Canadian Forces Morale and Welfare Service

Emergency Plan

4210, rue Labelle street

Ottawa (Ontario)

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| Forward  | Avant-propos  |
| Emergency Plan dated December 2014  | Plan d'urgence daté le décembre 2014  |
| 1. The Emergency Plan for 4210 Labelle is issued for the direction and guidance of all officers, NCMs and civilians employed at 4210 Labelle.  | 1. Le plan d'urgence pour l'immeuble situe au 4210, rue Labelle est publié en vue d'orienter et de conseiller l'ensemble des officiers, des militaires du rang et des civils travaillant dans l'immeuble situe au 4210, rue Labelle.  |
| 2. This plan is effective this date. Amendments and questions are to be forwarded to the Administrative Services Manager.  | 2. Le présent plan entre en vigueur à cette date. Les modifications et les questions doivent être transmises au gestionnaire des services administratifs.  |
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Le directeur général-Services de bien-être et moral,

Commodore Mark B. Watson, MRC

Commodore, RCN

Director General Morale and Welfare Services

**INTRODUCTION**

1. This Emergency Plan has been prepared for the office space occupied by the Department of National Defence and the Canadian Forces Morale and Welfare Services at 4210 Labelle Street. This Emergency Plan is provided as required by the Canada Labour Code Part II, Canada Occupational Safety and Health Regulations, Part XVII, Sections 2.8 of the National Fire Code of Canada and the Ontario Fire Code. It also meets the requirements of the Treasury Board OSH Fire Prevention Standard Chapter 3-1, "Standard for Fire Safety Planning and Fire Emergency Organization".

2. The safety of building occupants depends on their preparedness to take the necessary actions in the event of an emergency.

3. This plan is designed to provide a plan of action for occupant safety in the event of a building evacuation as well as the procedures for occupant response in the event of other types of emergencies. This document is sub-divided into common resources followed by specific procedures for those two categories of emergencies.

4. A copy of the Emergency Plan will be given to all occupants of 4210 Labelle Street and will be available on-line.

**BUILDING RESOURCES**

5. The one storey building is located at 4210 Labelle Street in Ottawa. The offices for Department of National Defence (DND) and the Canadian Forces Morale and Welfare Services occupy the southern-most portion of the building. This office suite consists primarily of open office areas but also includes enclosed offices, cafeteria, copy areas, meeting rooms, classrooms, fitness centre, mechanical rooms, storage rooms, janitor rooms and washrooms.

6. The northern-most suite is occupied by a retail store operating under separate tenancy.

7. The normal opening hours of the DND/CFMWS suite are from 6:00a.m. to 6:00p.m., Monday to Friday.

**FIRE ALARM SYSTEM**

8. The DND/CFMWS suite is equipped with a Notifier AFC-600, single stage fire alarm system. The fire alarm control panel is located in the main entrance of the building. The fire alarm system is activated by manual pull stations, sprinkler flow switches, and kitchen hood extinguishing system. Upon activation of the fire alarm system, the supply and return fans shutdown.

9. The sounding device for the system is by wall mounted mini-horns.

10. Emergency power for the fire alarm system is provided by batteries located within the fire alarm control unit. The fire alarm system is monitored by a central station monitoring company.

**AUTOMATIC SPRINKLER SYSTEM**

11. The DND/CFMWS suite is protected by a wet-pipe sprinkler system throughout the building. A glycol loop on the sprinkler system is provided for the loading dock.

12. Water flow switches and alarm pressure switches are connected to the fire alarm system. All sprinkler control valves are electrically supervised by the fire alarm system. Sprinkler system shut-off valves are located in the mechanical room on the northwest comer of the building.

**FIRE DEPARTMENT ACCESS**

13. Access to the main entrance of the building is located on the southwest side of the building through the main entrance.

**FIRE EXTINGUISHERS**

14. Carbon dioxide and multi-purpose dry chemical fire extinguishers are strategically located throughout the building including mechanical, electrical, and other service spaces.

