

EMERGENCY CODE COLOURS

EVACUATION

FIRE ALARM

MEDICAL EMERGENCY

BOMB THREAT

HAZARDOUS MATERIALS INCIDENT

SEVERE WEATHER/TORNADO

POWER FAILURE

MISSING PERSON

ALL CLEAR

Revised September 2013



EMERGENCY PROCEDURES

NON-EVENT

ACTIONS BY EVACUATION STAFF

ON THE NEED TO EVACUATE THE BUILDING OR ON HEARING A FIRE ALARM TONE:

- Ensure your safety at all times
- Make sure your credentials are displayed
- Retrieve your two-way radio
- Provide reassurance to employees and the public
- Contact other staff in your area and allocate the following tasks (if no other staff are present, you will have to assume these duties):
 - › 1st staff - Assembly Area Supervisor
 - › 2nd staff - Last Staff Out
 - › 3rd staff - Exterior Door Monitor
- Instruct occupants to evacuate via the emergency exits in a calm and orderly manner - **DO NOT USE THE ELEVATORS**
- Assist any person who may be experiencing difficulty in evacuating. If they cannot be evacuated, ensure they are left in a designated refuge area and report this to the front office or emergency services personnel as soon as possible.
- You or a designate shall ensure that all occupants have evacuated – check meeting rooms, washrooms, closets, storerooms, mechanical rooms, etc.

UPON REACHING YOUR DESIGNATED REFUGE AREA (INSIDE THE BUILDING) OR YOUR DESIGNATED ASSEMBLY AREA (OUTSIDE THE BUILDING):

- Account for all employees who evacuated from your area using the evacuation checklist
- Radio the **LEAD HAND** to report on the status of the evacuation
- Do not allow re-entry of the evacuated area or the building until you receive a **CODE GREEN**

ACTIONS BY LEAD HAND

WHEN EVACUATION IS NECESSARY OR ON HEARING A FIRE ALARM TONE:

- Ensure your safety at all times
- Via radio inform Evacuation Staff to switch to Channel 6.
- Inform Evacuation Staff of **CODE YELLOW** as well as location of Command Post. Once this is determined, Evacuation Staff will switch back to appropriate channel for intercommunication.
- You or a designated staff person shall make the following public address announcement:

“ATTENTION PLEASE; THIS IS A GENERAL EVACUATION. PLEASE LEAVE THE BUILDING IMMEDIATELY BY THE NEAREST SAFE EXIT. I REPEAT - THIS IS A GENERAL EVACUATION. PLEASE LEAVE THE BUILDING IMMEDIATELY BY THE NEAREST SAFE EXIT. ALL STAFF COMMENCE CODE YELLOW ACTIONS”.

NON-EVENT EVACUATION

EVACUATION

ALTERNATE TEXT FOR BOMB THREAT EVACUATION:

“ATTENTION PLEASE; WE HAVE A CODE YELLOW. PLEASE LEAVE THE BUILDING IMMEDIATELY BY THE NEAREST SAFE EXIT AND MOVE AT LEAST 100 METRES AWAY FROM THE BUILDING. I REPEAT - WE HAVE A CODE YELLOW. PLEASE LEAVE THE BUILDING IMMEDIATELY BY THE NEAREST SAFE EXIT AND MOVE AT LEAST 100 METRES AWAY FROM THE BUILDING. ALL STAFF COMMENCE CODE YELLOW ACTIONS”.

- Repeat the announcement twice more
- If safe to do so, dispatch Evacuation Staff to investigate the scene of the incident (except during a fire alarm)
- Check off evacuated zones as they are called in by evacuation staff
- Do not announce a **CODE GREEN** (All Clear) via intercom and radio until instructed to do so by emergency services personnel (Fire/Police)
- Do not allow re-entry of the evacuated area or the building until instructed safe to do so and only after a **CODE GREEN** announcement has been made

NON-EVENT EVACUATION

EVENT

ACTIONS BY EVACUATION STAFF

ON HEARING A CODE YELLOW ANNOUNCEMENT VIA RADIO OR INTERCOM OR A FIRE ALARM TONE:

- Ensure your safety at all times
- Make sure your credentials are displayed
- Retrieve your two-way radio
- Provide reassurance to employees and the public
- Contact other staff, if present, in your area and allocate the following tasks (if no other staff are present, you will have to assume these duties):
 - › **1st staff:** Assembly Area Supervisor
 - › **2nd staff:** Last Staff Out
 - › **3rd staff:** Exterior Door Monitor
- Instruct occupants to evacuate via the emergency exits in a calm and orderly manner - **DO NOT USE THE ELEVATORS**
- Assist any person who may be experiencing difficulty in evacuating. If they cannot be evacuated, ensure they are left in a designated refuge area and report this to the Duty Manager as soon as possible.
- You or a designate shall ensure that all occupants have evacuated – check meeting rooms, washrooms, closets, storerooms, mechanical rooms, etc.

UPON REACHING YOUR DESIGNATED SAFE AREA (INSIDE THE BUILDING) OR YOUR DESIGNATED ASSEMBLY AREA (OUTSIDE THE BUILDING):

- Account for all employees who evacuated from your area using the evacuation checklist
- Radio Duty Manager to report on the status of the evacuation
- Do not allow re-entry of the evacuated area or the building until you receive a **CODE GREEN** via radio or intercom

ACTIONS BY DUTY MANAGER

WHEN EVACUATION IS NECESSARY OR ON HEARING A FIRE ALARM TONE:

- Ensure your safety at all times
- Via radio inform Supervisors to switch to Channel 6.
- Inform Supervisors of **CODE YELLOW** as well as location of Command Post (to be determined based on emergency). Once this is determined, supervisors will switch to appropriate channel to notify front-of-house key personnel to inform respective staff to go to **CODE YELLOW** and location of Command Post.
- You or a designated staff person shall make the following public address announcement:

“ATTENTION PLEASE; THIS IS A GENERAL EVACUATION. PLEASE LEAVE THE BUILDING IMMEDIATELY BY THE NEAREST SAFE EXIT. I REPEAT - THIS IS A GENERAL EVACUATION. PLEASE LEAVE THE BUILDING IMMEDIATELY BY THE NEAREST SAFE EXIT. ALL STAFF COMMENCE CODE YELLOW ACTIONS”.

ALTERNATE TEXT FOR BOMB THREAT EVACUATION:

“ATTENTION PLEASE; WE HAVE A CODE YELLOW. PLEASE LEAVE THE BUILDING IMMEDIATELY BY THE NEAREST SAFE EXIT AND MOVE AT LEAST 100 METRES AWAY FROM THE BUILDING. I REPEAT - WE HAVE A CODE YELLOW. PLEASE LEAVE THE BUILDING IMMEDIATELY BY THE NEAREST SAFE EXIT AND MOVE AT LEAST 100 METRES AWAY FROM THE BUILDING. ALL STAFF COMMENCE CODE YELLOW ACTIONS”.

