



Recreation Facility Emergency Planning

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Building Community Since 1947

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Part One – Regulatory Obligations

Introduction

Public safety must be every facility manager’s priority. Preparation to safely evacuate any public building is a regulatory responsibility under the Ontario Fire Code (OFC). Fire prevention responsibilities are also outlined within the OFC and supported by the Occupational Health and Safety Act (OHSA). Failure to meet this obligation will have legal accountability under the OFC and Occupiers Liability Act.

Emergency planning is not a onetime task. It is a responsibility that must be considered based on each facility use or change in building design. Determining emergency risk factors which would include weather, dangerous or noxious gases as well as change in service delivery must have management plan for the worst possible events imaginable. Emergency planning cannot be performed in isolation. Plan development must include other key emergency service professionals such as Fire, Police, Public Health, Building Officials and Joint Health and Safety Committee professionals. Each of these resources will lend a variety of experience and insight on how to build and implement emergency planning.

Ensuring fire safety equipment is in place and serviceable while guaranteeing egress from the facility is always clear and operational are further legal responsibilities to be met. Emergency circumstances will require the evacuation. Procedures need to be developed to ensure the efficient and orderly evacuation of all occupants. Meeting this objective can only be accomplished through staff training, preparation and practice.

The Ontario Recreation Facilities Association (ORFA) raises concern over the lack of preparedness of many recreation facilities across the province. Currently, there are facilities being operated by staff that have had no or little training in emergency preparedness. Many of these same operators lack a basic understanding of what risks and hazards exist beyond a fire situation. Like the Captain of the Concordia, most would be first out of the building should a significant event occur under their watch. Like the Concordia’s Captain, there will be

accountability for failure to take care and control under such circumstance.

Note: this awareness notice will reference various sections of legislation. This information should not be considered complete or current. The reader is responsible in confirming the accuracy of all shared information.

Role of the Ontario Fire Marshal’s Office

The general public will often fail to comprehend the actual role of the office of the Ontario Fire Marshal (OFM). First, municipal fire departments and the OFM office are two distinct and separate entities that operate independently. Although they have common goals concerning fire safety in Ontario, the OFM’s role and responsibilities are different. The **Fire Protection and Prevention Act, 1997 (FPPA)**, defines the powers and duties of the Fire Marshal on a provincial scale, as well as the responsibilities of municipal councils for fire-related services at the local level. Much of the work aims to ensure that all fire departments in Ontario provide adequate levels of fire prevention and protection in accordance with the needs and circumstances of the areas they serve. Additional OFM responsibilities include the administration of the **Fire Protection and Prevention Act, 1997**, the **Fire Code**, and provincial emergency systems involving fire services, conducting fire investigations, maintaining fire-related statistics and applied research.

The OFMO and Municipality Relationship

The OFM’s mandate requires that they provide fire departments and municipal councils with advice and assistance in meeting the goal of fire safety. Each fire department is assigned an OFM Fire Protection Adviser who can be called upon to assist with fire safety inspections, make recommendations for improving the efficiency or effectiveness of their fire protection services, and offer advice on other fire safety matters. They also assist in training local fire department personnel.

The Role of the Canadian National Fire Code

The Canadian National Fire Code is designed to create minimum safety requirements such as codes for smoke detectors and sprinkler systems. It details fire safety protocol for building occupants and emergency personnel and storage of dangerous and combustible products and chemicals.

Read more:

[What Is the National Fire Code? | eHow.com](#)

http://www.ehow.com/facts_7465162_national-fire-code_.html#ixzz1lapi8k93

How the Building Code and Fire Code Interact

The **Building Code** is governed by the Ministry of Municipal Affairs and Housing and controlled by local building officials. It primarily deals with new or retrofit construction. The Building Code will help set out minimum design and layout requirements for items such as egress, fire rated doors and windows, self-closures, fire sprinklers etc. Once constructed, and in use, the Fire Code sets out minimum upkeep and maintenance requirements for these items (they won't work - if they don't work or are not available).

Guidance to Fire Code Compliance

ORFA members should know they have a responsibility to read and understand the Fire Code <http://www.ontario.ca/laws/regulation/070213>

The OFM always promotes the building of positive relationships with local fire professionals. These individuals are often better equipped to answer both obligations to the Ontario Fire Code as well as any specific municipal by-laws that have been created to enhance current legislative obligations under the Fire Code. OFM engineering and technical staff can often assist with interpretations and technical issues involving the Fire Code and the Fire Protection and Prevention Act. Upon request, they will also assist local fire departments with assessing the circumstances that may warrant building closure along with technical guidance in preparing the "Order to Close" a building for fire safety reasons.

