 - Number of casualties
 - Extent of injuries
 - Location – repeated
- Attempt to contact the nearest manager/supervisor/leadhand and/or first aid-qualified person.
- Follow the instructions of the manager/supervisor/leadhand and/or first aid-qualified person.

c) Hazardous Material Incident

This procedure will be used for responding to the discovery of a hazardous or suspicious substance.

Important – in the event that there is no time for a full hazard evaluation, if the hazard is suspected of being of an airborne nature, or if you are experiencing



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nausea, vomiting, difficulty breathing, disorientation, convulsions, or symptoms inconsistent with natural illness, **EVACUATE THE AREA OR BUILDING IMMEDIATELY.** Always follow the instructions of your manager/supervisor/leadhand, and/or emergency services personnel (Fire, Police).

ACTIONS BY PERSON DISCOVERING THE HAZARDOUS OR SUSPICIOUS SUBSTANCE

If you have not come in contact with the substance:

- **DO NOT TOUCH THE HAZARDOUS/SUSPICIOUS SUBSTANCE.**
- Move away from the substance to an area that is at a safe distance.
- If safe to do so, do not move farther than required in order to minimize the potentially contaminated area. Otherwise, evacuate the building via the nearest emergency exit.
- From a safe area, call 911 to report:
 - Description of the hazardous/suspicious substance.
 - Size, shape, colour of the container.
 - Type of container.
 - Any external markings on the container.
 - Smells, gases or vapors.
 - Liquids or powders leaking from or around the object.
 - Location – repeated.
- Attempt to contact the nearest manager/supervisor/leadhand.
- Follow the instructions of the manager/supervisor/leadhand and or/emergency services personnel (Fire, Police).
- Do not re-enter the evacuated area until instructed safe to do so.

IF YOU HAVE COME IN CONTACT WITH THE SUBSTANCE:

- Do not place your hands near your mouth.
- Do not eat or drink anything until cleaned by a person/persons trained in decontamination procedures.
- Do not touch anything unnecessary.
- Move away from the substance to an area that is at a safe distance.
- If safe to do so, do not move farther than required in order to minimize the potentially contaminated area. Otherwise, evacuate the building via the nearest emergency exit.
- From a safe area have someone call 911 to report the hazardous substance giving the following information:
 - Location and phone number.
 - Description of the hazardous/suspicious substance.
 - Size, shape, colour of the container.
 - Type of container.



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- Any external markings on the container.
- Smells, gases or vapours.
- Liquids or powders leaking from or around the object.
- Location – repeated.
- Attempt to contact the nearest manager/supervisor/leadhand.
- Follow the instructions of the manager/supervisor/leadhand and/or emergency services personnel (Fire, Police).

ACTIONS BY EMPLOYEES

On hearing a hazardous material alert:

- Remain Calm.
- Follow the instructions of the manager/supervisor/leadhand or emergency services personnel (Fire, Police).
- If you are experiencing any of the following symptoms; nausea, difficulty breathing, convulsions, disorientation and they are inconsistent with natural illness or if you are unsure of your safety, leave the building via the nearest emergency exit.
- Do not re-enter the building until instructed to do so by the manager/supervisor/leadhand.

d) Workplace Violence

- This procedure may be used for any violent incident that requires external/internal assistance for the victim. **See Workplace Violence Standard H-S-41 and Lockdown Procedures H-S-11-1.**

ACTIONS BY PERSON DISCOVERING WORKPLACE VIOLENCE

If you are the victim of the violent incident:

- Call out for help.
- If this provokes the attacker, comply with his or her instructions and try to avoid provoking any further violent incidents.
- Protect yourself as best you can from your attacker until help arrives.

If you discover workplace violence in your vicinity:

- Call 911 and report the incident:
 - Location and phone number.
 - Incident type – Any type of weapons involved.
 - Other emergency services required.
 - Number of aggressors and victims.
 - Casualties and extent of injuries.



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- Locations – repeated.
- If safe to do so, monitor the situation.
- If not, withdraw to a designated safe place and await the arrival of a police officer.
- Attempt to contact the nearest manager/supervisor/leadhand.
- Follow the instructions of the manager/supervisor/leadhand.