- Repeat the announcement twice more
- If safe to do so, dispatch Evacuation Staff to investigate the scene of the incident (except during a fire alarm)
- Check off evacuated zones as they are called in by evacuation staff
- Do not announce a **CODE GREEN** (All Clear) via intercom and radio until instructed to do so by emergency services personnel (Fire/Police)
- Do not allow re-entry of the evacuated area or the building until instructed safe to do so and only after a **CODE GREEN** announcement has been made

NON-EVENT

ACTIONS BY EVACUATION STAFF

ON HEARING A FIRE ALARM:

- Follow CODE YELLOW procedure

ACTIONS BY LEAD HAND

ON HEARING A FIRE ALARM:

- Go to the fire alarm main panel (basement level entrance to Dom Cardillo Arena) or the annunciator panel at the Ottawa Street entrance to determine the origin of the alarm
- In the case of an alarm clearly determined to be a FALSE ALARM and where no fire emergency exists, call the Fire Department at 9-519-741-2494 and inform them of the false alarm. Give the correct address (400 East Avenue)
- Do not silence or reset the fire alarm system until authorized by the Fire Department
- In the case of an undetermined cause of a fire alarm, call **9-911** from a safe area and advise the operator of the alarm. Give the correct address (400 East Avenue) and the origin of the alarm, if known. (The safe area may be a protected area away from fire, smoke and fumes with a safe access to an exit or outside the building.)
- Via radio inform Evacuation Staff to switch to Channel 6.
- Inform Evacuation Staff of **CODE RED** as well as location of Command Post. Once this is determined, Evacuation Staff will switch back to appropriate channel for intercommunication.
- Make the following public address announcement:

**“ATTENTION PLEASE; THIS IS A FIRE ALARM. PLEASE LEAVE THE BUILDING IN A CALM AND ORDERLY MANNER.
I REPEAT - THIS IS A FIRE ALARM. PLEASE LEAVE THE BUILDING IN A CALM AND ORDERLY MANNER.
ALL STAFF COMMENCE CODE RED ACTIONS.”**

- Repeat announcement twice more
- Identify yourself to responding **Emergency Services** and obey the instructions from **Fire Incident Command**

EVENT

ACTIONS BY EVACUATION STAFF

ON HEARING A FIRE ALARM:

- Follow CODE YELLOW procedure

ACTIONS BY THE DUTY MANAGER

ON HEARING A FIRE ALARM:

- Go to the fire alarm main panel (basement level entrance to Dom Cardillo Arena) or the annunciator panel at the Ottawa Street entrance to determine the origin of the alarm
- In the case of an alarm clearly determined to be a FALSE ALARM and where no fire emergency exists, call the Fire Department at 9-519-741-2494 and inform them of the false alarm. Give the correct address (400 East Avenue)
- Do not silence or reset the fire alarm system until authorized by the Fire Department
- In the case of an undetermined cause of a fire alarm, call **9-911** from a safe area and advise the operator of the alarm. Give the correct address (400 East Avenue) and the origin of the alarm, if known. (The safe area may be a protected area away from fire, smoke and fumes with a safe access to an exit or outside the building.)
- Via radio inform Evacuation Staff to switch to Channel 6.
- Inform Evacuation Staff of **CODE RED** as well as location of Command Post. Once this is determined, Evacuation Staff will switch back to appropriate channel for intercommunication.
- Make the following public address announcement:

**“ATTENTION PLEASE; THIS IS A FIRE ALARM. PLEASE LEAVE THE BUILDING IN A CALM AND ORDERLY MANNER.
I REPEAT - THIS IS A FIRE ALARM. PLEASE LEAVE THE BUILDING IN A CALM AND ORDERLY MANNER.
ALL STAFF COMMENCE CODE RED ACTIONS.”**

- Repeat announcement twice more
- Identify yourself to responding **Emergency Services** and obey the instructions from **Fire Incident Command**
- Do not announce a **CODE GREEN** (All Clear) via intercom and radio until instructed to do so by emergency services personnel (Fire/Police)



EVENT FIRE ALARM



THIS PROCEDURE MAY BE USED FOR ANY MEDICAL EMERGENCY THAT
REQUIRES EXTERNAL ASSISTANCE FOR THE CASUALTY

NON-EVENT

ACTIONS BY EVACUATION STAFF

ON HEARING A CALL FOR ASSISTANCE IN YOUR VICINITY:

- Make sure your credentials are displayed
- Retrieve your two-way radio
- If safe to do so, offer assistance to your level of training
- If not already done, call or have someone call **9-911** and provide the following information:
 - › LOCATION for EMS to come to and PHONE NUMBER (519-741-2699)
 - › INCIDENT TYPE
 - › OTHER EMERGENCY SERVICES REQUIRED
 - › NUMBER OF CASUALTIES
 - › EXTENT OF INJURIES
 - › LOCATION for EMS – REPEATED
- **Radio Duty Manager** with the same information
- Attempt to contact the nearest **first aid-qualified person** in your area
- Reassure both the responders and the casualty that help is on the way
- Try to afford privacy for the casualty and keep bystanders away from the scene
- When informed that emergency services personnel are on the way, ensure that they have clear access to the casualty

ACTIONS BY THE LEAD HAND

ON RECEIPT OF A REPORT OF A MEDICAL EMERGENCY:

- Try to ensure your safety at all times
- Proceed immediately to the Command Post (location determined by emergency)
- Call **9-911** if not already done, and report the medical emergency
- If necessary, dispatch **Evacuation Staff** to the scene to investigate and assist
- Take the contact information and record the statement of events from the discoverer of the medical emergency
- Meet EMS when they arrive and direct them to the scene

EVENT

ACTIONS BY EVACUATION STAFF

ON HEARING A CALL FOR ASSISTANCE IN YOUR VICINITY:

- Make sure your credentials are displayed
- Retrieve your two-way radio
- If safe to do so, offer assistance
- If not already done, call **9-911** and provide the following information:
 - › LOCATION for EMS to come to and PHONE NUMBER (519-741-2699)
 - › INCIDENT TYPE
 - › OTHER EMERGENCY SERVICES REQUIRED
 - › NUMBER OF CASUALTIES
 - › EXTENT OF INJURIES
 - › LOCATION for EMS– REPEATED
- **Radio Duty Manager** with the same information
- Attempt to contact the nearest **first aid-qualified person** in your area
- Reassure both the responders and the casualty that help is on the way
- Try to afford privacy for the casualty and keep bystanders away from the scene
- When informed that emergency services personnel are on the way, ensure that they have clear access to the casualty
- Designate someone to meet the EMS at the appropriate entrance and to direct them to the scene

ACTIONS BY THE DUTY MANAGER OR PERSON DESIGNATED BY THE DUTY MANAGER

ON RECEIPT OF A REPORT OF A MEDICAL EMERGENCY:

- Try to ensure your safety at all times
- Proceed immediately to the Command Post (location determined by emergency)
- Call **9-911** if not already done, and report the medical emergency
- If necessary, dispatch **Evacuation Staff** to the scene to investigate and assist
- Take the contact information and record the statement of events from the discoverer of the medical emergency
- If necessary, meet EMS when they arrive and direct them to the casualty

THIS PROCEDURE WILL BE USED FOR RESPONDING TO
A BOMB THREAT OR ON DISCOVERY OF A SUSPICIOUS OBJECT.