Who is Actually Responsible for Ensuring that the Fire Code Compliance

In a municipal setting it would start at the top (mayor/clerk) and then filter down. Those at the top will be expected to build and maintain the facility to a set standard. The responsibility then begins to filter down to facility management to ensure basic fire protection items such as extinguishers, alarms, emergency lighting and egress are working. But in the event of an actual fire situation there needs to be all hands on deck! Although the Fire Code indicates specific persons throughout the Code it is often misinterpreted by the reader. For example, the Code indicates that the "Supervisor" shall take control during a fire situation. Most readers would determine that the "supervisor" is the person indicated in the Human Resources list of employees. The fact is any person who is part of the paid workforce can be deemed to be a supervisor in a fire situation and as such must act appropriately. Specific to ice arena or pool operations this could include the workers such as concession or ticket taker staff.

2.8.2.2. (1) There shall be sufficient supervisory staff available in care or detention occupancies to carry out the duties as required in the fire safety plan

The Difference between Fire Response and an Emergency Response by a Local Fire Department

The OFMO deals specifically with fire response related obligations. Although the skills obtained by local fire professionals may prepare them for handling other local emergency situations the OFMO does not act outside of its mandate. For example, we have continually discussed the concerns of the ORFA surrounding snow load building collapses. Although the Fire Department may respond to such events the OFMO has no role in ensuring these types of events do not occur. Maintaining building integrity is a Ministry of Labour obligation under the Occupational Health and Safety Act. However, at times, fire departments may need to respond to incidents that are beyond their capabilities but are not defined as significant emergencies requiring full provincial emergency response. In these situations, fire departments may request the assistance of our EMR unit through the

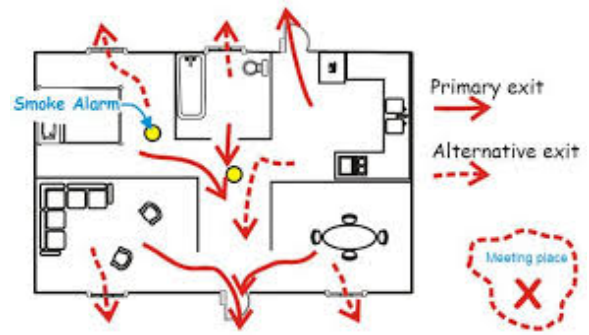
appointed mutual aid fire co-ordinator. The municipality requiring assistance maintains command and control and is responsible for consequence management of the incident. While the Fire Chief will maintain responsibility for their personnel. When significant emergency situations occur the Provincial CBRNE/Hazmat/HUSAR Program may be utilized. This program deals with chemical, biological, radiological, nuclear and explosive/hazardous materials/heavy urban search and rescue situations. The goal of this program is to ensure that competent, multidisciplinary teams are available on a province-wide basis to respond to large-scale and / or complex natural or human-caused emergencies in a planned, coordinated and timely manner.

Basic Compliance Obligations of the Fire Code

Most facility managers would understand the legal requirement to create and file a fire safety plan for their facilities with their local fire department. Many of these plans may be aged or no longer current. The upkeep of these documents is not the role of the local Fire Department – it is the facilities manager’s obligation to ensure it remains current and up to date!

Additionally, those who are current often fail to realize that when their building is to be scheduled for a non-traditional event that was not part of the original fire safety plan, that they must revisit, revise and resubmit (if required) to the local Fire Department an updated plan. For example, a facility opens a new ice rink that is designed for traditional ice skating programs and non-ice sports during the off season.

A fire safety plan is designed for this use and filed accordingly. A few years (and managers later) a local service club is granted a permit by the local council to use the facility for a community lobster fest fund raiser using the surface as the primary festive area. It is the facility manager’s obligation (not the local Fire Department or OFMO) to ensure the fire safety plan is current and reflective to this new use prior to the event occurring.



ORFA Note: a further review for compliance to the Building Code may also be required as part of the pre-planning activities.

