



POLICY	
Policy Number: HS2020-017	Date Approved: March 2018
Department: Health and Safety	Date Reviewed: October 2020
Emergency Response	

1. Policy Statement

The Town of Kirkland Lake (the Corporation) recognizes emergency response planning and policies are imperative to minimize injuries and property damage that may result from accidents and emergencies, including personal injuries, fire, explosion, toxic chemical spills, gas leaks, and natural disasters.

2. Purpose

The purpose of this policy is to ensure all reasonable actions are taken to ensure the health and safety of all employees in the workplace. This policy serves as the basis for preparing, assigning responsibilities, acquiring necessary equipment, and providing the training needed to respond effectively and quickly to all emergencies.

3. Scope

This policy applies to The Corporation of The Town of Kirkland Lake.

4. Definitions

Not Applicable

5. Policy & Procedures

The Corporation’s emergency response program shall include the following elements and shall be implemented in the event of any of the following situations:

- Emergency evacuation plans for each of its departments.
- Designated safe meeting place that employees shall meet at after an emergency evacuation of a workplace.
- Designated Shelter in Place location for instances where staying inside the building is safer for the employees.

- Trained and certified First aid attendants in accordance with the Corporation's First Aid Policy.
- Emergency equipment in accordance with all applicable Health and Safety Legislation and the Corporation's Emergency Equipment Policy.
- Emergency Contact lists.
- Potential emergency situations may include:
 - Medical Emergencies – Refer to First Aid Policy for First Aid and Injury Incident Investigation Policy for more information.
 - Fire;
 - Gas Leaks;
 - Robbery;
 - Bomb threat;
 - Noxious odors;
 - Tornado;
 - Earthquake;
 - Power Failure;
 - Motor vehicle accidents;
 - Chemical spills;
 - Crime prevention;
 - Workplace violence;
 - Weather conditions;
 - Flood;
 - Power outage.

Procedure

The Corporation shall

- Develop and implement Emergency Plans and Procedures for each of their work locations.
 - The Emergency Plan and Procedures shall include:
 - Floor plans with exit routes.
 - Employee assembly points (Safe meeting places).

- Training and education of Employees.
- Emergency Contact Numbers.
- Ensure that Department Heads, Supervisors and Employees are educated on the Emergency Plans and Procedures.
- Post in the workplace and have available to the Department Heads and Supervisors printed copies of the Emergency Plans and Procedures.

Annually test the effectiveness of the plan and procedures through mock situations or evacuations.

The Corporation's emergency response program shall include the following elements and shall be implemented in the event of any of the following situations:

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- Chemical spills;
- Crime prevention;
- Workplace violence;
- Weather conditions;
- Flood;
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The Department Heads shall

Ensure that:

- The Emergency Plan and Procedures are prominently posted and maintained in their work location.
- All new hires, transferred Employees shall have the Emergency Plan and Procedures reviewed with them during their first day at the workplace. Emergency Contact Numbers are posted on H&S Board and posted at or near primary phones.
- All fire extinguishers are to be inspected monthly by the Safety Committee.
- All first aid stations shall be inspected monthly by the Safety Committee. On an annual basis the following equipment shall be inspected by a Certified Technician:
 - Fire Alarm /Notification System.
 - Sprinkler and/or other Fire Suppression Systems.
 - All fire extinguishers.
- In the event of an Emergency:
 - The Department Head or designate shall be the Emergency Response Coordinator (ERC) and be responsible for the implementation of the Emergency Plan and Procedure; and assign safety duties to Supervisors (e.g. Wardens). The Emergency Plan and Procedure shall include all workplace floor plans with exit routes and emergency equipment for all employees, employee assembly points, assigned responsibilities and the emergency response plan.
 - The emergency response plan shall be made available for the local fire department upon request.