WARNING! RESTRICT USE OF RADIOS, CELL PHONES OR
BLACKBERRIES TO OPEN AREAS DURING A BOMB THREAT.

NON-EVENT

ACTIONS BY EVACUATION STAFF

ON RECEIPT OF A REPORT OF A BOMB THREAT:

- Make sure your credentials are displayed
 - Retrieve your two-way radio
 - Coordinate a cursory search reminding staff not to touch a suspicious object. (If no other staff is present, proceed with CODE YELLOW).
 - Maintain a detailed record of all the areas as they are searched. After an area has been searched, place a note on the door signifying that the area has been searched
- › **1st staff member:** Coordinate **cursory** search and record results
- › **2nd staff member:** Move around the area instructing staff in the search; instruct staff to search communal areas and evacuation routes first e.g. washrooms, meeting rooms, reception areas, stairwells, etc. Search office spaces, closets, mechanical rooms, etc. **Include building exterior areas in the cursory search e.g. entrances, flower beds, planters, waste cans, etc.**

IF A SUSPICIOUS OBJECT IS FOUND INSIDE THE BUILDING:

- **DO NOT TOUCH THE SUSPICIOUS OBJECT**
- Halt the search and instruct occupants to evacuate via the emergency exits. **Do not use the elevators.** You or a designate shall ensure that all occupants have evacuated – check meeting rooms, washrooms, closets, storerooms and mechanical rooms
- Establish perimeter control of the area

UPON REACHING YOUR DESIGNATED ASSEMBLY AREA (OUTSIDE THE BUILDING)

- Account for all evacuees from your area
- Record any missing individuals
- Contact the **first responders** and provide a detailed briefing covering the status of the evacuation and:
 - › YOUR LOCATION and PHONE NUMBER (519-741-2699)
 - › DESCRIPTION OF THE SUSPICIOUS OBJECT:
 - Location of the object
 - Size, shape, colour
 - Type of object
 - Any external markings or grease markings on packaging
 - Visible wires or antenna
 - Smells, gases or vapours
 - Liquids leaking from or around the object
 - YOUR LOCATION – REPEATED

BOMB THREAT

- When requested, report to the responding Explosives Disposal Unit of the Waterloo Regional Police the exact location of the device
- Do not allow re-entry of the building until you receive a **CODE GREEN** (All Clear) announcement

IF A SUSPICIOUS OBJECT IS FOUND OUTSIDE THE BUILDING:

- Record the following details:
 - › YOUR LOCATION and PHONE NUMBER (519-741-2699)
 - › DESCRIPTION OF THE SUSPICIOUS OBJECT:
 - Location of the object
 - Size, shape, colour
 - Type of object
 - Any external markings or grease markings on packaging
 - Visible wires or antenna
 - Smells, gases or vapours
 - Liquids leaking from or around the object
 - YOUR LOCATION – REPEATED
- Move persons away from the location of the object to the outside of the building to a distance of at least 100 metres and restrict access to the scene until the police arrive
- When requested, report to the responding Explosives Disposal Unit personnel the exact location of the device
- Do not allow re-entry of the building until you receive a **CODE GREEN** (All Clear)

IF NOTHING IS FOUND:

- Remain in your area
- Provide reassurance to employees and the public in your area
- Stay alert for **CODE GREEN** (All Clear) or **CODE YELLOW** (Evacuation)

ON THE NEED TO EVACUATE THE BUILDING:

- Commence evacuation procedures following **CODE YELLOW**

ACTIONS BY LEAD HAND

ON RECEIPT OF A REPORT ABOUT A BOMB THREAT:

- Try to ensure your safety at all times
- Proceed immediately to the Command Post (location determined by emergency)
- Record the information provided
- Call police at 9-519-653-7700 with information about the threat
- Gather available information (Threatening Telephone Call Checklist(s), surveillance tapes, floor plans, etc.)
- If the threat is clearly determined to be a hoax and there is no threat to staff safety, consult with police on whether any further action is necessary
- If the threat is vague in nature, announce a **CODE BLACK** using the wording below (this will initiate a search for a suspicious package. Advise all units **“Code Black in progress; we are in a status of no radio transmission. For emergencies use the telephone until further notice.”** Gather search checklists from staff and confirm that all areas have been searched. Report to police the location of any suspicious packages, equipment or individuals discovered during the search by staff. Do not move or touch any suspicious packages or equipment. Consult with the police to determine whether there is a need for evacuation):

NON-EVENT BOMB THREAT

BOMB THREAT

“ATTENTION PLEASE; WE HAVE A CODE BLACK FOR THE FOLLOWING AREA: _____. PLEASE DO NOT ENTER THE AREA. I REPEAT - WE HAVE A CODE BLACK FOR THE FOLLOWING AREA: _____. PLEASE DO NOT ENTER THE AREA. ALL STAFF COMMENCE CODE BLACK ACTIONS”.

- If the threat is deemed genuine in nature and poses a threat to staff safety, announce a **CODE YELLOW** for a bomb threat evacuation (see page 2)
- If an explosion occurs, see Explosion Procedures Section (see page 11)
- Repeat the announcement twice more
- Identify yourself and obey the instructions of police

UPON RECEIPT OF A REPORT THAT A SUSPICIOUS OBJECT HAS BEEN LOCATED:

- Record the following information and relay this to police:
 - › YOUR LOCATION and PHONE NUMBER (519-741-2699)
 - › DESCRIPTION OF THE SUSPICIOUS OBJECT:
 - Location of the object
 - Size, shape, colour
 - Type of object
 - Any external markings or grease markings on packaging
 - Visible wires or antenna
 - Smells, gases or vapours
 - Liquids leaking from or around the object
 - YOUR LOCATION – REPEATED
- If police are not on site, announce a **CODE YELLOW** for a bomb threat evacuation (see page 2) and follow the procedures noted there. Call 9-911

NON-EVENT BOMB THREAT

EVENT

ACTIONS BY EVACUATION STAFF

ON HEARING A CODE BLACK ANNOUNCEMENT FOR YOUR AREA:

- Make sure your credentials are displayed
- Retrieve your two-way radio
- Check in with the Duty Manager and follow instructions
- If a search is directed, maintain a detailed record of all the areas as they are searched. After an area has been searched, place a note on the door (Post-it® notes work well for this) signifying that the area has been searched
 - › **1st staff member:** Coordinate **cursor** search and record results
 - › **2nd staff member:** Move around the area instructing staff in the search; instruct staff to search communal areas and evacuation routes first e.g. washrooms, meeting rooms, reception areas, stairwells, etc. Search office spaces, closets, mechanical rooms, etc. **Include building exterior areas in the cursory search e.g. entrances, flower beds, planters, waste cans, etc.**

IF A SUSPICIOUS OBJECT IS FOUND INSIDE THE BUILDING:

- DO NOT TOUCH THE SUSPICIOUS OBJECT
- Halt the search and instruct occupants to evacuate via the emergency exits. **Do not use the elevators.** You or a designate shall ensure that all occupants have evacuated – check meeting rooms, washrooms, closets, storerooms and mechanical rooms
- Establish perimeter control of the area

UPON REACHING YOUR DESIGNATED ASSEMBLY AREA (OUTSIDE THE BUILDING):

- Account for all employees who evacuated from your area
- Report any missing individuals to the **Duty Manager**
- Contact the **Duty Manager** and provide a detailed briefing covering the status of the evacuation and:
 - › YOUR LOCATION and PHONE NUMBER (519-741-2699)
 - › DESCRIPTION OF THE SUSPICIOUS OBJECT:
 - Location of the object
 - Size, shape, colour
 - Type of object
 - Any external markings or grease markings on packaging
 - Visible wires or antenna
 - Smells, gases or vapours
 - Liquids leaking from or around the object
 - YOUR LOCATION – REPEATED
- When requested, report to the responding Explosives Disposal Unit of the Waterloo Regional Police the exact location of the device
- Do not allow re-entry of the building until you receive a **CODE GREEN** (All Clear) announcement

BOMB THREAT

IF A SUSPICIOUS OBJECT IS FOUND OUTSIDE THE BUILDING:

- If safe to do so, have one **Evacuation Staff** go to the **Duty Manager** and provide a detailed briefing covering:
 - › YOUR LOCATION and PHONE NUMBER (519-741-2699)
 - › DESCRIPTION OF THE SUSPICIOUS OBJECT:
 - Location of the object
 - Size, shape, colour
 - Type of object
 - Any external markings or grease markings on packaging
 - Visible wires or antenna
 - Smells, gases or vapours
 - Liquids leaking from or around the object
 - YOUR LOCATION – REPEATED
- Move persons away from the location of the object to the outside of the building to a distance of at least 100 metres and restrict access to the scene until the police arrive
- When requested, report to the responding EDU personnel the exact location of the device
- Do not allow re-entry of the building until you receive a **CODE GREEN** (All Clear) announcement

IF NOTHING IS FOUND:

- Remain in your area
- Provide reassurance to employees and the public in your area
- Report concerns to the Duty Manager
- Stay alert for further announcements e.g. **CODE GREEN** (All Clear) or **CODE YELLOW** (Evacuation)

ON HEARING A CODE YELLOW ANNOUNCEMENT:

- Commence evacuation procedures following **CODE YELLOW**

ACTIONS BY DUTY MANAGER

ON RECEIPT OF A REPORT ABOUT A BOMB THREAT:

- Try to ensure your safety at all times
- Proceed immediately to the Command Post (location determined by emergency)
- Record the information provided
- Call police at 9-519-653-7700 with information about the threat
- Gather available information (Threatening Telephone Call Checklist(s), surveillance tapes, floor plans, etc.)
- If the threat is clearly determined to be a hoax and there is no threat to staff safety, consult with police on whether any further action is necessary
- If the threat is vague in nature, announce a **CODE BLACK** using the wording below (this will initiate a search for a suspicious package. Advise all units **“Code Black in progress; we are in a status of no radio transmission. For emergencies use the telephone until further notice.”** Gather search checklists from staff and confirm that all areas have been searched. Report to police the location of any suspicious packages, equipment or individuals discovered during the search by staff. Do not move or touch any suspicious packages or equipment. Consult with the police to determine whether there is a need for evacuation):

“ATTENTION PLEASE; WE HAVE A CODE BLACK FOR THE FOLLOWING AREA: _____. PLEASE DO NOT ENTER THE AREA. I REPEAT - WE HAVE A CODE BLACK FOR THE FOLLOWING AREA: _____. PLEASE DO NOT ENTER THE AREA. ALL STAFF COMMENCE CODE BLACK ACTIONS”.



EVENT BOMB THREAT



BOMB THREAT

- If the threat is deemed genuine in nature and poses a threat to staff safety, announce a **CODE YELLOW** for a bomb threat evacuation (see page 2)
- If an explosion occurs, see Explosion Procedures Section (see page 11)
- Repeat the announcement twice more at 1-minute intervals
- Identify yourself and obey the instructions of the police

UPON RECEIPT OF A REPORT THAT A SUSPICIOUS OBJECT HAS BEEN LOCATED:

- Record the following information and relay this to police:
 - › LOCATION OF THE OBJECT
 - › DESCRIPTION OF THE SUSPICIOUS OBJECT:
 - Location of the object
 - Size, shape, colour
 - Type of object
 - Any external markings or grease markings on packaging
 - Visible wires or antenna
 - Smells, gases or vapours
 - Liquids leaking from or around the object
 - YOUR LOCATION – REPEATED
- If police are not on site, announce a **CODE YELLOW** for a bomb threat evacuation (see page 2) and follow the procedures noted there. Call 9-911

EXPLOSION PROCEDURES

ACTIONS BY EVACUATION STAFF

- Determine location and extent of explosion
- Call the police/fire departments at **9-911**
- Contact the **Duty Manager**
- If safe to do so, evacuate your area using **CODE YELLOW** evacuation procedures
- Assist with injured or wounded
- Secure area until authorities arrive
- If an explosion occurs prior to evacuation, occupants should seek cover if possible. At all times they should cover their heads, assuming a kneeling/face down position on the floor until flying debris ceases

ACTIONS BY THE DUTY MANAGER OR LEAD HAND

- Determine location and extent of explosion
- Ensure that **9-911** has been called
- Announce a **CODE YELLOW** (by P.A. or by megaphone and ensure that evacuation is being safely carried out)
- Gather available information (floor plans)
- Identify yourself to responding Emergency Services
- Send an **Evacuation Staff** member to meet fire/police to detail the situation

CALL CHECKLIST - BOMB THREAT

Date	Time	AM PM	Phone Number 519-741-2699
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Exact Wording of the Threat – Listen Carefully – Do NOT Interrupt the Caller

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**THREAT SPECIFIC QUESTIONS -
IF THE CALLER DOES NOT PROVIDE THE ANSWERS TO THESE QUESTIONS, TRY AND QUESTION THE CALLER TO GET THE NECESSARY INFORMATION.**

BOMB THREAT

When is the bomb going to explode?

Where is the bomb?

What does it look like?

Why was the bomb placed in the building?