**EMERGENCY POWER**

15. Emergency power is provided by a diesel generator located outside the building on the northeast side of the building. Emergency power is provided to the exit signs and emergency lighting. A second diesel generator located outside the building on the northeast side of the building supplies power to DND/CFMWS operations equipment.

16. The fire alarm system is also equipped with battery backup, contained with the fire alarm panel. In the event of a power failure, the batteries are designed to provide sufficient power to allow the fire alarm system to operate in a "supervision mode" for 24 hours, followed by "alarm mode" for a minimum of 30 minutes.

EXITS

17. Exits located around the building perimeter at regular intervals. All the exits discharge directly to the exterior.

**DESIGNATED ASSEMBLY AREA**

18. The designated assembly areas for the evacuation of the building are located in the DND/CFMWS parking area on the north side of the retail building.

**BUILDING EMERGENCY ORGANIZATION**

 **Emergency Organization**

19. The building Emergency Organization will consist of:

a. Chief Building Emergency Warden;

b. Deputy Chief Building Emergency Warden;

c. Property and Facility Manager;

d. Sector Floor Emergency Wardens;

e. Alternate Sector Floor Emergency Wardens;

f. Monitors for Persons Requiring Assistance (minimum 2 per person requiring assistance); and

g. Commissionaires.

**Purpose of Emergency Organization**

20. The Building Emergency Organization is established to assist in the safe and orderly evacuation of occupants in the event of fire, explosions and other emergencies. The Building Emergency Organization is on duty during normal business hours only.

**Identification of Emergency Organization**

21. The Emergency Organization members will be identified as follows:

a. Chief Building Emergency Warden - white hard-hat;

b. Deputy Chief Building Emergency Warden - white hard-hat;

c. Property and Facility manager - not identified;

d. Sector Floor Emergency Wardens - yellow hard-hats; and

e. Monitors for Persons Requiring Assistance - yellow hard-hats.

f. Additional specialty persons will include qualified first aid personnel and Occupational Health and Safety representatives both of whom will be identified by signage posted on their cubicle.

**EVACUATION PROCEDURES**

**Designated Staff**

**Chief Building Emergency Warden**

22. Upon being made aware that an emergency requiring building evacuation exists, including hearing or being made aware of a fire alarm signal, the Chief Building Emergency Warden will undertake the following procedures if it is safe to do so:

a. ensure that the Fire Department has been called at 911 and go to the fire alarm control panel to confirm the location of alarm activation and take control of the evacuation;

b. ensure that the Fire Department has free access at the main entrance doors and be available to assist the Fire Department as requested with access keys or operation of building emergency systems;

c. ensure that the list of those requiring assistance to evacuate during an emergency is available for use by the Fire Department, if necessary;

d. supervise the evacuation of building occupants and ensure designated staff are accounted for;

e. receive Sector Floor Emergency Warden status reports indicating the names of persons not accounted for, whether persons are still in the sector area and in need of assistance, and their location(s), the location and nature of emergency (if known);

f. when appropriate, report and inform the Chief of Staff of the status of the evacuation and emergency;

g. ensure that no one enters or re- enters the building until the senior Fire official has given the "all clear"; and

h. after the emergency condition is over and the Fire Department declares it safe to re-enter the building, ensure the fire protection systems are restored.

**Deputy Chief Building Emergency Warden**

23. Upon being made aware that an emergency requiring building evacuation exists, including upon hearing or being made aware of a fire alarm signal, the Deputy Chief Building Emergency Warden will assist the Chief Building Emergency Warden or in the absence of assume the responsibilities of the Chief Building Emergency Warden.

**Property and Facility Manager**

24. During an emergency situation, the Property and Facility Manager will provide support to the Chief Building Emergency Warden by monitoring the status of the emergency and updating the Chief Building Emergency Warden and senior Fire Officials of any changes to the emergency situation.