Subsection 2.8.2. Fire Safety Plan Measures in a fire safety plan

- 2.8.2.1. (1) A fire safety plan shall include
- (a) the emergency procedures to be used in case of fire, including
 - (i) sounding the fire alarm,
 - (ii) notifying the fire department,
 - (iii) instructing occupants on procedures to be followed when the fire alarm sounds,
 - (iv) evacuating occupants, including special provisions for persons requiring assistance,
 - (v) the procedures for use of elevators, and
 - (vi) confining, controlling and extinguishing the fire,
 - (b) the appointment and organization of designated supervisory staff to carry out fire safety duties,
 - (c) the training of supervisory staff and instruction of other occupants in their responsibilities for fire safety,
 - (d) documents, including diagrams, showing the type, location and operation of the building fire emergency systems.
 - (e) the holding of fire drills,
 - (f) the control of fire hazards in the building,
 - (g) the maintenance of building facilities provided for the safety of occupants, and
 - (h) the provision of alternative measures for the safety of occupants during any shutdown of fire protection equipment and systems or part thereof.
- (2) The fire safety plan shall be prepared, approved and implemented in buildings regulated by Article 2.8.1.1.
- (3) The fire safety plan shall be kept in the building in an approved location.

The facility fire safety plan must be internally reviewed by facility management no less than annually to ensure it remains current and reflective of the operation and the activities held within.

2.8.2.1(4) The fire safety plan shall be reviewed as often as necessary, but at intervals not greater than 12 months, to ensure that it takes account of changes in the use and other characteristics of the building.

Can the Facility Fire Safety Plan Cover Other Non-Fire Related Facility Emergency Situations

Outside the Fire Code requirements an owner has a responsibility to ensure user safety at all times.

The Fire Safety Plan is designed to deal with fire related emergencies – should the owner wish to expand how their staff will respond to other internal emergencies using the Fire Safety Plan as a foundation to staff response they are free to do so – however, these activities are not part of the OFMO governing responsibilities.

Putting the Plan to Work

Practice it! Having a plan on file and not preparing to implement it is a recipe for disaster. Having a plan that has not been practiced or fails to have an adequate amount of human resources to implement it has accountability, at all levels, attached to it. One that regrettably will only be determined after the fact by the OFMO – it is not the OFMO’s role to intervene in building operational matters. It is the “managers” responsibility to ensure that they have taken all “reasonable” steps to ensure the safety of their passengers/participants. At times, local fire departments may be prepared to assist in these activities but many are now recommending the hiring of independent professional fire consultants to help design a fire safety plan and training activities specific to the operation.

Accessibility Laws are Changing

Fire policy and safety plans must include specific guidance and training on how staff will evacuate persons requiring assistance (Section 2.8.2.1. (iv). Main exit routes and exit doors must be designed to accommodate persons with mobility aids. While Exit instructions are printed in large text, and mounted in an accessible, highly visible location. Fire alarms should be both visual and audible where possible. The code also requires planning on how elevators will be used in the case of fire (2.8.2.1 (v).

http://www.mcass.gov.on.ca/en/mcass/programs/accessibility/understanding_accessibility/making_buildings_accessible.aspx



Set Obligation for Facility Staff to Regularly Check/Test Fire Equipment and Conduct Maintenance and Upkeep

As with any equipment it is important to regularly inspect and test it to ensure it works!

Check, inspect and test 1.1.1.2. (1) The checking, inspection and testing of fire safety devices shall be conducted in accordance with this Code.(2) Where specific references to checking, inspection and testing of fire safety devices are not made in this Code, such devices shall be maintained to ensure they operate as per their design requirements.(3) Any appliance, device or component of a device that does not operate or appear to operate as intended when checked, inspected or tested as required by this Code shall be repaired or replaced if the failure or malfunctioning of the appliance, device or component would adversely affect fire or life safety.

Do These Inspections and Tests Have to be Recorded

Yes! Recording all inspections and tests in a bound logbook is a legal requirement.

Records 1.1.2.1. (1) If the Fire Code requires tests and corrective measures or operational procedures to be carried out, records shall be made and the original or a copy shall be retained at the building premises for examination by the Chief Fire Official.

Obligation to Conduct Regular Fire Drills – Is This an Issue

Drills must be conducted a minimum of one (1) full fire drill annually!