- The ERC shall coordinate all emergency response activities using the Emergency Response Coordinator Checklist to organize and implement the Emergency Plan and Procedures in an Emergency situation.
- In case of the absence of the ERC and alternate shall be appointed to assume responsibility for emergency response duties.
- The ERC shall be the Corporation's primary liaison with emergency service providers. He/She shall ensure the directions of the fire department, or other emergency services, are followed.
- In an emergency situation the ERC shall recognize that the Corporation's highest priority is employee's safety and that this takes precedence over all other priorities.
- The ERC shall alert employees to the situation through the use of the public address system or by sounding a general alarm/notification system.
- The ERC is responsible for ensuring that the appropriate authorities are contacted such as the fire department, police, etc.
- The ERC shall assign one person to remove the (M)SDS book and visitors log from the workplace.
- Upon the arrival of firefighters, the ERC shall provide access and vital information to firefighters and inform the fire officer regarding conditions in the workplace and coordinate the efforts of Department Heads/Supervisors with those of the fire department as required.
- The ERC shall conduct a general inspection in conjunction with the Safety Coordinator and Safety Committee Member before giving the all clear for employees to return to the building if it is safe to do so.
- Work shall resume only when authorized by the ERC after conferring with the fire department.
- On a regular basis, test the Employees knowledge and understanding of the Emergency Plan and Procedures.

The Department Heads / Supervisors shall

- As assigned by the ERC, the acting Department Heads/Supervisors of each department shall become Wardens.
- In the event of an Emergency circumstance, ensure that the:
 - Wardens shall ensure they evacuate their staff to the designated assembly area.

- Wardens are required to station themselves at a designated exit and to remain, unless life threatening to do so, at the exit until all employees are safely out of the workplace.
- Each Warden is responsible for gathering all the employees in their department/section to ensure that everyone is accounted for.
- The Warden has the responsibility of notifying the ERC if an employee is not accounted for.

The Safety Committee / Safety Coordinator shall

- Conduct an Emergency Evacuation drill at least annually in cooperation with the ERC.
 - Results of this drill shall be recorded and reviewed during the next Safety Committee Meeting to identify areas that require improvement and/or areas of success.
 - The ERC shall address any concerns which require follow up.

The employees shall

- In an Emergency circumstance, follow the Emergency Plan and Procedures of the respective workplace.
- All employees of the workplaces share an equal role in ensuring that:
 - All emergency exits are free of obstruction.
 - Access to the emergency equipment is not obstructed.
- In the event of an Emergency, employees shall ensure that:
 - They proceed directly to the assembly areas and report to their Warden.
 - They do not return to their work location until the ERC has given the all clear signal to the Wardens.
 - They participate in all workplace Emergency Evacuation drills.

Emergency Evacuation Plan and Procedure

All employees shall:

- Upon hearing the alarm/notification system, employees are to exit the building via the nearest safe exit, in a calm, safe but quick manner. Never ignore an alarm/notification system!

- Each employee shall review their work location at the start of each shift, to ensure they are aware of the location of the nearest exit door and an alternate exit.
- After exiting the building, each employee shall find his/her way to the meeting place as designated on the evacuation plan. If the meeting place is not safe, then use the alternate meeting place as designated on the evacuation plan. The Supervisor/Warden shall perform a head count; let them know you are safe or that you require medical attention.
- All employees shall remain outside of the building until the all clear signal is received from the ERC.
- All employees shall be advised through the ERC in the event that it is unsafe to return to work. Do not leave the premises without authorization.

All ERCs shall:

- Call 911 or the appropriate emergency number and confirm that emergency personnel are responding.
- Inform employees of actual emergency and take the roll call which shall include visitors.
- Inform responding emergency personnel and police of:
 - Unaccounted employees as determined by roll call.
 - Emergency location in the building.
 - Type of emergency.
 - Any other known hazards.

All Wardens shall:

- Gather and evacuate all employees from their work area.
- Report to the designated place of assembly.
- Perform a roll call - a count of all employees and Visitors.
- Assess if medical treatment is required for their employees.

A post-evacuation assessment shall be done by the ERC and including the Wardens and Safety Committee to identify problems in the evacuation plan. Remedial measures can then be taken.

Specific Emergency Procedures

Bomb Threats

Bomb Threats by Phone

- Get as much information from the caller as possible:
- When is the bomb going to explode?
- Where is it right now?
- What does it look like?
- What kind of bomb is it?
- What shall cause it to explode?
- Did you place the bomb?
- Why?
- What is your address?
- What is your name?
- Keep the caller on the line and record everything that is said.
- Try to take note of the following:
- If the speaker is male or female.
- If the speaker has a distinctive accent.
- If the voice is disguised, muffled or strange-sounding.
- If the voice is shrill or deep.
- Any background noises (e.g. traffic, bus passing, bell ringing, fax or printer sounds).
- Any indoor or outdoor sounds.
- Call and notify the police as soon as the caller hangs up.
- Record the call information using a Threatening Call Information Report form.