**Sector Floor Emergency Wardens and Alternate Sector Floor Emergency Wardens**

25. Upon being made aware that an emergency requiring building evacuation exists, including hearing or being made aware of a fire alarm signal, the Sector Floor Emergency Wardens will undertake the following procedures:

a. immediately put on their Sector Floor Emergency Warden identification and instruct occupants to evacuate the floor area;

b. provided it is safe to do so, conduct a visual examination of all areas of the floor sector and ensure all occupants in their floor sector have evacuated, and advice the Chief Building Emergency Warden of any individuals not accounted for; and

c. once all occupants of the floor sector have left the building, the Sector Floor Emergency Warden will ensure occupants keep a safe distance from the building.

**Monitors for Persons Requiring Assistance**

26. Monitors for Persons Requiring Assistance will undertake the following procedures and, provided it is safe to do so, will:

a. immediately put on their Monitors for Persons Requiring Assistance identification and ensure an orderly and expedient evacuation of persons requiring assistance is completed;

b. assist Sector Floor Emergency Wardens with crowd control outside of the building; and

c. remain at the designated assembly point until the "all clear" is given or until otherwise instructed.

**Building Occupants**

27. Upon leaving the building, occupants must follow instructions from members of the Emergency Organization and the Fire Department.

**After Normal Business Hours and Weekends**

28. The Building Emergency Organization is on duty during regular business hours from 6:00a.m. to 6:00p.m., Monday to Friday. Outside working hours, including evenings, overnight, weekends and holidays, building occupants are to evacuate the building immediately upon hearing the fire alarm signal or encountering smoke or flame. Occupants are advised to exit to the exterior of the building and proceed to a safe location from the building and call 911.

29. Persons requiring assistance, who are working after normal business hours, are advised to notify their immediate supervisor so arrangements can be made prior to the date of work, should an evacuation be necessary.

**UPON DISCOVERY OF FIRE**

30. Upon discovery of fire:

a. leave the area immediately;

b. close all doors in your path of exit;

c. activate the fire alarm system by use of a manual pull station;

d. warn persons nearby;

e. use exit to leave the building;

f. when in a safe location, call the Fire Service at 911 and identify the building address, location and nature of the emergency and your name; and

g. do not return to the building until it is declared safe to do so by the senior fire official.

**UPON HEARING THE FIRE ALARM SIGNAL**

31. Upon hearing the fire alarm signal:

a. remain calm;

b. stop work immediately;

c. secure all classified document(s);

d. when possible secure unclassified documents, files and material in desk drawer to prevent fire and water damage;

e. make no attempt to secure or retrieve personal belongings other than clothing (coats, hats, sweater);

f. before opening any door, feel the door and doorknob; if warm, do not open, remain in your area;

g. if it is safe to evacuate, close door behind you and proceed to the nearest exit;

h. if you encounter smoke, use an alternate exit or if other exits are affected, it may be safer to stay in your area;

i the last persons to leave an office will close, but not lock the door, to prevent the spread of fire;

j. leave the building using an exit;

k. when outside the building, assemble at your gathering point;

l. do not attempt to remove motor vehicles adjacent to the building unless ordered to do so; and

m. do not return to your place of employment unless ordered to do so by the Section Floor Warden or Floor Warden.

Note: Persons requiring assistance are to await the arrival of their Monitors prior to evacuating the building.

**FIRE PREVENTION**

32. The following fire prevention measures are noted for the purposes of creating a safe environment for occupants and building staff.

a. keep all hallways, aisles and corridors free from obstructions;

b. ensure all doors in required fire separations remain closed at all times. Doors are not to be "propped" open;

c. smoke in designated smoking areas outside and away from the building and avoid putting burning materials such as cigarettes and ashes into garbage cans;

d. do not hang anything from fire sprinklers;

e. avoid placing combustible materials in direct contact with electrical outlets and heating appliances;

f turn off and unplug appliances not in use;

g. inspect all electrical appliances prior to use and do not use if in poor condition or without CSA safety label, with frayed extension cords, overloaded outlets or lamp wire for permanent lighting;

h. avoid using extension cords wherever possible;

i. storage areas should be kept clean and free of debris;

j. maintain a clearance of a least 18 in. between fire sprinklers and stored material;

k. doors to storage and service rooms should be closed at all times;

l. do not obstruct fire protection equipment or exit doors;

m. contents of containers for waste, rubbish and other debris shall be removed from the building at least once a week; and

n. eliminate sources of ignition in an environment where flammable vapours are present or may be present.