Frequency 2.8.3.2. (1) Fire drills as described in Sentence 2.8.3.1. (1) shall be held at least once during each 12-month period for the supervisory staff



Guidelines to What Must Occur During a Drill

Subsection 2.8.3. Fire Drills Procedures states:

Fire Drills 2.8.2.1. (1)(e) shall be included in the fire safety plan, taking into consideration

(a) the building occupancy and its fire hazards,

(b) the safety features provided in the building,

(c) the desirable degree of participation of occupants other than supervisory staff,

(d) the number and degree of experience of participating supervisory staff, and

(e) the testing and operation of the emergency systems installed in buildings within the scope of Subsection 3.2.6. of Division B of the Building Code.

Fire Safety Starts with Good Housekeeping

A fire department's real role is to reduce the potential of fire through awareness and education – not fight them. Most house fires start in the kitchen while poor housekeeping of combustible materials is a primary contributor to fire in larger buildings. It is every one's role to reduce the potential for fire so as facility workers go about their duties if they can adopt a commitment to maintaining a clean and safe facility the chances of fire is greatly reduced.

Many Ice Rinks Installed Protective Arena Netting

When hanging curtains, drapes, netting (and banners) in any public facility the materials must meet the requirements as set out in the CAN/ULC-S109 Standard. Reducing any potential flare-up from

materials that are not fire resistant is good fire management! The Fire Code addresses this under section 2.3.2.1.

Fire Exits Must Be Operable at All Times

We think 100 dead in a fire conflagration is behind us...yet one only has to look to the Rhode Island night club in 2003 when over 100 people died because of sound proofing foam put all over the walls and covering over of the emergency exits. Blocked or non-functioning exits put lives at risk. If the building is open... all exits must be able to open!

Fall Fairs and "Hay Bales"



Facility use is only confined by the user's imagination. At first glance placing items such as hay bales inside would seem unreasonable and should not be allowable under the Fire Code, however it may in fact be acceptable.

The Great Chicago Fire: October 9, 1871- Fire started in O'Leary Barn. Legend states the fire was started by Mrs. O'Leary's cow knocking a lantern over onto hay; however this has never been proven.

Fire hazards 2.7.4.1. (1) Public amusement areas located in buildings shall be designed so that they do not create a fire hazard to the public using the facility.

(2) Hay, straw, shavings, textiles, films or similar combustible materials shall not be used in the design and construction or as decorative features in public amusement areas located in buildings unless approved provisions are made to control the hazard.

Again, utilizing local fire professionals during the decision making process should be considered. Having these individuals assess the concept and sanction the event helps prove operational due

diligence. It also ensures that they are aware of the event and prepare should there be an incident that requires their participation in an emergency capacity.

Recommendations from the Tim Hickman Coroner’s Inquest to Identify Dasherboard Doors with Exit

The ORFA has researched both current Ontario Building Code (OBC) and Ontario Fire Code (OFC) and they do not speak directly to this requirement however; an interpretation by our members to several sections specific to their facilities design may help them determine how best to approach fire safety in their buildings?

OBC Section 3.4.5.1 Exit Signs (1) states “every exit door shall have an exit sign placed over adjunct to it if the exit serves (b) a building having an occupant load over 150” with sub-section (5) further stating “the direction of egress in public corridors and passageways shall be a sign conforming to Sections (2) and (4).

Refer to: <http://www.london.ca/city-hall/awards-recognition/Pages/Tim-Hickman-Memorial-Health-and-Safety-Scholarship.aspx>

Conclusion of Part One

Emergency planning is not difficult. It is a commitment by all involved to take ownership in keeping their building and themselves safe! The Fire Code is in place to prompt those who fail to understand the benefits associated with ongoing fire safety. However, the legal application for non-compliance of the Code is used as a last resort by the OFM office. Fire Code Officials work to ensure buildings are properly protected, exits are properly accessible, extinguishing systems and alarm systems are functioning properly, and all systems and services within facilities are properly maintained in order to ensure the buildings are as safe as possible for all occupants. Tragedies can be avoided when facility owners/managers and code enforcement officials work together. It takes people changing their perspective regarding fire safety in order to avoid fire catastrophes.



Recreation Facility Fire Preparedness Checklist

The following checklist is designed to assist recreation facility operators in better understanding their current level of basic Fire Code compliance. It should not be accepted as a complete and final list of obligations.

