

# Emergency Management Plan Template

## SECTION 1 – PLAN OBJECTIVES

To clearly define the process to be followed in the event of an emergency situation occurring at **EVENT NAME**. The procedures in this plan are guidelines to be used to address any unanticipated emergencies.

This plan will be used as a 'living document' to set out the following:

- The potential emergencies that may arise
- The written procedures developed in response to the potential emergencies
- The staff members responsible for particular actions in an emergency situation
- The ongoing education and training proposed as part of the overall strategy.

## SECTION 2 - EVENT DESCRIPTION

Event Name	
Event Date(s) & Times	
Event Location(s)	
Plan Prepared By	
Anticipated Attendance	

### 2.1 A detailed description of any buildings or structures

### 2.2 The intended use of the buildings or venue

**2.3 Operating hours (event schedule, set-up and take-down times)**

**2.4 Describe the activities taking place at the event/venue.**

**2.5 Fire watch**

Complete an hourly log and note the following:

- All exits are not obstructed and operational
- All food vendors are complying with their permit
- Food vendors are not using anything not approved
- Extension cords are not hot or pose a trip hazard
- Canopies are secured and not going to blow away

**SECTION 3 - SCOPE**

This plan applies to (name of event/festival) relating to the following Emergency Event Scenarios including:

- Fire or Explosion
- Medical Emergency
- Hazardous Material Spill/Gas Leak
- Bomb Threat
- Armed or Dangerous Intruder(s)
- Suspicious Items
- Electrical Failure
- Lost Child/Missing Persons
- Person Entrapment
- Vehicle Accident on Site

Other more specific emergencies may include:

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## **SECTION 4 – RESPONSE ACTIONS**

The above-mentioned emergencies may require one or more of the following responses:

- Evacuation of the area/building
- Containment of the threat (i.e. chemical spill, gas leak)
- First Aid Treatment and/or Medical Emergency Response
- Emergency Services Response

## **SECTION 5 – EMERGENCY PREPARATION AND TESTING**

### **5.1 Training Requirements**

All personnel normally working in any of the areas identified in this plan shall be trained in the following emergency management information:

- The general information contained within this document
- The Key personnel and their roles and responsibilities
- Emergency exit locations and paths
- Assembly point locations
- Firefighting equipment locations
- Any written procedures applicable to the building/venue regarding emergency management

### **5.2 Exercise Drills**

Will comprise of a walk-through by the event organizer who will ensure that all staff attending the event are aware of the evacuation procedure requirements.

### **5.3 Maintenance and Testing of Equipment**

- Maintenance and testing of all fire detection systems, smoke and heat alarms, and fire alarm monitoring systems.
- Log books will be kept of all testing and maintenance carried out
- The hiring of equipment such as fire extinguishers will be undertaken by a reputable company and the equipment will be tagged indicating its last service date.

### **5.4 Emergency Plan Review**

A review of the emergency plan will be undertaken immediately after the event.

## SECTION 6 – GENERAL ROLES AND RESPONSIBILITIES

The roles and responsibilities of personnel working at the event:

<i>Role</i>	<i>Name</i>	<i>Responsibility</i>
Event coordinator 1		
Etc.		
Etc.		

### 6.1 Emergency Planning Committee

The Emergency Planning Committee consists of the following personnel:

<i>Name</i>	<i>Contact Number</i>

This Committee will review the Emergency Plan, evaluate the response to emergency situations and revise the plan as required.

### 6.2 Chief Warden (Normally Event Organizer)

<i>Name</i>	<i>Contact Number</i>

- Evaluate the need for evacuation as required
- Initiate evacuation if required
- Activate security alarm (if practicable)
- Contact Emergency Services – i.e. 9-1-1 (as required)
- Account for all staff and patrons/customers in liaison with area wardens and Emergency Services
- Evaluate, in conjunction with Emergency Services, if the building /area is safe prior to re-entry. Document the emergency situation inclusive of actions taken and outcomes.

### 6.3 Area Wardens (Normally Senior Staff)

<i>Name</i>	<i>Contact Number</i>

- Receive directions from the Chief Warden
- Ensure that all personnel have been alerted
- Clear all areas as required

### 6.4 First Aiders

- Collect the First Aid kit and proceed to the assembly area
- Administer first aid as required

### 6.5 All Staff

- Carry out tasks as instructed by the Chief Warden
- Proceed to the assembly area advising all customers and patrons to do the same
- Report their presence to Chief Warden or Area Warden at the assembly area
- Not to leave the assembly area unless advised by Chief Warden or Emergency Services personnel.

## SECTION 7 – EMERGENCY RESPONSE

### 7.1 Evacuation

Describe who is responsible for evacuation and how they are going to notify the public in the event of an emergency or evacuation.