**PROCEDURES FOR OTHER TYPES OF EMERGENCIES**

**PROTESTS OR DEMONSTRATIONS**

33. Information about a Protest or Demonstration is usually received in advance. On a rare occasion, a protest is spontaneous and is referred to as a Disturbance. Response to a demonstration inside or outside the building will vary according to the number of participants and the atmosphere in which it occurs.

34. If a demonstration occurs outside the building, avoid verbal or physical contact, if demonstrators block your entry into the building, retreat to a safe location away from the demonstration and advise your immediate supervisor by telephone of your situation and await the arrival of police. The police will decide what further action is required.

35. If a demonstration occurs inside the building, immediately lock-up any classified material(s) and or valuables and remain in a safe location.

36. Refrain from speaking with the demonstrators and avoid personal contact. Await instructions from the Chief Building Emergency Warden prior to leaving the building.

**LOCKDOWN OR RESTRICTED ENTRY/DEPARTURE**

37. A lockdown of a building or group of buildings in an emergency intended to secure and protect occupants who are in the proximity of an immediate threat. This procedure is used when it may be more dangerous to evacuate a building than stay inside. By controlling entry/exit and movement with a facility, emergency personnel are better able to contain and handle any threats.

38. A notification to occupants to lockdown will be sent by the Chain of Command.

39. It is essential for the safety of occupants and emergency responders that individuals comply with instructions provided by emergency personnel at all times.

**UPON ALERT TO LOCKDOWN**

40. In the event of an External Threat/Emergency, follow these procedures:

a. remain calm, encourage others to remain calm;

b. immediately cease all activity;

c. lock all exterior doors where possible;

d. shut the blinds, curtains or pull shades down, if safe to do so;

e. do not make non-essential calls;

f. be prepared to make alternative family arrangements when safe to do so;

g. do not call 911 unless you have immediate concern for your safety, the safety of others, or feel you have critical information that will assist emergency personnel in the response;

h. during a lockdown, if the fire alarm is activated, remain where you are and await further instructions from the Chain of Command;

i. be aware of alternate exits if it becomes necessary to evacuate a building; and

j. cooperate with emergency personnel as required.

**UNDER NO CIRCUMSTANCES SHOULD INDIVIDUALS ATTEMP TO LEAVE THE BUILDING UNTIL TOLD TO DO SO BY THE CHAIN OF COMMAND OR BY EMERGENCY PERSONNEL**.

**UPON RESTRICTED ENTRY/DEPARTURE**

41. In the event of a restricted Entry/departure, follow these procedures:

1. remain calm, encourage others to remain calm;
2. follow instructions from Chain of Command;
3. continue your activity in the building;
4. do not make non-essential calls;
5. be prepared to make alternative family arrangements; and
6. cooperate with emergency personnel as required.

**MEDICAL EMERGENCY**

41. In the event of a medical emergency, the following procedures should be followed;

a. alert a certified First Aid attendant in your work area;

b. call 911 and be prepared to provide the following information to emergency personnel:

* Name (yours and the ill/injured person)
* Location of the ill/injured person (building and room)
* Description of symptoms or type of injury
* Ill/injured person’s current condition
* Sequence of events leading to the emergency, if known
* Major medical history, if known (heart condition, asthma, diabetes, allergies, medications, etc

c. unless trained, do not attempt to render any first aid before assistance arrives;

d. AED’s (automated external defibrillators) are located in the centre hall of the building between sections “E” and “F”

e report the medical emergency to the Sector Floor Emergency Warden and the ill/injured person’s supervisor/manager;

f. if an ambulance has been called, the ill/injured supervisor/manager should ensure that an escort is available to meet with the ambulance crew and direct them to the ill/injured person;

g. if an ambulance is not required but the ill/injured person should seek immediate medical attention, the ill/injured person’s supervisor/manager should arrange for transport of the individual to a hospital; and

h. the ill/injured person’s supervisor/manager is responsible for ensuring that the Chief of Staff and the HR Office are advised of the incident as soon as possible and that the proper documentation is completed and appropriate follow up action is taken..