Item	Legislative Obligation	Notes
Review Ontario Fire Code	Once a facility has been constructed, and in use, the Fire Code sets out minimum upkeep and maintenance requirements for items required under the Code.	
Review National Fire Code	<i>Details fire safety protocol for building occupants and emergency personnel and storage of dangerous and combustible products and chemicals.</i>	
Review Ontario Building Code		
Create and maintain a positive working relationship with local Fire Prevention officials		
Review current staffing levels and abilities of those who are in-charge of the facility when it is open to the public	<i>2.8.2.2. (1) There shall be sufficient supervisory staff available in care or detention occupancies to carry out the duties as required in the fire safety plan</i>	
Review and maintain the facilities Fire Safety Plan	<i>2.8.2.1(4) The fire safety plan shall be reviewed as often as necessary, but at intervals not</i>	

	<i>greater than 12 months, to ensure that it takes account of changes in the use and other characteristics of the building.</i>	
Has the plan considered persons with disabilities?	<i>Fire policy and safety plans must include specific guidance and training on how staff will evacuate persons requiring assistance (Section 2.8.2.1. (iv).</i>	
Does the facility have an adequate inspection and testing plan in place?	<i>Check, inspect and test 1.1.1.2. (1) The checking, inspection and testing of fire safety devices shall be conducted in accordance with this Code</i>	
Does the facility have an adequate logbook to properly record all inspections and tests?	<i>Records 1.1.2.1. (1) If the Fire Code requires tests and corrective measures or operational procedures to be carried out, records shall be made and the original or a copy shall be retained at the building premises for examination by the Chief Fire Official.</i>	
Does the facility conduct the minimum fire drill requirements?	<i>Frequency 2.8.3.2. (1) Fire drills as described in Sentence 2.8.3.1. (1) shall be held at least once during each 12-month period for the supervisory staff</i>	
Does the facility control the accumulation of combustible materials?	<i>Accumulation of combustible materials 2.4.1.1. (1) Combustible waste materials in and around buildings shall not be permitted to accumulate in quantities or locations that will constitute a fire hazard</i>	
Does the facility have and maintain proper fire resistant levels of all curtains?	<i>2.3.2.1. (1) Drapes, curtains, netting, and other similar or decorative materials, including textiles</i>	

	and films used in buildings, shall meet the requirements of CAN/ULC-S109, "Flame Tests of Flame-Resistant	
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Part Two – Facility Emergency Planning and Evacuation Guideline

The following information replaces ORFA Emergency Planning and Evacuation Procedures doc. (2002)

Are You Prepared?

It all starts with this simple question. Facility management must include emergency planning training as part of staff’s initial and ongoing professional development. Ontario has taken significant strides to reduce the potential for fire in public facilities through Building Code updates. Recreation buildings are primarily constructed out of steel and concrete with supplement materials meeting or exceeding set fire rating requirements. With Ontario’s aging infrastructure it more likely that staff will be faced with invisible dangers through a toxic or noxious gas leak and as such must improve their ability to effectively respond should such an event occur. In addition, facility staff need to be adequately prepared to take charge during other crisis such as lost person, bomb threat, suspicious package, power failure, robbery, building collapse or critical injury/death. If you are in-charge of a facility take a glance at the required posting of emergency plans in the building. Are they there? And if so, are they tattered and worn? In a recreation setting, it is considered best practice to review emergency plans twice per-year – spring and fall. This will help ensure that specific issues and challenges relating to use and operations are reviewed and addressed.

Appointment and Organization of Staff

Recreation facilities are often chronically understaffed as management tries to balance public safety with fiscal responsibility. It is the owner’s responsibility to ensure all staff named to the Emergency Response Team are fully trained in the Fire Emergency Procedures Plan before they are given any responsibility for fire safety. Today’s facility manager must be proactive in advocating for proper levels of support to ensure emergency plans can be effectively enacted. Consideration of the size and

complexity of the facility, the events in progress, and occupancy load are factors that will assist in determining the number of staff available to respond to and control emergency situations. The availability of staff along with the safety equipment available will determine the structure of the Facility's Emergency Response Team at any given time. There must, however, be an organizational structure - someone must be authorized to take charge of the situation, whether on shift solo at a small municipal facility; or as a superintendent with a full complement of subordinates.