What type of explosive was used?

What kind of bomb is it?

HAZARDOUS MATERIAL THREAT

When will the hazardous material be released?

Where will it be released?

What does it look like?

Why was the material placed in the building?

What type of hazardous material was used?

How will it be released?



BOMB THREAT

THREAT OF VIOLENCE

When will this act be conducted?
Where will this act be conducted?
How will this act be conducted?
Against whom will this act be conducted?
Why will this act be conducted?
Does the caller have any weapons?
What do they want to accomplish?

GENERAL QUESTIONS

Was the PHONE NUMBER (519-741-2699) available on caller ID?
What is the caller's name?
From where is he/she calling?
Did the caller seem familiar with the building?
Did the caller sound intoxicated?
Did you recognise the caller's voice?
Were there any background noises?
 Traffic Street Airport Bus/Rail Station Construction Office Bar Music Other (specify)

CALLER INFORMATION (CIRCLE ALL THAT APPLY)

Gender: Male Female **Estimated Age:** _____
Accent: English French African European Asian Arab Other _____
Language: Excellent Good Fair Poor Foul
Voice: Loud Soft High Pitched Deep Raspy Pleasant
Speech: Fast Slow Distinct Distorted Stutter Nasal Slurred
Manner: Calm Angry Rational Irrational Coherent Incoherent Deliberate Emotional

Call Received By: _____ Extension: _____

Department: _____ Division: _____

NOTES:



HAZARDOUS MATERIALS INCIDENT

THIS PROCEDURE WILL BE USED FOR RESPONDING TO THE DISCOVERY OF
A HAZARDOUS OR SUSPICIOUS SUBSTANCE.

IMPORTANT

IN THE EVENT OF ADVERSE REACTIONS EVACUATE IMMEDIATELY. ALWAYS
FOLLOW THE INSTRUCTIONS OF EMERGENCY SERVICES PERSONNEL.

NON-EVENT

ACTIONS BY EVACUATION STAFF

ON HEARING A CODE ORANGE ANNOUNCEMENT:

- Remain safe at all times
- Make sure your credentials are displayed
- Retrieve your two-way radio and check in with Duty Manager/Lead Hand
- If the substance is in your area, evacuate, otherwise await further instructions
- Contact other staff and allocate tasks (if no other staff present, you will have to assume these duties):
 - › **1st staff member:** assembly area supervisor
 - › **2nd staff member:** last staff out

ON THE DISCOVERY OF A HAZARDOUS SUBSTANCE:

REMEMBER

IF THE SUBSTANCE IS ADVERSELY AFFECTING OCCUPANTS, EVACUATE
IMMEDIATELY AND CALL 9-911. DO NOT USE THE ELEVATORS

- Record the following details:
 - › LOCATION and PHONE NUMBER (519-741-2699)
 - › DESCRIPTION OF THE HAZARDOUS SUBSTANCE
 - Size, Shape, Colour of the container
 - Type of container
 - Any external markings on the container
 - Smells, gases or vapours
 - Liquids or powders leaking from or around the object.
- Via radio report to Duty Manager/Lead Hand with information
- Restrict access to the area
- Do not allow re-entry of the area or the building until you hear a **CODE GREEN** (All Clear)

ACTIONS BY THE LEAD HAND

ON RECEIPT OF A REPORT ABOUT A HAZARDOUS SUBSTANCE, ASK THE FOLLOWING QUESTIONS:

- IS THE SUBSTANCE AFFECTING OCCUPANTS?
- WHAT IS THE EXACT LOCATION OF THE SUBSTANCE?
- HAS THE SUBSTANCE BEEN IDENTIFIED?
- WHAT IS THE DESCRIPTION OF THE SUBSTANCE?

**IF THERE IS AN INDICATION THAT
THE HAZARDOUS SUBSTANCE IS
ADVERSELY AFFECTING OCCUPANTS:**

- IMMEDIATELY ANNOUNCE A CODE YELLOW
- ENSURE THAT 9-911 HAS BEEN CALLED
- INITIATE AN IMMEDIATE BUILDING VENTILATION
SYSTEM SHUTDOWN

NON-EVENT HAZARDOUS MATERIALS INCIDENT

HAZARDOUS MATERIALS INCIDENT

IF NO ADVERSE REACTIONS ARE INDICATED, THE FOLLOWING PROCEDURE SHALL APPLY:

- Via radio inform Evacuation Staff to switch to Channel 6.
- Inform Evacuation Staff of **CODE ORANGE** as well as location of Command Post. Once this is determined, Evacuation Staff will switch back to appropriate channel for intercommunication.
- MAKE THE FOLLOWING PUBLIC ADDRESS ANNOUNCEMENT:

“ATTENTION PLEASE; WE HAVE A CODE ORANGE FOR THE FOLLOWING AREA _____. THIS IS A HAZARDOUS MATERIAL ALERT. I REPEAT - WE HAVE A CODE ORANGE FOR THE FOLLOWING AREA _____. THIS IS A HAZARDOUS MATERIAL ALERT. PLEASE REMAIN CLEAR OF THE AREA. ALL STAFF COMMENCE CODE ORANGE ACTIONS”.

- Repeat the announcement twice more
- Maintain communications with **Evacuation Staff**
- Obtain a briefing from **Evacuation Staff** including:
 - › LOCATION and PHONE NUMBER (519-741-2699)
 - › DESCRIPTION OF THE HAZARDOUS MATERIAL
 - Size, shape, colour of the container
 - Type of container
 - Any external markings on the container
 - Smells, gases or vapours
 - Liquids or powders leaking from or around the object.
 - LOCATION – REPEATED
- Provide a briefing, regarding the hazardous substance, to emergency services personnel upon their arrival and obey their instructions
- Do not announce a **CODE GREEN** (All Clear) until instructed to do so by emergency services personnel (Fire/Police)
- Gather available information; MSDS binders, floor plans, etc.
- If evacuation is necessary, see **CODE YELLOW** – Evacuation Procedures section

NON-EVENT HAZARDOUS MATERIALS INCIDENT

EVENT

ACTIONS BY EVACUATION STAFF

ON HEARING A CODE ORANGE ANNOUNCEMENT:

- Remain safe at all times
- Make sure your credentials are displayed
- Retrieve your two-way radio and check in with Duty Manager/Lead Hand
- If the substance is in your area, evacuate, otherwise await further instructions
- Contact other staff and allocate tasks (if no other staff present, you will have to assume these duties):
 - › **1st staff member:** assembly area supervisor
 - › **2nd staff member:** last staff out

ON THE DISCOVERY OF A HAZARDOUS SUBSTANCE

- Record the following details:
 - › LOCATION and PHONE NUMBER (519-741-2699)
 - › DESCRIPTION OF THE HAZARDOUS SUBSTANCE
 - Size, Shape, Colour of the container
 - Type of container
 - Any external markings on the container
 - Smells, gases or vapours
 - Liquids or powders leaking from or around the object.
- Request guidance as to whether you should evacuate the building.