Bomb Threats by Mail

- The first person reading the document shall insert the document into a Mylar or plastic cover to avoid smearing possible fingerprints and then take it to the ERC who shall then coordinate a bomb search with the assigned Supervisors/Wardens.

Search Procedures

- The ERC shall put on identification so they can be easily recognized by outside agencies and staff. A location shall be designated as the Control Centre where all members of the search team can report their findings. Search Team personnel shall conduct a systematic and predetermined search of their area of duty.
- Priority needs to be given to a) outside areas, b) building entrances, c) washrooms, d) interior rooms, and e) janitor's closets, telephone rooms, etc, if not secure. If you are notified that a bomb threat has been made:
 - Quickly, but thoroughly check the work area for the presence of any bag, box, parcel or, letter that cannot be accounted for.
 - If you find a suspicious object, notify the ERC or Alternate.
 - Do not touch the object.
 - Do not assume it is the only one.
 - Wait for instructions to evacuate from the Supervisors.
 - If instructed to evacuate, refer to and follow the Evacuation Plan.

Earthquake

- Seek a safe location.
- If you are indoors, attempt to take cover under a table or desk and remain there until the tremors and shaking stops.
- If you are in a high building, stay out of the elevators and stairways.
- You can stand under a doorway as they are one of the strongest foundations of a building.
- If you cannot take cover under a desk or table, evacuate and avoid areas of potential flying glass and debris. Be sure to avoid buildings and overhead wires and do not re-enter buildings.
- If you are outdoors, move away from building and overhead wires, and do not enter building.
- Use common sense. Only go in search of a phone when you are completely sure it is safe to leave the location.

Fire If you discover a fire:

- LEAVE the area of the fire immediately.

- DO not attempt to fight the fire unless you are trained to do so and feel comfortable in doing so.
- Close the door to the area behind you.
- Pull the nearest red fire alarm pull station as you leave or notify the ERC to sound the Notification System.
- If you hear the evacuation or fire alarm/notification system, refer to and follow the Evacuation Plan.

Gas Leak / Noxious Odors

- In the event of a suspected explosion hazard or a severe adverse effect is experienced by any customers or employees: ACT
 - A – Activate the fire alarm/notification system.
 - C – All the applicable emergency services.
 - T – Then evacuate the building.
- Follow the Evacuation Plan.
- If possible and safe to do so, turn gas supply off to the building using the emergency gas shut off.
- Do not shut off lights upon exiting the building.

Non-explosive Hazards

- Ensure that Employees and customers do not become adversely affected by the odor.
- Pay particular attention to those employees with allergies and/or asthma.
- Vent the workplace as required.
- An Employer shall monitor open entryways leading into 'employee only' areas of the building.
- Determine the Source.
- Isolate the area where the incident has occurred and remove all employees and customers from the immediate area.
- Secure area.
- Ensure the area is secured, isolate and/or managed against all potential risks to Employees or Customers.

- Contact the Heating and Ventilation Contractor.
- Arrange to have the HVAC system filters replaced.
- In Case of a Leak of Non-Hazardous Gas (Class 2 Compressed Gas):
- Notify all persons in the area and report the leak to the supervisor as soon as possible.
- ELIMINATE all ignition sources.
- Find and stop source of leak if it is safe to do so. If you are unsure, call the appropriate response unit for assistance. Emergency numbers are located at all primary telephones.
- Report and document the occurrence as per Injury Incident Investigation Policy.

Natural Disasters

Heavy Rain / Floods

Precautions in Place

- Place “wet floor” pylon in front entrance ways if mats are wet.
- Place signs on doors stating, “Caution, floors may be wet due to severe weather conditions.”
- Place additional mats at the front entrance to control excess water.

Be Vigilant

- Close entrance ways where rain is blown into workplace.
- Monitor automatic doors to ensure that they function properly – document on inspection list.
- Provide extra vigilance (floor inspection every ½ hour) at entrance ways and first 15 meters (fifty feet) inside workplace.

