

GENERAL MANUAL POLICY

APPROVED BY:


Executive Director

CATEGORY: Health & Safety

TOPIC: Emergency Plan for Administration Office

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POLICY

It is the policy of Community Living Thunder Bay to have an Emergency plan and procedure for the Dease Street Administration Office.

PURPOSE

To ensure all staff and visitors have a safe retreat in the event of an emergency.

RESPONSIBILITY

It is the responsibility of all staff to know and follow this policy.

It is the responsibility of the Executive Director to post the Emergency Plan for Administration Office policy and ensure adherence to this policy.

It is the responsibility of the Evacuation Coordinator and all Section Coordinators to be aware of and uphold the duties outlined in this policy as well as the Evacuation Plan for the Administration Office.

Evacuation Coordinator:

The Evacuation Coordinator for the office will be the Director of Finance & Property and the backup will be the Manager of Human Resources.

It is the responsibility of the Evacuation Coordinator to:

- Be the primary emergency contact for the building.
- Implement the evacuation plan.
- Assist with the safe evacuation of the work area (with assistance of Section Coordinators).
- Conduct a head count (with assistance of Section Coordinators) to ensure visitors and employees are accounted for.
- Assess injuries and damage to the work area and report the status to the Executive Director.

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Section Coordinator:

The Administration Office has been designated into four sections (as set out by the posted floor plan). Section Coordinators are as follows:

- Section 1 – Human Resources Advisor (H&S)
- Section 2 – Accounting Technician
- Section 3 – Receptionist
- Section 4 – Supports and Services Assistant

In case of an evacuation, it is the responsibility of all Section Coordinators to:

- Ensure a backup when the Section Coordinator is unavailable.
- Notify all persons within their area of the need to evacuate and where to assemble.
- Check common areas and restrooms in their section, as long as doing so does not place the Section Coordinator at greater risk to their personal safety.
- Be aware of and assist any employees in their section who have an Individual Emergency Response Plan in place.
- Meet the employees and visitors at the back parking lot to ensure all are accounted for; and report this head count to the evacuation coordinator.
- The Section 3 Coordinator will also take the Visitor Sign-In Book to ensure visitors are accounted for.

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PROCEDURES

HOLD AND SECURE

This emergency procedure will be initiated when a potential threat exists outside of the building. Reasons for initiating Hold and Secure may include: environmental issues (dangerous wildlife, forest fire, gas leak), extreme weather, an incident involving emergency response close to the building, or any other possibly threatening situation where Senior Management believes an external factor may compromise the safety of individuals in the building.

HOLD AND SECURE PROCEDURE

- 1) Immediately advise a member of Senior Management of any external factor which you believe to be a threat to the safety of others.
It is important that you DO NOT hesitate to advise someone immediately
- 2) Senior Management will alert others to the danger by using the nearest phone, activating the emergency paging system (Feature, 63, 0), and stating "HOLD AND SECURE".
- 3) They will repeat the emergency page, and proceed to the next step.
- 4) Senior Management (or a delegate) will instruct any individuals who are outside to return inside immediately.
- 5) All exterior doors will be locked (by senior management or delegate). An Alan key for locking the exterior fire doors will be kept in a prominent location at the front and back doors. The fire doors will still open from inside when locked.
- 6) Do not leave the building for any reason. Leaving may expose you to the potential threat outside.
- 7) Close blinds on outside windows and move away from windows if possible.
- 8) Stay in your office and continue work as usual, but remain aware of your surroundings.
- 9) When there is no longer any significant external threat, a member of Senior Management will give an "All Clear" over the emergency paging system.
- 10) All exterior doors will be unlocked and individuals may then leave the building if desired.

PANIC BUTTON PROCEDURE

- 1) A Panic Button alarm must be available within reach at all times at the reception desk. The Panic Button will trigger the alarm of three doorbells situated throughout the office.
- 2) The Receptionist shall utilize the Panic Button alarm to call for assistance. The panic button may be utilized any time the Receptionist feels threatened for their safety or is unable to deescalate a situation with an individual.
If the situation places the Receptionist at great risk for their personal safety, they will leave the area and initiate lockdown procedures.
- 3) Upon the sound of the Panic Button Alarm, the following members of staff shall immediately attend to Reception and assist with the situation:
Director of Finance and Property, Director of Supports and Services, Director of Clinical Services, Manager of Human Resources, and Executive Assistant.

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- 4) The above members of management will proceed to reception in a calm manner as to not escalate the situation.
- 5) If they are unable to control and/or deescalate the situation, they shall contact the police immediately for assistance. Lockdown procedures may be initiated if necessary.
- 6) All other members of staff should stay in their offices and remain aware of their surroundings until the situation has been resolved.
- 7) Upon resolution of the situation, the members of staff involved shall notify others of the 'All Clear' over the emergency paging system.