REMEMBER IF THE SUBSTANCE IS ADVERSELY AFFECTING OCCUPANTS, EVACUATE IMMEDIATELY AND CALL 9-911. DO NOT USE THE ELEVATORS

- Via radio report to Duty Manager/Lead Hand with information
- Restrict access to the area
- Do not allow re-entry of the area or the building until you hear a **CODE GREEN** (All Clear)

ACTIONS BY THE DUTY MANAGER

ON RECEIPT OF A REPORT ABOUT A HAZARDOUS SUBSTANCE, ASK THE FOLLOWING QUESTIONS:

- IS THE SUBSTANCE AFFECTING OCCUPANTS?
- WHAT IS THE EXACT LOCATION OF THE SUBSTANCE?
- HAS THE SUBSTANCE BEEN IDENTIFIED?
- WHAT IS THE DESCRIPTION OF THE SUBSTANCE?

IF THERE IS AN INDICATION THAT THE HAZARDOUS SUBSTANCE IS ADVERSELY AFFECTING OCCUPANTS:

- IMMEDIATELY ANNOUNCE A CODE YELLOW
- ENSURE THAT 9-911 HAS BEEN CALLED
- INITIATE AN IMMEDIATE BUILDING VENTILATION SYSTEM SHUTDOWN

HAZARDOUS MATERIALS INCIDENT

IF NO ADVERSE REACTIONS ARE INDICATED, THE FOLLOWING PROCEDURE SHALL APPLY:

- Via radio inform Evacuation Staff to switch to Channel 6.
Inform Evacuation Staff of **CODE ORANGE** as well as location of Command Post. Once this is determined,
- Evacuation Staff will switch back to appropriate channel for intercommunication.
- MAKE THE FOLLOWING PUBLIC ADDRESS ANNOUNCEMENT:

“ATTENTION PLEASE; WE HAVE A CODE ORANGE FOR THE FOLLOWING AREA _____. THIS IS A HAZARDOUS MATERIAL ALERT. I REPEAT - WE HAVE A CODE ORANGE FOR THE FOLLOWING AREA _____. THIS IS A HAZARDOUS MATERIAL ALERT. PLEASE REMAIN CLEAR OF THE AREA. ALL STAFF COMMENCE CODE ORANGE ACTIONS”.

- Maintain communications with **Evacuation Staff**
- Obtain a briefing from **Evacuation Staff** including:
 - › LOCATION and PHONE NUMBER (519-741-2699)
 - › DESCRIPTION OF THE HAZARDOUS SUBSTANCE
 - Size, Shape, Colour of the container
 - Type of container
 - Any external markings on the container
 - Smells, gases or vapours
 - Liquids or powders leaking from or around the object.
- LOCATION – REPEATED
- Provide a briefing, regarding the hazardous substance, to emergency services personnel upon their arrival and obey their instructions
- Do not announce a **CODE GREEN** (All Clear) until instructed to do so by emergency services personnel (Fire/Police)
- Gather available information; MSDS binders, floor plans, etc.
- If evacuation is necessary, see **CODE YELLOW** – Evacuation Procedures section

NON-EVENT

ACTIONS BY EVACUATION STAFF

TORNADO WATCH:

Monitor weather conditions and reports from Environment Canada. Be prepared to progress to **TORNADO WARNING** procedure if conditions warrant.

TORNADO WARNING (IF A TORNADO HAS BEEN SIGHTED IN THE AREA):

- Make sure your credentials are displayed
- Retrieve your two-way radio
- Instruct all occupants to move to a designated area of refuge away from windows and other sources of flying debris and to close all doors behind them
- Provide reassurance to employees and the public in your area
- Wait for further instructions
- If the tornado has impacted your area, identify if there are any casualties or if there is any damage and **radio the Lead Hand** to report your findings
- Stay alert for further announcements
- Do not allow re-entry of the building or area until you hear a CODE GREEN (All Clear) announcement

ACTIONS BY THE LEAD HAND

TORNADO WATCH:

Monitor weather conditions and reports from Environment Canada. Be prepared to progress to **TORNADO WARNING** procedure if conditions warrant.

- **TORNADO WARNING** (If a tornado has been sighted in the area):
- Via radio inform Evacuation Staff to switch to Channel 6.
- Inform Evacuation Staff of **CODE GREY**. Evacuation Staff will then switch back to appropriate channel for intercommunication.

MAKE THE FOLLOWING PUBLIC ADDRESS ANNOUNCEMENT:

“ATTENTION PLEASE; WE HAVE A CODE GREY. THIS IS A SEVERE WEATHER ALERT. I REPEAT - WE HAVE A CODE GREY. THIS IS A SEVERE WEATHER ALERT. ALL STAFF COMMENCE CODE GREY ACTIONS.”

- Repeat the announcement twice more
- Gather available information; floor plans, etc.
- Move to a refuge area
- Do not announce a **CODE GREEN** (All Clear) until the storm has passed and it is safe to return to evacuated areas

IF EVACUATION IS NECESSARY, SEE CODE YELLOW – EVACUATION PROCEDURES SECTION

EVENT

ACTIONS BY EVACUATION STAFF

ON HEARING A CODE GREY ANNOUNCEMENT:

- Make sure your credentials are displayed
- Retrieve your two-way radio
- Instruct all occupants to move to a designated area of refuge away from windows and other sources of flying debris and to close all doors behind them
- Provide reassurance to employees and the public in your area
- Wait for further instructions
- If the tornado has impacted your area, identify if there are any casualties or if there is any damage and **radio the Duty Manager** to report your findings
- Stay alert for further announcements
- Do not allow re-entry of the building or area until you hear a **CODE GREEN** (All Clear) announcement

ACTIONS BY THE DUTY MANAGER

TORNADO WATCH:

Monitor weather conditions and reports from Environment Canada. Be prepared to progress to **TORNADO WARNING** procedure if conditions warrant.

TORNADO WARNING (IF A TORNADO HAS BEEN SIGHTED IN THE AREA):

- Via radio inform Evacuation Staff to switch to Channel 6.
- Inform Evacuation Staff of **CODE GREY**. Evacuation Staff will then switch back to appropriate channel for intercommunication.

MAKE THE FOLLOWING PUBLIC ADDRESS ANNOUNCEMENT:

“ATTENTION PLEASE; WE HAVE A CODE GREY. THIS IS A SEVERE WEATHER ALERT. I REPEAT - WE HAVE A CODE GREY. THIS IS A SEVERE WEATHER ALERT. ALL STAFF COMMENCE CODE GREY ACTIONS.”