It is essential that each individual in the structure must know their responsibility and be fully trained to carry out set obligations. In most cases in small to medium size facilities, the senior operator on shift in arenas, or the head lifeguard in aquatic facilities will serve as captain of the team. In many cases, the response team will vary in numbers from day to day, event to event, or even from day to evening. In fact, at times, the response team may consist of one individual alone on shift. This flexibility must be built into the plan as necessary. Of utmost importance is that the individuals of the team know what course of action is required to respond to the circumstances at the time. Therefore, persons relieving in a higher position must be routinely trained to fulfill the requirements of the fire safety plan at that position.

As facility management you must be able to prove that in fact you have actively reported on issues impacting facility safety and that you continually strive to improve and ensure public safety. A reminder that no governing agency will accept a lack of financial resources as a defence to not meeting regulatory responsibility.

Site Plan

A site plan (as opposed to the floor plan referred to in the Emergency Plan for fire) should be included as a part of the emergency response documents. The site plan should provide as much clear detail as possible. The plan can be used to identify areas of the facilities which can be divided into specific zones. These zones can then be pre-assigned to individual trained staff members to take responsible for the assigned zone during an emergency. That individual will then report to the emergency response captain on the status of his zone when they

rendezvous at the evacuation post. A good source for a site plan is the original blueprints of the facility.

Fire Extinguisher Training



The safe operation of portable fire extinguishers by trained staff is the first line of defense in protecting people and property in the event of a fire. The objective of fire extinguisher training is to inform, demonstrate and provide confidence to employees in the safe and effective use of fire extinguishers in the workplace. Fires start small and may be extinguished by well-trained, knowledgeable employees using the proper equipment. Only by training all staff can this objective be met.

Audit of Building Systems and Equipment

Senior staff should be able to confidentially speak to the various on-site equipment designed to protect people and assets. An up to date list of systems and equipment indicating required inspection and testing should be maintained. It may include but not limited to:

- Fire alarm systems
- Exit locations
- Fire department access
- Portable fire extinguishers
- Standpipe and hose systems
- Automatic sprinkler systems
- Automatic fire pumps
- Emergency electrical power
- Emergency lighting
- Smoke control measures

The Posted Emergency Plan

The emergency plan must be posted on each floor of the facility. This plan will be posted alongside a drawing (floor plan) which clearly shows the location of exits and fire safety equipment (Normally lettering is red on a white background). Example of design and information to be posted includes:

In Case of Fire:

- Remain Calm
- Upon Discovery of Fire Sound Alarm - Use Nearest Pull Station Leave Building Via Nearest Exit
- Upon Hearing Fire Alarm Leave Building By Nearest Exit Phone Fire Department Dial 911 Give Fire Location In Building
- Caution - If You Encounter Smoke in an Exit or Stairway Use Alternate Exit Shout Warning to Others

In All Cases of Emergency

The person in charge at the time of the event must instruct subordinate staff to:

- Remain calm and courteous
- Begin evacuation
- Secure the scene
- Meet at the predetermined gathering location
- Make no public statements on the incident unless authorized

Once the building has been cleared the person in-charge shall:

- Meet Fire Services at the main entrance and provide all necessary support
- Complete all necessary reports and documentation prior to leaving the facility

Sample Emergency Action for Fire

On Hearing the Fire Alarm – Remain Calm

Duties of the Person In-charge:

- Determine the location of the fire by immediately checking the Annunciator Panel (state location)
- Ensure the Fire Department has been called - Dial 911 or local emergency number
- Evacuate the building. Ensure patrons are moving toward marked exits. Assist persons with disabilities.
- If safe to do so, review MSDS, check all washrooms, change rooms, first aid rooms. Close but Do Not Lock doors behind you.
- Report to the Evacuation Post. Location (state location)
- Check to make sure all staff are accounted for
- Consult with Fire Department upon arrival.
- Notify your immediate supervisor (include contact information)
- Refer to media policy
- Complete necessary reports

Sample Ammonia, Chlorine, Propane, CNG Leak Response

- Refer to Sample Emergency Action for Fire
- Refer to MSDS
- Confirm that No person will enter any mechanical room to attempt to isolate the problem during a leak unless trained, wearing appropriate PPE and accompanied by a person able to provide extraction
- If possible, isolate HVAC systems to keep the gas from contaminating other areas of the facility
- Open doors to naturally ventilate if safe to do so
- Consider what governing agencies must be notified of the leak

Bomb Threat or Suspicious Package

The internet shares a variety of simple explosive creations that a person can simply follow to create such a device. While a bomb threat might not kill, the general panic it could cause might be a serious threat to public safety making it is important to have a plan in place to deal with such a threat. Local police services is considered an authority on the topic and should be approached to assist in developing a plan. Good housekeeping practices will make identification of suspicious packages much easier. How a bomb arrives in your facility and what it looks like is limited only by the imagination of the bomber and the available materials. Was the device created by someone never seen before, or someone known to carry a grudge against facility personnel, or administration?