LOCKDOWN

This emergency procedure will be initiated when an actual or perceived threat of harm exists inside of the building.

LOCKDOWN ALERT PROCEDURE – IF YOU ARE AWARE OF A THREAT:

- 1) Immediately take any and all action needed to prevent harm and preserve life.
- 2) Get yourself to a safe space, close and lock the door, close all blinds, and turn off the lights.
- 3) Alert others to the danger in the building by using the nearest office phone, activating the emergency paging system (Feature, 63, 0), and stating "LOCKDOWN"
- 4) Repeat the emergency page and proceed to the next step.
- 5) Dial 911 (9-911 from office phones) for police assistance. Be prepared to provide as much information as possible. If you are unable to speak on the phone, leave the line open so that the dispatcher can hear what is happening.
- 6) Remain in the room you are in, stay away from windows, move onto the floor, and make as little noise as possible.
- 7) Do not leave the lockdown position.
- 8) When there is no longer threat of harm, Senior Management will page "All Clear" over the emergency paging system, and you may then leave the lockdown position.

LOCKDOWN PROCEDURE – IF YOU HEAR A LOCKDOWN PAGE:

- 1) Immediately head to the closest room (or remain in the room you are located). If safe to do so, quickly let other individuals from the hallway into the room before closing and locking the door.
- 2) Close and lock the door of the room.
- 3) Turn off the lights.
- 4) Close all blinds on inside and outside windows.
- 5) Move away from windows and onto the floor.
- 6) Make as little noise as possible. Put your cellphone on silent.
- 7) Do not leave the lockdown position.
- 8) When there is no longer threat of harm, Senior Management will page "All Clear" over the emergency paging system, and you may then leave the lockdown position.

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FIRE EVACUATION PROCEDURE

A detailed Evacuation Plan for the Administration Office is in place to provide effective utilization of the fire safety features of the building and ensure occupant safety. The plan will also assist firefighters in the performance of their duties by providing floor plans and occupant information in the event of an emergency. As outlined in the Evacuation Floor Plan, the Administration Office is designated into four sections, and a Section Coordinator has been assigned for each section.

Everyone has a responsibility to be prepared for an emergency evacuation. Before an emergency occurs it is your responsibility to know:

- The Evacuation Plan for the Administration Office
- The Fire Procedure and Evacuation Procedure
- The location of the nearest emergency escape route/fire exit
- The location of the nearest fire extinguisher
- The location of the emergency meeting place (back parking lot)
- To encourage supported individuals that may require special assistance during an evacuation to identify a "buddy" to assist them in an emergency.
- To keep hallways and fire exits clear and to report blocked hallways and fire exits to the Purchasing & Maintenance Supervisor at 622-1099 ext. 4280.

FIRE PROCEDURE – IF YOU DISCOVER A FIRE:

- 1) Close the door to the room or area involved.
- 2) Alert others to the danger by using the nearest phone, activating the emergency paging system (Feature, 63, 0), and stating "FIRE" and the area of the fire.
- 3) Repeat the emergency page, and proceed to the next step.
- 4) If the fire is small and safe to extinguish or there is immediate threat to life
A trained member of staff (including section coordinators) may use a fire extinguisher if they are able to attempt extinguishing the fire without placing themselves at risk:
 - a) Locate the closest fire extinguisher
 - b) Use the PASS technique to attempt to extinguish the fire
 - c) After attempting once to extinguish the fire (successfully or not), close the door and immediately leave the building via the nearest exit.
- 5) Immediately leave the building by the nearest exit. Proceed calmly but rapidly.
- 6) As soon as you can do so safely, use a cell phone to call 911 and report the details of the emergency.
- 7) Go directly to the emergency meeting place (the back parking lot) and remain there until your Section Coordinator has accounted for you.
- 8) DO NOT re-enter the building for any reason until the all clear has been given by the fire department.
- 9) Be available to give details or answer questions from the fire department.

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EVACUATION PROCEDURE – WHEN YOU ARE NOTIFIED OF A FIRE:

- 1) Proceed immediately to the nearest fire exit. Proceed calmly but rapidly.
- 2) All staff are responsible for the safety of supported persons visiting the building. If safe to do so you should assist such individuals in your area with evacuation.
- 3) Close the door of the room if you are the last person out. Do not lock any doors.
- 4) Do not wait for more information or to ascertain the cause of the evacuation.
- 5) Go directly to the emergency meeting place (the back parking lot) and remain there until your Section Coordinator has accounted for you.
- 6) DO NOT re-enter the building for any reason until the all clear has been given by the fire department.