- Repeat the announcement twice more
- Gather available information; floor plans, etc.
- Move to a refuge area
- Do not announce a **CODE GREEN** (All Clear) until the storm has passed and it is safe to return to evacuated areas

IF EVACUATION IS NECESSARY, SEE CODE YELLOW – EVACUATION PROCEDURES SECTION

NON-EVENT

ACTIONS BY EVACUATION STAFF

UPON A TOTAL POWER FAILURE:

- REMAIN CALM
- Retrieve flashlights
- Make sure your credentials are displayed
- Retrieve your two-way radio
- Open doors to admit natural light
- If the power outage duration is greater than 15 minutes, conduct an orderly evacuation to the outside, guiding patrons with flashlight
- If there are persons trapped in a stalled elevator cab, DO NOT ATTEMPT EXTRACTION UNLESS A LIFE-THREATENING EMERGENCY EXISTS
- Reassure elevator occupants that help is on the way and radio the Lead Hand
- If safe to do so, have a staff member remain at the elevator

ACTIONS BY LEAD HAND

UPON A TOTAL POWER FAILURE:

- Via radio inform Evacuation Staff to switch to Channel 6.
- Inform Evacuation Staff of **CODE LILAC** as well as location of Command Post. Once this is determined, Evacuation Staff will switch back to appropriate channel for intercommunication.
- Make the following announcement via P.A. or megaphone:

“ATTENTION PLEASE; WE HAVE A CODE LILAC. THIS IS A POWER FAILURE. PLEASE EXIT THE BUILDING IN AN ORDERLY MANNER. I REPEAT - WE HAVE A CODE LILAC. THIS IS A POWER FAILURE. PLEASE EXIT THE BUILDING IN AN ORDERLY MANNER. ALL STAFF COMMENCE CODE LILAC ACTIONS”

- Call 9-911 if needed
- If there are persons trapped in a stalled elevator cab, call elevator service company emergency number (1-800-343-5103) immediately
- Have staff report to stalled cab and reassure occupants that help is on the way
- DO NOT ATTEMPT TO EXTRACT ELEVATOR OCCUPANTS UNLESS A LIFE-THREATENING EMERGENCY EXISTS
- Do not announce a **CODE GREEN** (All Clear) until instructed to do so by emergency services personnel (Fire/Police) or if the situation has been resolved
- Remain safe at all times

EVENT

ACTIONS BY EVACUATION STAFF

UPON A TOTAL POWER FAILURE:

- REMAIN CALM
- Retrieve flashlights
- Make sure your credentials are displayed
- Retrieve your two-way radio
- Obey instructions via announcement and from Duty Manager
- Open doors to admit natural light
- When instructed, begin an orderly evacuation to the outside, guiding evacuees with flashlight
- If instructed to report to persons trapped in a stalled elevator cab, DO NOT ATTEMPT EXTRACTION UNLESS A LIFE-THREATENING EMERGENCY EXISTS
- Reassure elevator occupants that help is on the way
- If safe to do so, have a staff member remain at the elevator
- Stay alert for announcements

ACTIONS BY DUTY MANAGER

UPON A TOTAL POWER FAILURE:

- Via radio inform Evacuation Staff to switch to Channel 6.
- Inform Evacuation Staff of **CODE LILAC** as well as location of Command Post. Once this is determined, Evacuation Staff will switch back to appropriate channel for intercommunication.
- Make the following announcement via P.A. or megaphone:

“ATTENTION PLEASE; WE HAVE A CODE LILAC. THIS IS A POWER FAILURE. PLEASE EXIT THE BUILDING IN AN ORDERLY MANNER. I REPEAT - WE HAVE A CODE LILAC. THIS IS A POWER FAILURE. PLEASE EXIT THE BUILDING IN AN ORDERLY MANNER. ALL STAFF COMMENCE CODE LILAC ACTIONS”

- Call 9-911 if needed
- If there are persons trapped in a stalled elevator cab, call elevator service company emergency number (1-800-343-5103) immediately
- Have staff report to stalled cab and reassure occupants that help is on the way
- DO NOT ATTEMPT TO EXTRACT ELEVATOR OCCUPANTS UNLESS A LIFE-THREATENING EMERGENCY EXISTS
- Do not announce a **CODE GREEN** (All Clear) until instructed to do so by emergency services personnel (Fire/Police) or if the situation has been resolved
- Remain safe at all times

NON-EVENT

ACTIONS BY EVACUATION STAFF

IF YOU HEAR A CODE PINK ANNOUNCEMENT:

- Check your email immediately for information regarding the missing person
- Make sure your credentials are displayed
- Retrieve your two-way radio
- Allocate tasks to staff in your work areas
 - › **1st staff:** coordinate search (see PLAN 2) and record results
 - › **2nd staff:** move around the area instructing staff in the search in your assigned areas
 - › **3rd staff:** conduct a search in communal areas e.g. washrooms, meeting rooms, closets, reception areas, stairwells
- If found, bring person to the front office (if appropriate, ask for proof of identity) – do not be alone with the person
- If not found, hand in floor layout sheet, signed, dated and with time of search noted, to front office

ACTIONS BY LEAD HAND

ON RECEIPT OF A VERBAL REPORT OF A MISSING PERSON:

- Complete the reporting checklist on page 29

NOTE: IF THE MISSING PERSON IS VULNERABLE OR A CHILD UNDER 15, CALL POLICE IMMEDIATELY AT 9-519-653-7700 – HAVE PERSON REPORTING STAND BY TO SPEAK WITH POLICE.

- Via radio inform Evacuation Staff to switch to Channel 6.
- Inform Evacuation Staff of **CODE PINK** with a description of the missing person as well as location of Command Post. Once this is determined, Evacuation Staff will switch back to appropriate channel for intercommunication.
- Inform all staff of situation by making the following public address announcement but do not disclose personal information about the missing person:

“ATTENTION PLEASE; WE HAVE CODE PINK IN PROGRESS - ALL STAFF COMMENCE CODE PINK ACTIONS.”

- Repeat the announcement

IF THE ADULT PERSON (OVER 15 YEARS OF AGE) CANNOT BE FOUND:

- Call police directly at 9-519-653-7700
- Complete an incident report and contact Family and Children’s Services (as appropriate) at 9-519-576-0540

IF PERSON IS FOUND:

- Assess the situation and provide appropriate care/comfort/first aid as required
- Keep the person in sight if possible
- Do not be alone with a child or a member of the opposite sex
- Attempt to find out with whom the person came to the facility
- If appropriate, ask for ID from the caregiver before connecting the missing person with them
- If police had been called, call to advise them that the missing person has been found – if no caregiver can be located advise police of this
- Make the **CODE GREEN** announcement
- Alert the caregiver that the missing person is found
- Complete an incident report and contact Family and Children’s Services (as appropriate) at 9-519-576-0540

EVENT

ACTIONS BY EVACUATION STAFF

IF YOU HEAR A CODE PINK ANNOUNCEMENT

- Pay attention to announcement(s) for information regarding the missing person
- Make sure your credentials are displayed
- Retrieve your two-way radio
- Allocate tasks to staff in your work areas
 - › **1st staff:** coordinate search (see PLAN 2) and record results
 - › **2nd staff:** move around the area instructing staff in the search in your assigned areas
 - › **3rd staff:** conduct a search in communal areas e.g. washrooms, meeting rooms, closets, reception areas, stairwells
- If found, bring person to the front office (if appropriate, ask for proof of identity) – do not be alone with the person
- If not found, hand in floor layout sheet, signed, dated and with time of search noted, to front office

ACTIONS BY DUTY MANAGER

ON RECEIPT OF A VERBAL REPORT OF A MISSING PERSON:

- Complete the reporting checklist on page 25

NOTE: IF THE MISSING PERSON IS VULNERABLE OR A CHILD UNDER 15, CALL POLICE IMMEDIATELY AT 9-519-653-7700 – HAVE PERSON REPORTING STAND BY TO SPEAK WITH POLICE.