**MEMBER IS A THREAT TO HIMSELF/HERSELF**

42. In the event that an employee has shown signs or has verbalized a threat of suicide, the following procedures should be followed:

a. alert the employee’s supervisor/manager or the HR Office;

b. the employee’s supervisor/manager and the HR Manager will meet with the employee to assess the situation and provide assistance and support as appropriate;

c if required, the HR Manager will contact the appropriate emergency responders (for e.g. the police or 911);

d. if emergency responders are dispatched to the workplace, the HR Manager will ensure that an escort is available to meet with the ambulance crew and direct them to the person; and

f. the employee’s supervisor/manager is responsible for ensuring that the Chief of Staff is advised of the incident as soon as possible and for following up with the HR Office to ensure that the proper documentation is completed and appropriate follow up action is taken.

**VIOLENCE IN THE WORKPLACE**

For the purposes of this document only, this first group of violence are incidents where someone has made verbal threats to harm another person or incidents where someone engages in a physical altercation without the use of a weapon.

43. If an incident of violence occurs:

a. remain calm;

b. avoid further confrontation;

c. contact the supervisor/manager of the work unit, the HR Office or someone in a position of authority as soon as possible;

d. call 911 if the situation escalates to the point where you believe you are being threatened with immediate bodily harm;

e. the supervisor/manager of the work unit and the HR Manager will assess the situation and take appropriate action to resolve the situation;

f. if required, the HR Manager will contact the appropriate emergency responders (for e.g. the police or 911);

g. if emergency responders are dispatched to the workplace, the HR Manager will ensure that an escort is available to meet with the ambulance crew and direct them to the person; and

h. the supervisor/manager of the work unit is responsible for ensuring that the Chief of Staff is advised of the incident as soon as possible and for following up with the HR Office to ensure that the proper documentation is completed and appropriate follow up action is taken.

**MAJOR VIOLENCE IN THE WORKPLACE**

For the purposes of this document only, major violence are incidents where someone has engaged in a physical altercation with the use of a weapon (including a knife, gun or bomb) or has made threats that suggest they may immediately engage in an act major violence.

44. In the event of an incident of major violence, follow these procedures:

a. stay where you are, secure the door and windows and await further instructions or escort from emergency personnel;

b. if the door does not lock consider barricading the door with tables and chairs;

c. if you are in a corridor go into the closest office not already secured and lock or barricade the door and windows;

d. close curtains or blinds where possible, if safe to do so;

e. stay low and quiet;

f. put cell phones on quiet or vibrate mode. Do not make non-essential calls;

g. do not open doors once they have been secured until you are officially advised “all clear” or are certain it is emergency response personnel at the door;

h. do not use or hide in washrooms, do not travel down long corridors, do not assemble in large open areas;

i. do not call 911 unless you have immediate concern for your safety, the safety of others, or feel you have critical information that will assist emergency personnel in the response;

j. follow instructions from emergency personnel only;

j. in the event that a lockdown is initiated, if the fire alarm is activated, remain where you are and await further instructions;

l. for your safety, emergency personnel must initially consider all individuals as potential threats. It is important to follow instructions from police at all times to avoid harm and ensure the best possible response;

m. cooperate with emergency personnel to assist in an orderly evacuation;

n. proceed to the designated assembly areas if advised;

o. the police may require individuals to remain available for questioning following an incident of major violence; and

p. in the event of a violent incident in a particular building, no personnel from organizations including firefighters and ambulance attendants will enter the building without the authorization from the military police or the city police.