Inspect the Building

- Clean up any spilled chemicals or flammable liquids immediately.
- Check electrical system for any sparks or obvious damage.
- Check sewage and water line for leaks.
- Check for any gas leaks or fires that may have started.

Expect Roof to Leak

Snow / Blizzard / Ice Storms

Stay Inside

- Do not evacuate a building unless obvious structural damage is visible. Encourage customers to stay inside – high winds may blow objects around.

Structural Check

- Delegate an employee to conduct an internal perimeter check continuously for obvious structural damage. Investigate any concern area.
- If building has sustained obvious structural damage, evacuate the building, moving everyone to a clear spot away from any buildings, trees, streetlights, power lines, etc.

Check for Injuries

- Assist anyone who is injured or trapped under debris.

Take Pictures

- Take pictures of any damage. Each picture shall include time and date the picture was taken, the name or initials of the person who took the picture, and a brief reason for the picture.

Whom to Call

- Contact Property Conservation Member of Emergency Response Team.
- Contact Safety Member of Emergency Response Team.
- If this is a provincial or regional event – contact the emergency information hot-line.

Hurricanes, High Winds, and Tornadoes

Seek Cover

- Move all customers and employees to a designated safe area of the building.
- Stay away from the front of the workplace, as glass may shatter from flying debris.
- Stay inside.
- Do not evacuate a building unless obvious structural damage is visible.

- Where applicable encourage customers to stay inside – tornadoes can backtrack.

Structural Check

- Delegate an employee to conduct an internal perimeter check continuously for obvious structural damage. Investigate any areas of concern.
- If building has sustained obvious structural damage, evacuate the building moving everyone to a clear spot away from any buildings, trees, streetlights, power lines, etc.

Check for Injuries

- Advise all staff and customers to look around for anyone that may be seriously injured. Do not move the seriously injured unless they are at risk of further injuries.
- Have first aid providers triage all injuries and treat the most serious first.
- Call 911 for any life-threatening injuries.
- Assist anyone who is injured or trapped under debris.

Expect Floods

- Floods often follow torrential downpours.
- Flash floods occur during tornadoes. If the workplace is in a low-lying area, the potential for flooding increases.

Inspect the Building

- Check for any gas leaks or fires that may have started.
- Clean up any spilled chemicals or flammable liquids immediately.
- Check electrical system for any sparks or obvious damage.
- Check sewage and water line for leaks.

Take Pictures

- Take pictures of any damage. Each picture shall include the time and date the picture was taken, the name or initials of the person who took the pictures.

Power Failure

If there is potential danger to building occupants, or if the power failure occurs after hours, weekends or holidays, notify hydro provider (i.e. Hydro One).

- If a blackout occurs without warning:
 - Turn off all light switches. The voltage may fluctuate and damage any lights that are on.
 - Set all equipment and appliance switches to the OFF position. This is to protect against kicking out the circuit breakers, blowing fuses, or damaging equipment when the full surge or current hits as the power comes back on.
 - Take measures to protect the equipment. Remember that air operated controls and water pressure may be affected.
 - Extinguish all flames in buildings.
 - Increase ventilation by opening windows. If the failure lasts more than a few minutes, it shall be necessary to evacuate persons from darkened areas (restroom, stairwells, or other areas with no windows or natural lighting).
 - Report all persons trapped in elevators to hydro provider.
 - If it becomes necessary to evacuate the premises during a blackout, be sure to protect all valuables and make sure that all equipment is safe when the power comes back on.

- During periods of very heavy power usage, the area utility company may have to reduce voltage. This is commonly called a BROWNOUT and may occur during periods of high air conditioner usage. In the event of a brownout, the following steps should be taken.
 - Turn off all lights and equipment not necessary for safe operation.
 - Turn off all window air conditioners. Central air conditioning may have to be shut down. However, general ventilation shall be maintained in centrally air-conditioned buildings at diminished levels.
 - Identify equipment which may be sensitive to low voltage and take positive steps to prevent its damage.
 - Full cooperation during a brownout is extremely important. Such cooperation may possibly prevent the loss of all electrical power.