ACTIONS BY EMPLOYEES

On hearing a call for assistance for violence in the workplace:

- Do not become engaged in the violent situation.
- Call 911 and report the incident giving:
 - Location and phone number.
 - Incident type – Any type of weapons involved.
 - Other emergency services required.
 - Number of aggressors and victims.
 - Casualties and extent of injuries.
 - Locations – repeated.
- If safe to do so, monitor the situation.
- If not, withdraw to a designated safe place and await the arrival of a police officer.
- Attempt to contact the nearest manager/supervisor/leadhand.
- Follow the instructions of the manager/supervisor/leadhand.

e) Bomb Threat

This procedure will be used for responding to a bomb threat or on discovery of a suspicious object.

WARNING!

- **DO NOT USE RADIOS, CELL PHONES, BLACKBERRIES OR PAGERS DURING A BOMB THREAT AS THEIR TRANSMISSION MAY CAUSE THE DEVICE TO DETONATE.**

ACTIONS BY PERSON DISCOVERING SUSPICIOUS OBJECT

- Do not touch the suspicious object.
- Call 911 and report the suspicious object giving:
 - Location and phone number.
- Description of the suspicious object:



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- Size, shape, colour.
 - Type of object.
 - Any external markings or grease markings on packaging.
 - Visible wires or antenna.
 - Smells, gases or vapours,
 - Liquids leaking from or around the object.
 - Locations – repeated.
- Evacuate to your designated safe area (outside the building) via the nearest emergency exit and wait for further instructions.
 - Do not re-enter the building until instructed to do so by the manager/supervisor/leadhand.

ACTIONS BY EMPLOYEES

On hearing a bomb threat announcement:

- Follow the instructions of the manager/supervisor/leadhand.
- Be prepared to conduct a cursory search of your area.
- Report suspicious objects to the manager/supervisor/leadhand.
- If safe to do so, make your workplace safe to leave.
- If safe to do so, secure any classified or valuable items or information.
- Stay alert for further announcements
- When instructed to evacuate by an announcement, leave via the nearest emergency exit and go to your designated safe area (outside the building) and wait for further instructions.
- Do not re-enter the building until instructed to do so by the manager/supervisor/leadhand.

f) Weather Conditions

This procedure will be used upon discovering severe weather has arrived.

ACTIONS BY PERSON DISCOVERING SEVERE WEATHER

- Call the manager/supervisor/leadhand and report the severe weather.
- Warn other people in your vicinity.
- Move to a designated area of refuge away from windows and other sources of flying debris.
- Close all doors behind you.
- Do not go outside.



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ACTIONS BY EMPLOYEES

On hearing a severe weather announcement:

- Remain Calm.
- Move to a designated area of refuge away from windows and other sources of flying debris.
- Close all doors behind you.
- Follow the instructions of the manager/supervisor/leadhand.
- Stay alert for further announcements.
- Do not return to the evacuated area until instructed to do so by the manager/supervisor/leadhand.

Earthquakes

During an earthquake

Wherever you are when an earthquake starts, take cover immediately. Move a few steps to a nearby safe place if need be. Stay there until the shaking stops.

If you are indoors: "DROP, COVER, HOLD ON"

- Stay inside.
- Drop under heavy furniture such as a table, desk, or any solid furniture.
- Cover your head and torso to prevent being hit by falling objects.
- Hold onto the object that you are under so that you remain covered.
- If you can't get under something strong, or if you are in a hallway, flatten yourself or crouch against an interior wall.
- If you are in a shopping mall, go into the nearest store.
- Stay away from windows, and shelves with heavy objects.
- If you are in a wheelchair, lock the wheels and protect the back of your head and neck.

If you are outdoors:

- Stay outside.
- Go to an open area away from buildings.
- If you are in a crowded public place, take cover where you won't be trampled.



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If you are in a vehicle:

- Pull over to a safe place where you are not blocking the road. Keep roads clear for rescue and emergency vehicles.
- Avoid bridges, overpasses, underpasses, buildings or anything that could collapse.
- Stop the car and stay inside.
- Listen to your car radio for instructions from emergency officials.
- Do not attempt to get out of your car if downed power lines are across it. Wait to be rescued. If you must exit your vehicle because of unsafe conditions such as; if the vehicle is on fire and it is necessary to leave it, keeping both feet together, jump clear of the car, avoiding any wires that might be on the ground. Stay calm and jump carefully so that you don't fall back against the car or touch the ground and the vehicle at the same time. ***Then shuffle with both feet together clear of the area, keeping both feet on the ground and touching at all times. Continue shuffling for at least 30 feet from the accident site.***
- Place a HELP sign in your window if you need assistance or call for help.
- If you are on a bus, stay in your seat until the bus stops. Take cover in a protected place. If you can't take cover, sit in a crouched position and protect your head from falling debris.