**DO NOT CONFRONT THE SUBJECT**

**THREAT – ACTIVE SHOOTER**

45. An Active Shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated area. In most cases, active shooters use firearms(s) and there is no pattern or method to their selection of victims. Active shooter situations are unpredictable and evolve quickly. Keep in mind there may be more than one shooter. Typically, the immediate deployment of law enforcement is required to stop the shooting and mitigate harm to victims. Before law enforcement arrives on the scene, individuals must be prepared both mentally and physically to deal with an active shooter situation.

46. If there is an active shooter in your area or the building, you will need to quickly determine the most reasonable way to protect your own life. Stay where you are, secure the door and windows and await further instructions or escort from emergency personnel. The main goals are to remain calm and use these guidelines to help you plan a strategy for survival. Remember that employees are likely to follow the lead of managers and leaders during an active shooter situation.

**Evacuate**

47. If you decide to flee during an active shooter situation, no matter what the circumstances: **Do not attempt to carry anything while fleeing.** Be sure to:

a. have an escape route and plan in mind;

b. leave your belongings behind;

c. prevent individuals from entering an area where the active shooter may be;

d. keep your hands visible;

e. follow the instructions of any police officers;

f. do not attempt to move wounded people; and

g. call 911 when you are safe.

**Hide Out**

48. If evacuation is not possible, find a place to hide where the active shooter is less likely to find you. Your hiding place should:

1. be out of the active shooter’s view;
2. stay where you are, secure the door and windows and await further instructions or escort from emergency personnel;

c. if the door does not lock consider barricading the door with tables and chairs;

d. if you are in a corridor go into the closest office not already secured and lock or barricade the door and windows;

e. close curtains or blinds where possible, if safe to do so;

f. stay away from windows and doors;

g. stay low and quiet;

h. put cell phones on quiet or vibrate mode. Do not make non-essential calls;

i. do not open doors once they have been secured until you are officially advised “all clear” or are certain it is emergency response personnel at the door;j. Provide protection if shots are fired in your direction (i.e., an office with a closed and locked door);

k. not trap you or restrict your options for movement; and

l. if a closed location is not available, hide yourself as much as possible from sight.

49. If the active shooter is nearby:

a. lock the door or hide where possible;

b. silence your cell phone and/or page;

c. turn off any source of noise (i.e., radios, televisions);

d. hide behind large items (i.e., cabinets, desks);

e. remain quiet if evacuation and hiding out are not possible; and

f. remain calm.

**Arrival of Law Enforcement**

50. Law enforcement’s purpose is to stop the active shooter as soon as possible. Officers will proceed directly to the area in which the last shots were heard. Expect rescue teams comprised of additional officers and emergency medical personnel to follow the initial officers. These rescue teams will treat and remove any injured persons. They may also call upon able-bodied individuals to assist in removing the wounded from the premises. Once you have reached a safe location or an assembly point, you will likely be held in that area by law enforcement until the situation is under control, and all witnesses have been identified and questioned. Do not leave until law enforcement authorities have instructed you to do so. When law enforcement arrives:

a. remain calm, and follow officers’ instructions;

b. put down any items in your hands (i.e., bags, jackets);

c. immediately raise hands and spread fingers;

d. keep hands visible at all times;

e. avoid making quick movements toward officers such as holding on to them for safety;

f. avoid pointing, screaming and/or yelling; and

g. do not stop to ask officers for help or direction when evacuating, just proceed in the direction from which officers are entering the premises.

**BOMB THREAT**

51. Bomb threat situations can vary in many different ways. In the majority of incidents, the handling of such a situation will largely depend on the information received from a phone call or notification. In all incidents, the police will take control and be the advisory authority to the Chief Building Emergency Warden. If the building is required to be evacuated, the Chief Building Emergency Warden may choose to evacuate the building following the emergency procedures as previously described in this Plan.

52. The following procedures are given as a basis for handling a bomb threat or the finding of a bomb:

a. any and all bomb threats received by any person(s) or discovery of suspicious packages are to be reported to their immediate supervisor who will immediately notify the Chief Building Emergency Warden;;

b. write down the information received as soon as possible after receiving it, if possible, during the receiving of it by recording the time, number on the "call display", name of person, exact words spoken, person(s) demands, group or political affiliation, location of the bomb, what kind of bomb, time of detonations, etc;

c. the Chief Building Emergency Warden shall call the Police using 911and implement the instructions and recommendations of the Ottawa Police Services; and

d. the Chief Building Emergency Warden reports the incident to the Chief of Staff.