- If an emergency exists, activate the building alarm/notification system.

- All building evacuations or localized evacuations shall occur when an alarm/notification system sounds continuously and/or when an emergency occurs. When the alarm/notification system sounds, refer to and follow the Evacuation Plan.

Robbery

Do not attempt to apprehend or contain the armed robber.

- Keep it short and smooth
 - Handle the entire procedure as if you were making a sale to a customer.
- Obey the Robber's orders
 - Let the robber know you intend to obey.
 - If you are not sure of what the robber is telling you to do, ask.
 - Keep calm and observe what he/she is wearing. Remember what he/she says.
 - Try to note the robber's height as he/she exits - if it is safe to do so.
- Tell the Robber about any possible surprises
 - If you will reach for something or move in some way, tell the robber what to expect.
 - If someone is in the back room or is expected in the store, tell the robber.
- Do not argue with the Robber
 - Give him/her all the cash and merchandise they want.
- Do not fight the Robber
 - Do not resist.
- Do not use weapons
- Do not chase or follow the Robber.
 - Chasing the robber is an invitation to violence.
 - The police may mistake you for one of the robbers.
- Call the Police.
 - Write down all the descriptions and details while you are waiting for the police to arrive.

- Discontinue business until the police are finished.
- Provide First Aid for people when needed; remain with the injured person until the ambulance arrives.
- Complete the Suspect Identification Form.
- Protect the Crime Scene.
 - Close the workplace.
 - Restrict access to the area where the offense took place.
 - Do not remove or disturb any objects, documents, or other materials from the scene.
 - Preserve the area for fingerprinting.
- Follow the direction of the Police Department.
 - If possible, ask any witnesses to remain until the Police arrive on scene.
 - Obtain the name and badge number of the attending Police Officer.

Spill Response

- Check the source of the spill.
- Identify the spill material.
- Determine if the spill source can be stopped safely.
- Place a caution pylon at spill location to warn others of the potential slip, trip, or fall hazard or cordon off to deter unauthorized personnel from entering the area of the spill.
- Access the Material Safety Data Sheet from the department (M)SDS.
- Follow: precautions, spill procedures and disposal procedures found in Preventive Measures in the (M)SDS.

Ensure all required Personal Protective Equipment is used during any spill cleanup!

Clean up of Spills not requiring disposal:

- Use a mop/sponge and pail of soapy water to wash a liquid spill from the floor/shelving. Dispose liquid into wastewater drain.
- Use a broom to sweep up granular solid spills into a plastic garbage bag. Dispose into solid waste container.

Clean up of Spills requiring disposal: Follow (M)SDS clean up instructions

- Notify the Department Head/Supervisor of the spill.
- Access a Spill Response Kit.
- Use floor sweeping compound or absorbent pads to absorb liquid spill.
- Place solid spill or contaminated sweeping compound into metal/plastic drum (as per (M)SDS instructions).
- Seal and label the drum.
- Remove drum to an isolated area for disposal.

Training

Each Employee shall complete training on the Emergency Plan and Procedures.

Evaluation

- This plan shall be reviewed on an annual basis.
- Should this plan be put into place, practice or not, a review shall be conducted by the Safety Committee and the ERC following the resolution of the emergency. At that time, it shall be reviewed during the next safety meeting and findings shall be documented within the minutes and appropriate actions taken.
- On a monthly basis, the Safety Committee Member shall during the Monthly Workplace Inspection:
 - Randomly test Employees knowledge and understanding of the Emergency Plan and Procedures and record on the Job Observation Form and Monthly Workplace Inspection Report Form.
 - Inspect each of the:
 - Fire Extinguishers.
 - First Aid Kits.
 - Fire Exits.
 - Record all findings on the Monthly Workplace Inspection Report Form and Monthly Workplace Inspection Checklist Form.
 - Ensure that the required Emergency Plan and postings are posted as required.
 - Job observations using the Job Observation Form shall be conducted on an ongoing basis to ensure that all Employees are knowledgeable on their

roles during an Emergency situation as noted above under potential emergency situations.

6. **Summary**

Legislation/ Standards/ Regulations

The Ontario Occupational Health and Safety Act, R.S.O. 1990

Ontario Fire Code

Applicable Municipal Codes and Regulations