Sample Emergency Response to Bomb Threat

- Listen - Be calm and courteous. Nearly all bomb threats are only threats; however, each one must be taken seriously.
- Do not interrupt the caller
- Do not hang up
- Do not speak to anyone unless instructed. Do not mention the word "bomb"
- Call the Police (Dial 911 or the local emergency number) and report the threat immediately
- Decision to evacuate will be made by the police.

Sample Response to Suspicious Package or Object

- Remain calm
- Do not touch it
- Clear the area around the object and try to determine ownership. (Did anyone see who left it)
- Call immediate supervisor

- Supervisor will call the police immediately. Police will recommend whether to evacuate the building or not.

Sample Emergency Procedures for Power Failure

All facilities must be equipped with and must maintain emergency lighting systems to provide lighting for 20 minutes to allow safe evacuation of the buildings

- Remain calm
- Access flashlights.
- Call local electric supply company - request information on the estimated downtime

If Less Than 20 Minutes:

- Access the public address system (or bull-horn) - announce: "Please remain where you are until the power is restored. We expect the power to be restored shortly"
- Fill out incident report

If More Than 20 Minutes:

- Access the public address system (or bull-horn) - announce: "Attention! Everyone must evacuate the building immediately. Leave in an orderly fashion" - repeat the message
- Refer to Sample Procedure for Fire Evacuation
- Ensure patrons are moving towards marked exits. Assist persons with a disability

If for an Extended Period of Time:

- Proceed as for interruption exceeding 20 minutes
- Open main electrical disconnects
- Initiate procedures for freeze protection of facilities and equipment in winter months

Sample Procedure for Missing Person

- Remain calm, polite, and reassuring
- Obtain as much information about the person as possible
 - Who? - name, gender, colour & length of hair, description of clothing, any physical condition
 - Where?- where was the person last seen, who were they with
 - When? - What time did the person go missing
- Check the building thoroughly:
- Every room, locking door behind you if possible
- Every washroom stall - open each door
- After all checks have been made, if the person has not been found, have the parent/guardian/relative/friend phone the person's home to make sure they are not there.
- Access the public address system. Announce "Missing person, give description

and state: "If anyone has seen this person or knows his/her whereabouts, please come to (location)"

- If the forgoing have failed to locate the person, notify the police- dial.
- Upon police arrival, have the person who raised the concern meet with them in the office. Explain the situation.
- Fill out incident report

Sample Procedure for a Robbery

Your safety and that of patrons are to be the primary concern during a robbery

Following a Robbery:

Remain calm

- Follow the robber's instructions to the best of your ability without endangering your or patrons' safety
- Do not argue or attempt to withhold cash from the robber
- Try to get a good look at the robber's face and clothing - look for any distinctive marks or characteristics; estimate their height
- After the robber leaves, if possible without endangerment to anyone, check their escape route - on foot; type of vehicle, colour, condition, and licence plate; direction and speed.
- Call police. Give your name, location, details of the robbery.
- Obtain witnesses and ask them to remain until the police arrive. If they are unable to remain, ask for names, addresses and contact information
- Notify your immediate supervisor
- Try to preserve the scene of the crime until police arrive. Keep people away from the area.
- Consult with the police upon their arrival.
- Refer to media policy
- Fill out incident report

Conclusion

The ORFA offers this information as a stimulant to developing a comprehensive approach to emergency situations. It should not be consider a comprehensive resource on the topic. Beyond the major benefit of providing guidance during an emergency, developing a plan has other advantages. You may discover unrecognized hazardous conditions that would aggravate an emergency situation and you can work to eliminate them. The planning process may bring to light deficiencies, such as the lack of resources (equipment, trained personnel, supplies), or items

that can be rectified before an emergency occurs. In addition an emergency plan promotes safety awareness and shows commitment to the safety of workers. Where the lack of an emergency plan could lead to severe losses – it is your choice.