The Chief Warden will take the following into consideration when determining if and when to evacuate:

- The severity of the incident
- The likelihood of escalation
- The incident becoming uncontrollable beyond the resources available

The generic process of evaluation is shown below:

- Reason for evacuation realized
- Appropriate staff assess situation
- Notification given to staff and patrons to evacuate to assembly points
- Staff to render assistance as required under direction of Event

Organizer/Chief Warden

- Emergency Services notified of the emergency – call 9-1-1
- Staff to ensure venue is vacated including public areas, toilets etc.
- Await Emergency Services assessment.

## **7.2 Evacuation Incidents**

The following emergency procedures shall be carried out in response to the specific emergency situations:

- Fire and Explosion
- Medical Emergency
- Hazardous Materials Spill/Leak
- Bomb Threat

## **7.3 Fire or Explosion**

Should you discover smoke or fire:

- Assess the situation and potential for evacuation
- Remove anyone in the immediate vicinity if it is safe to do so.
- If trained – attempt to extinguish the fire with appropriate fire extinguisher
- Turn off gas and electricity supply if able
- Notify the Chief Warden
- Chief Warden to assess the situation and commence evacuation if deemed necessary
  - Call 9-1-1 (Emergency Services)
  - Notify all patrons to leave the venue calmly and proceed to assembly points
  - Notify stall, amusement and other operators of the emergency evacuation
  - Identify injured persons (if present)
- Staff to ensure that all patrons are moved to assembly points
- Await arrival of Emergency Services and await further instruction
- Only re-enter the area/building when advised by Emergency Services or the Chief Warden that it is safe to do so.

### 7.3.1 Location of Fire Extinguishers

Fire Extinguishers (These locations should be shown on the building site plan or Event Site plan and be attached to this document)

### 7.4 Medical Emergency

Should a medical emergency occur:

- The first staff member on the scene should assess the situation and if they do not have first aid training immediately notify the Event Organizer and or First Aid trained personnel.
- Call Emergency Services – 9-1-1 and request an ambulance
- Administer First Aid as trained
- Organize for a staff member to meet the ambulance outside the venue and take them to the medical emergency
- Remain with the injured person until the Emergency Services personnel arrive
- Assist Emergency Services personnel as required
- Complete an Incident Report form as soon as possible after the event.

### 7.5 Hazardous Material Spill/Gas Leak

Hazardous substances consist of the following:

- Oils
- Gas
- Disinfectant/Sanitizer/Cleaning products
- Fuel (cars and service vehicles)

The procedure to be carried out in case of a spill or leak is as follows:

- Staff member who finds such a spill, or is notified by a patron of such a spill is to notify the Event Manager immediately
- At the direction of the Manager/Chief Warden evacuate the area/building immediately if required
- Identify the source and amount of released materials and section off the area such that no one can gain entry
- If necessary
  - Contact Emergency Services – 9-1-1
  - Attempt to evacuate any further spill or leak
  - Turn off electrical equipment/gas within area of the spill/leak
- Upon direction from Emergency Services, or through own processes, soak up the material using appropriate spill kits and arrange for disposal to an appropriate landfill facility.

- Complete an Incident Report

## **7.6 Bomb Threat**

- Record nature of the threat and as many details as possible about the caller that may assist the police in identifying them
- Evacuate the event/area/building as per the procedures above
- Call 9-1-1 and ask for Police assistance
- The Event Organizer/Chief Warden may ask area wardens and staff to carefully check their areas for unusual/suspicious items.
- If identified – the items are not to be disturbed and the area to be cordoned off
- Any suspicious items/packages are then reported to the Police upon arrival
- Staff and patrons are only to re-enter the area/building when Police have advised that it is safe to do so.

Important issues to remember when dealing with a bomb threat

- Keep Calm
- Keep the caller on the telephone for as long as possible
- Let the caller speak and endeavour to record as much detail as possible

## **SECTION 8 – OTHER EMERGENCIES**

Other emergencies that may occur but do not necessarily involve evacuation are as follows:

- Armed or Dangerous Intruder(s)
- Suspicious Items
- Electrical Failure
- Lost Child/Missing Persons
- Person Entrapment
- Vehicle Accident on site

### **8.1 Armed or Dangerous Intruders**

In the event of an armed holdup or dangerous intruder the Chief Warden is to:

- Move to an appropriate control point if safe to do so
- Notify Emergency Services – 9-1-1
- Direct Wardens/staff to remove patrons and personnel from the hazard area where possible
- Follow directions of the Emergency Services upon arrival
- Upon direction of Emergency Services – instruct Wardens to evacuate remainder of site