AVOID the following in an earthquake

- Doorways. Doors may slam shut and cause injuries.
- Windows, bookcases, tall furniture and light fixtures. You could be hurt by shattered glass or heavy objects.
- Elevators. If you are in an elevator during an earthquake, hit the button for every floor and get out as soon as you can.
- Downed power lines – stay at least 10 metres away to avoid injury.

g) Chemical Spill

This procedure will be used upon discovering a major or minor chemical spill.

Major Chemical Spill

1. Evacuate immediate area.
2. Call Ministry of Environment Spills (1-800-268-6060).
3. State your name, location, chemical(s) involved, and the amount spilled.



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4. Attend to any persons who may have been contaminated.
5. Consult the Material Safety Data Sheet for first aid information.
6. Wait in a safe area for the manager/supervisor/leadhand.
7. Do not allow unauthorized personnel to enter the contaminated area.
8. Report the incident to your manager/supervisor/leadhand, Health & Safety Coordinator and the Joint Health & Safety Committee

Minor Chemical Spill

1. **STOP - THINK! Do not rush. Carefully plan cleanup.**

GET MATERIAL SAFETY DATA SHEET AND DETERMINE APPROPRIATE CLEANUP PROCEDURES FOR THE MATERIAL

The effects of a spill can be minimized with proper planning. The size, as well as the resultant hazard from a spill, partially determines the extent of the required precautions.

2. Decide if you can safely handle the spill.
3. Eliminate all ignition sources if flammable material is involved.
4. Turn on vents to capture or direct flow of vapours.
5. Confine the spill to a small area. Do not allow the material to spread. Dike, block or contain the size of spread of liquid spill by using appropriate absorbing material.
6. Appropriate protective equipment and cleanup materials (e.g. neutralizers, absorbent, etc.) must be used. Commercial spill kits are available that contain instructions, cleanup materials and protective equipment required to safely and effectively decontaminate a minor chemical spill.
7. Carefully remove other materials, containers, equipment from path of the spill.
8. Sweep solids of low toxicity into a dust pan and place into container for disposal.



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9. Dispose of all cleanup materials as hazardous waste.
10. After removal of spilled material, if the chemical is soluble in water, the area should be washed with warm, soapy water to remove any remaining residue.
11. Report the incident to manager/supervisor/leadhand, Health & Safety Coordinator and the Joint Health & Safety Committee.

h) Power Failure

This procedure is to be used upon discovering a power failure or being notified of severe weather.

Before an outage:

- Turn off lights and equipment that do not need power.
- A disruption may damage computers, equipment or instruments with automatic resets or logic functions. Turn these off if it is not essential for continuous operation. Back up computers routinely.
- Identify essential equipment that requires emergency power and dedicate an emergency circuit to that piece of equipment
- Do not store flammable chemicals in domestic refrigerators. This may cause a dangerous condition due to generation of explosive or flammable vapors.
- Maintain a log of equipment that must be reset, restarted or require special attention. Keep this log available. Equipment that runs unattended should be programmed to shut down safely and not restart when power returns.

When power is off

- Ensure equipment, machinery or apparatus are stabilized or safe.
- Do not use dangerous solutions during the shutdown or enter areas that have storage of solutions that require mechanical ventilation.
- Check equipment on emergency power to ensure that it is running properly. Do not connect items not intended to be on emergency power during a disruption period.



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- Check on items stored in refrigerators or freezers.

After Power Outage

- Reset or restart equipment. Ensure that equipment is returned to a safe operation mode.
- Check air flow in hoods. If fume hoods are not exhausting do not use hazardous chemicals.

j) Lockdowns (Internal & External)

- Please refer to **Facility Lockdown Procedures H-S-11-1**

General Information Communication:

1. When the emergency situation is restricted to a department, or a small area, verbal communication may be employed.
2. In the event of a facility wide evacuation the fire alarm or paging system will be employed (where possible).
3. Depending on the nature of the emergency, the manager/supervisor/leadhand will contact the appropriate emergency service: **(Form H-S-11-2)**
 - a) Ambulance 911
 - b) Fire 911
 - c) Hospital 613-392-2540
 - d) Police 911
 - e) Ontario One Call (Natural Gas & Bell) 1-800-400-2255
 - f) Hydro One 1-800-434-1235
 - g) Ministry of Labour 1-800-461-1425
 - h) Ministry of Environment Spills 1-800-268-6060
4. The manager/supervisor/leadhand will notify the department head and the CAO, forthwith if a facility wide evacuation takes place.