**SUSPICIOUS PACKAGES**

53. Personnel shall periodically monitor their work area(s) and assigned common area(s) to familiarize themselves with the authorized contents so that it is possible to determine normal contents from those that are out of place. A suspicious package is any item, container or document found in or near a DND/CF controlled facility that cannot be identified as being legitimate. Anyone discovering a suspicious package will:

a. initially attempt to validate the item by locating the owner, and if unsuccessful, they will immediately notify their supervisor who will immediately notify the Chief Building Emergency Warden who will contact the MP Coy Duty Patrol at 995-0123/995-0124, by landline;

b. be cautious in the use of radio or cell phones transmissions around the package. The MP Coy will then implement the necessary disposal action, which may in some instances include a partial or complete building evacuation; and

c. the Chief Building Emergency Warden reports the incident to the Chief of Staff.

**BIO-HAZARD THREAT**

54. Anthrax organisms and other bio-hazards can cause infection in the skin, gastrointestinal system, or the lungs. In most cases, the organism must be rubbed into abraded skin, swallowed, or inhaled as a fume, aerosolized mist. Disease can be prevented after exposure to anthrax spores and other bio-hazards by treatment. Anthrax and many other bio-hazards are not spread from one person to another person.

55. Some characteristics of suspicious packages and letters include excessive postage, poor handwriting or poorly typed address, incorrect titles, title with no name, no return address, spelling mistakes, oily stains, odour, excessive weight, excessive masking tape or string, protruding wires or aluminum foil, lopsided envelope, and marked with restrictive endorsements.

56. The following are recommended procedures for handling such incidents.

a. remain calm;

b. do not shake or empty the contents of any suspicious envelope or package;

c. place the envelope or package in a plastic bag or some other type of container to prevent leakage of contents;

d. if you do not have a container, then COVER the envelope or package with anything (e.g., clothing, paper, trash can, etc.) and do not remove the cover;

e. leave the room and close the door, or section off the area to prevent others from entering (i.e. keep others away);

f. wash your hands with soap and water to prevent spreading any powder;

g. report the incident to your supervisor who will notify the Chief Building Emergency Warden, who will advise the police department; and

h. list all people who are in the room or area when this suspicious letter or package was recognized. Give the list to the Chief Building Emergency Warden, who will advise the police for follow-up investigations and advise.

i. The Chief Building Emergency Warden reports the incident to the Chief of Staff.

57. If the powder has spilled out of the envelope or package, the following procedures will help deal with the spill:

a. do not try to clean-up the powder. Cover the spilled contents immediately with anything (e.g. clothing, paper, trash can etc.) and do not remove the cover;

b. leave the room and close the door, or section off the area to prevent others from entering (e.g. keep others away);

c. wash your hands with soap and water to prevent spreading any powder to your face;

d. report the incident to your supervisor who will notify the Chief Building Emergency Warden, who will advise the police department;

e. remove heavily contaminated clothing as soon as possible and place in a plastic bag, or some other container that can be sealed. This clothing bag should be given to the emergency responders for proper handling;

f. shower with soap and water as soon as possible. Do not use bleach or other disinfectant on your skin;

g. list all people who were in the room or area, especially those who had actual contact with the powder. Give this list to both the local public health authorities and the Chief Building Emergency Warden so that proper instructions can be given for medical follow-up and to police department for further investigation; and

i. The Chief Building Emergency Warden reports the incident to the Chief of Staff.

 **POWER FAILURE**

58. The building is equipped with a 100KW diesel generator. The generator provides emergency power to the building emergency systems. The generator will automatically start on the loss of electrical power to the building and will supply power to the emergency lighting and exit signs.

59. The fire alarm system is equipped with batteries located within the fire alarm control panel. These batteries provide sufficient power to allow the fire alarm system to be monitored for 24 hours followed by the sounding of the fire alarm signal for not less than 30 minutes.