- Handle any media related enquiries in a professional manner confirming that you are not in a position to make 'any comment'.
- Notify management as soon as possible
- Notify Media Liaison as soon as possible
- Complete an Incident Report form

## **8.2 Suspicious Items**

Upon becoming aware of an unattended/suspicious item

- Do not touch the item
- Avoid radio and mobile phone use in the immediate area
- Note the appearance of the item
- Notify the Chief Warden
- Contact Emergency Services – 9-1-1
- Isolate the area immediately
- Shut down any gas outlets (where possible)
- Prepare to evacuate the area if instructed by Emergency Services
- Give information re location, appearance of suspicious item upon arrival of Emergency Services
- Await further instruction from Emergency Services personnel

## **8.3 Electrical Failure**

In the event of an electrical failure:

- Notify the Chief Warden
- Check for trapped persons in structures such as rides
- Contact power company – confirm failure and indicate priority
- Contact event electrician – if an internal fault with supply
- Arrange emergency lighting where possible
- Marshal patrons and employees into safe area
- Prepare to evacuate area if required

Discontinuance of the event may be required if the electrical supply is unable to be restored. The decision to cancel or discontinue may be a result of direction from the power supply company or Emergency Services.

## **8.4 Lost Child/Missing Persons**

In the event of finding a lost child:

- Contact the Event Organizer/Chief Warden and advise you have found the child

- Take the lost child to the Lost Children post or First Aid post as determined in the Risk Control Plan
- Stay with the child until the appropriate parent/relative/friend has collected
- Complete an Incident Report or Lost Child report
- Advise Event Manager/Chief Warden of updated status In the event of a Missing Person
- Contact Chief Warden/Event Manager and advise of the situation
- Obtain information about the missing person – age, sex, clothing etc.
- Chief Warden to organize for Area Wardens to check their areas including toilets
- If unable to be found – contact Emergency Services – 9-1-1
- Assist Emergency Services as directed
- Offer support to the family/friends of the missing person during the process
- Complete an Incident Report as soon as possible

## **8.5 Person Entrapment**

Should a person become entrapped in a ride/amusement?

- Turn off the machine if practicable and safe to do so
- Contact the Chief Warden
- Remove any persons in danger if safe to do so
- Clear and secure the area
- Contact Emergency Services if required – 9-1-1
- Await further instruction upon arrival of Emergency Services

## **8.6 Vehicle Accident On-site**

Should a vehicle accident occur on site:

- Quickly assess the situation, check for entrapment
- Turn off vehicle and apply brake if safe to do so
- Contact Chief Warden
- Contact Emergency Services – 9-1-1
- Remove any persons in danger if safe to do so
- Clear and secure the area
- Be aware of possible fire outbreak and have extinguishers brought to scene
- First Aiders to administer First Aid to injured if possible
- Await arrival of Emergency Services
- Follow direction of Emergency Services.

**SECTION 9 – LIST OF EMERGENCY CONTROL PERSONNEL**

The following is a list of those staff at the event i.e. Event organizers, volunteers, activity operators and general staff who will be required to take action in the case of an Emergency.

<i>Name</i>	<i>Position</i>	<i>Contact Number</i>

## SECTION 10 – EXTERNAL RESOURCE CONTACTS

<i>Agency</i>	<i>Contact #</i>
Emergency (Fire, Police, Ambulance, Bylaw)	911
Crisis Centre (Crisis Line) For persons in an emotional crisis	(250) 493-6622
City of Penticton (During business hours, M-F, 7:30 a.m. - 3:15 p.m.) Electricity emergencies & power outages (After hours)	(250) 490-2539 (250) 490-2324
Fortis BC (24 hr. customer line) Natural gas emergencies	1 (800) 663-9911
Public Works Water, sewer, and roads emergencies	(250) 490-2500
Transport Canada (24-hour emergency line) Transportation involving dangerous goods	1 (613) 996-6666
Poison Control If someone has been poisoned by a medicine, chemical or other substance	1 (800) 567-8911 1 (604) 682-5050
Penticton Regional Hospital	(250) 492-4000
Animal Control (Non-Emergency) (Emergency)	(250) 492-3801 (250) 460-1117
Bylaw (Monday to Friday from 8:00 am – 4:30 pm) (Monday to Friday from 4:30 pm – 8:30 pm)	(250) 490-2440 (250) 809-4367

## SECTION 11 – EVENT SITE PLAN/DETAILS

Include a map that includes the following:

- Event location
- Infrastructure (labelled) (i.e - tents and what they are for, food trucks, washrooms, activity locations)
- Label key safety plan locations. (first aid, lost child meeting place, muster point, emergency response vehicle meeting point, emergency response vehicle route, assembly points, etc.)
- Identify where electrical support will be required