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5. A competent person (staff designate) will be available to assist emergency personnel in locating the source of the problem and hazardous areas in the facility. Designate should be familiar with fire alarm systems and panels.
6. All Emergency Evacuation Floor Plans, Fire Plans and any other important information will be placed in the Fire Emergency Plan Boxes.

General Information Evacuation:

1. Upon notification of an evacuation directive, designated employees at the locations will shut down their assigned equipment or place them in a hold safe state and exit the building through the nearest safe emergency exit.
2. All other employees will exit the building immediately, upon notification of the evacuation directive.
3. The posted "Emergency Evacuation Floor Plan" shows which exits are to be used during emergency evacuation.
4. Employees will exit in an orderly fashion.
5. Under no condition should an employee return into the evacuated area.
6. Once outside the building, all employees will report to the 'Safe Area', assigned for each facility.
7. The manager/supervisor/leadhand or Fire Captains will perform a head count to ensure that all employees have been evacuated and notify the appropriate Emergency Service Personnel.
8. All City of Quinte West facilities and buildings (i.e. City Hall, Arenas and water plants) will have their own evacuation/contingency procedures in place.



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Return to Facility:

1. Once the facility is deemed safe for re-entry the manager/supervisor/leadhand will re-walk the facility with the Emergency Services Personnel.
2. Following this, the manager/supervisor/leadhand may instruct the employees to return to their workstations.

Follow Up Report:

A written follow up report should be completed by the manager/supervisor/leadhand and forwarded to the Health and Safety Coordinator.

RESPONSIBILITY

Employer

1. The Employer is responsible for ensuring proper application of the Emergency Procedure Program.

Manager/Supervisor/Leadhand

1. Ensure that all employees follow emergency evacuation procedures as required.
2. During an evacuation, perform a head count to ensure all employees have evacuated the building/work area.
3. Perform and record annual emergency evacuation/procedures drills.
4. Review emergency procedures with all employees during orientation training.
5. Annually review emergency equipment within department.

Employee

1. All employees will follow the standard and participate in the Emergency Procedure Program. All employees have roles and rights in the Emergency Procedure Program. The success of this program relies on the participation of all employees.

Joint Health and Safety Committee

1. Investigate all emergencies to ensure compliance with standards.

Health and Safety Coordinator

1. Investigate all emergencies to ensure compliance with standards.



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COMMUNICATION

This Emergency Procedure Program will be communicated to all employees through one of the following methods:

- City of Quinte West Policy and Procedures Manual
- Health & Safety Boards
- Pay Inserts
- Training Sessions
- Minutes of Meetings
- Tailgate Meetings
- Employee Feedback
- Orientation
- Inspections
- Posters

EVALUATION

A review process of emergency equipment will take place to ensure the following:

- correct selection of emergency equipment;
- adequate number of emergency equipment; and
- appropriate location of emergency equipment.

Employees are encouraged to provide feedback on an ongoing basis to assist with improvements to this Emergency Procedure Program.

A review of the Emergency Procedure Program will take place on an annual basis to determine its effectiveness. The review will be completed by the Joint Health & Safety Committee and Management Team and will include feedback from all employees.



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ACKNOWLEDGEMENT/IMPROVEMENT

Findings from the evaluation process will determine if the Emergency Procedure Program requires modification. Any changes made to the program will be reviewed with all employees at staff meetings or training sessions.

The City of Quinte West recognizes that this Emergency Procedure program is successful due to the participation of all employees carrying out their roles in the inspection program and providing feedback on how this program can be improved.

- REFERENCES: OH&S Act, Regulations 261-268**
Lockdown Procedures H-S-11-1
Emergency Numbers Form H-S-11-2
Floor 1A, Floor 1B, Floor 2A, Floor 2B
Workplace Violence Standard H-S-41

Date: **Oct. 14/2011**

Gary Dyke
Gary Dyke
Chief Administrative Officer
City of Quinte West