60. If the utility company advises that the power failure may be lengthy, the Chief Building Emergency Warden will announce a decision regarding the cessation of work.

61. Emergency evacuation is not required in the event of a power failure. However, if the emergency generator fails to start, evacuation should be undertaken in an orderly and assisted fashion. In the event, evacuation should be conducted sector by sector with the assistance of the Emergency Organization equipped with flashlights.

**EARTHQUAKE OR TORNADO**

62. In the event of an earthquake or tornado, occupants should:

a. remain calm;

b. keep at least 5 metres away from windows to avoid flying glass;

c. keep away from large overhead light fixtures;

d. avoid large cracks in the floor, ceiling or walls;

e. step under a doorway or into a narrow hall or corridor or to an inside office or meeting room (away from the outer walls of the building);

f. take shelter under tables, desks or other objects that will offer protection against flying glass and debris;

g. protect face and hands with arms. Stay under cover until ordered to evacuate the building, as per the Evacuation Procedures and the emergency warden instructions on the floor;

h. the Chief Building Emergency Warden, will make the decision as to the requirement to evacuate the building. Notification to evacuate the building will be given by the sounding the fire alarm evacuation signal if operable or by word of mouth in the event that the fire alarm system is inoperable;

i. identify persons with injuries and provide assistance as required. Emergency responders should be notified;

j. after the major shock has subsided, the Sector Emergency Floor Wardens will check exits to ensure they are safe and available to use in an evacuation of the building;

k. do not run outdoors. Watch for falling debris, or electrical wires upon leaving the building. Proceed carefully to a safe area, away from danger of being struck by falling glass, bricks, electrical wires, or other hazardous objects;

l. follow the evacuation procedures as stated in the Evacuation Procedures for the building;

m. if a fire occurs, sound the alarm; and

n. the Chief Building Emergency Warden will make the decision as to when re-entry to the building will occur. Before authorizing re-entry, the Chief Building Emergency Warden will have determined (from advice received from experts) that the building is safe to occupy.

**EXPLOSION**

63. Explosions can be the result of natural or man-made causes. If an explosion occurs, never assume that it is an isolated event.

a. remain calm;

b. fall to the floor and take immediate shelter under tables, desks or other such objects that will offer protection against flying glass or debris;

c. protect face and head with arms;

d. following the explosion, Sector Floor Emergency Wardens shall check exits prior to evacuating the floor area as identified in the Evacuation Procedures; and

e. the Chief Building Emergency Warden will make the decision as to when re-entry to the building will occur. Before authorizing re-entry, the Chief Building Emergency Warden will have determined (from advice received from experts) that the building is safe to occupy.

**FLOOD OR WATER DAMAGE**

64. In the event the building has been flooded with water, occupants should refrain from entering or walking in an area with standing water until maintenance personnel have deemed the area to be of no risk.

65. The Property Manager/Facility Manager will:

a. secure the immediate area;

b. post notices at all entrances to the flooded area to prevent unauthorized entry;

c. turn off water at source;

d. where practical, take measures to restrict the flow of water;

e. isolate areas by closing doors; and

f. if required, advice Chief Building Emergency Warden that an evacuation of the floor area or building is required.

**AFTER HOURS EMERGENCY**

66. In the event of an after-hours emergency the DGMWS will activate the organizations Recall notification process to pass information to all employees with direction to either come to work earlier to respond to a particular situation or remain at home until such time as it is safe to return to work. In the event of an after-hours emergency employees also have the option of call into DGMWS’ 1-800 number (1-888-996-4629) for direction.

**PERSONAL EMERGENCY PREPARATION**

68.         Employees will be required to coordinate and manage their own emergency childcare, eldercare, or any other additional responsibilities one may have outside of the workplace.

**POST EMERGENCY SUPPORT**

69.         Human Resources will provide Employee and Family Assistance Services (EFAP) through our EFAP service provider and make emergency Trauma Services and Trauma Counseling available to Employees as needed.