- Via radio inform Evacuation Staff to switch to Channel 6.
- Inform Evacuation Staff of **CODE PINK** with a description of the missing person as well as location of Command Post. Once this is determined, Evacuation Staff will switch back to appropriate channel for intercommunication.
- Inform all staff of situation by making the following public address announcement but do not disclose personal information about the missing person:

“ATTENTION PLEASE; WE HAVE CODE PINK IN PROGRESS - ALL STAFF COMMENCE CODE PINK ACTIONS.”

- Repeat the announcement

IF THE ADULT PERSON (OVER 15 YEARS OF AGE) CANNOT BE FOUND:

- Call police directly at 9-519-653-7700
- Complete an incident report and contact Family and Children’s Services (as appropriate) at 519-576-0540

IF PERSON IS FOUND:

- Assess the situation and provide appropriate care/comfort/first aid as required
- Keep the person in sight if possible
- Do not be alone with a child or a member of the opposite sex
- Attempt to find out with whom the person came to the facility
- If appropriate, ask for ID from the caregiver before connecting the missing person with them
- If police had been called, call to advise them that the missing person has been found – if no caregiver can be located advise police of this
- Make the **CODE GREEN** announcement
- Alert the caregiver that the missing person is found
- Complete an incident report and contact Family and Children’s Services (as appropriate) at 519-576-0540

DATA SHEET - MISSING PERSON

Date: _____ | Time: _____ | Location: _____

Staff name: _____ | Staff position: _____

Reporting person's name: _____

Relationship to missing person: _____

QUESTIONS

Have you already spoken with the police? _____

First name of missing person: _____

Clothing description: _____

Physical description: _____



ALL CLEAR

THE ALL CLEAR WILL BE USED AT THE END OF EVERY EMERGENCY EVENT TO SIGNAL TO ALL EMPLOYEE AND RESPONDERS THAT THE INCIDENT IS RESOLVED AND IT IS SAFE TO RETURN TO WORK.

NON-EVENT

ACTIONS BY EVACUATION STAFF

WHEN THE SITUATION HAS BEEN RESOLVED:

- Allow evacuees to return to the building
- Check that all emergency equipment in your area has been put away
- Complete any necessary reports
- Return to your normal duties

ACTIONS BY DUTY MANAGER

ON BEING INFORMED THAT THE INCIDENT IS OVER:

- Dispatch Evacuation Staff to conduct a walk through of the incident scene to ensure that it is safe for employees to return and secure the area as a crime scene, if necessary
- Report the findings of the Evacuation Staff
- MAKE THE FOLLOWING PUBLIC ADDRESS ANNOUNCEMENT:

“ATTENTION PLEASE. THE EMERGENCY SITUATION HAS BEEN RESOLVED AND IT IS NOW SAFE TO RETURN. WE HAVE REVERTED TO CODE GREEN. THIS IS AN ALL CLEAR. I REPEAT - CODE GREEN. THIS IS AN ALL CLEAR”.

- Repeat the announcement twice more
- Complete all necessary incident reports

NON-EVENT ALL CLEAR

EVENT

ACTIONS BY EVACUATION STAFF

WHEN THE SITUATION HAS BEEN RESOLVED:

- Allow evacuees to return to the building as instructed
- Check that all emergency equipment in your area has been put away
- Complete any necessary reports
- Return to your normal duties
- If you find anything out of the ordinary, immediately radio the Duty Manager to report it

ACTIONS BY DUTY MANAGER

ON BEING INFORMED THAT THE INCIDENT IS OVER:

- Dispatch Evacuation Staff to conduct a walk through of the incident scene to ensure that it is safe for employees to return and secure the area as a crime scene, if necessary
- Record the findings of the Evacuation Staff
- MAKE THE FOLLOWING PUBLIC ADDRESS ANNOUNCEMENT:

“ATTENTION PLEASE. THE EMERGENCY SITUATION HAS BEEN RESOLVED AND IT IS NOW SAFE TO RETURN. WE HAVE REVERTED TO CODE GREEN. THIS IS AN ALL CLEAR. I REPEAT - CODE GREEN. THIS IS AN ALL CLEAR”.

- Repeat the announcement twice more
- Complete all necessary incident reports

INTERNAL PHONE TREE

Level 1

NOTIFICATION

Tracy will contact **ALL Level 1** staff and provide necessary information.



Level 2

NOTIFICATION

Each person on **Level 2** will contact the appropriate staff listed below their name and provide necessary information.

Tami	Jeremy	Jeff	Paul	Compass	Rangers	Roger	Kim
Sean	Michelle	Operations Staff Part/time Staff Facilities Mgmt. Vendors	Kim	Yvan	Steve	Darrin	Michael May
Delores	Allyson		Michael May	Staff	Staff	C/A Staff	Jeff Wilmer
Part/time Staff	Part/time Staff		Jeff Wilmer				Mayor and Council
Promoters	Customers		Mayor and Council				
			Comm. Staff				

NAME	OFFICE	HOME	CELL
Tracy Macdonald-Pfaff	519-741-2200 ext 5261	519-650-0381	226-218-1634
Tami Mitchell	519-741-2200 ext 5265	519-884-9777	519-572-7210
Jeremy Dueck	519-741-2200 ext 5264	519-664-0403	519-897-9860
Jeff Coulter	519-741-2200 ext 5270	519-579-1904	519-577-2529
Paul Pickard	519-741-2200 ext 5262	519-742-8488	226-749-0746
COMPASS (Yvan Raymond)	519-579-5622	905-627-0280	289-237-3393
RANGERS (Steve Bienkowski)	519-576-3700 ext 222	519-886-8174	519-577-2290
Roger Baulk	519-741-3400 ext 3189	n/a	519-574-3279
Kim Kugler	519-741-2200 ext 7544	519-745-1446	519-897-0163

MOL	1-877-202-0008
Fire Department	519-741-2496
Waterloo Regional Police	519-653-7700

*Also See Critical Contact Injury List