



Health & Safety Program Manual

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SECTION: HEALTH AND SAFETY STANDARDS AND PROCEDURES	DOCUMENT NO: 4-04
SUBJECT: EMERGENCY PREPAREDNESS PROGRAM	EFFECTIVE DATE: July 1, 2018 REPLACES ISSUE OF: June 1, 2017
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Purpose

The first function of an Emergency Preparedness Program is the safety of all Employees, and any other person(s) in the workplace during an Emergency. Its purpose is to have in place a detailed Emergency response capability that identifies specific roles and responsibilities in order to ensure the Health and Safety of all occupants and to minimize the damage to property.

Policy

The objective of an Emergency Preparedness Program is to have a viable plan in place that will ensure the effective and efficient response to all types of emergencies. This will help to prevent injuries, reduce property damage and minimize down time.

The Town of Essex's Emergency Preparedness Program will include the following elements and will 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 Aiders in accordance with the Town of Essex Section 07 – First Aid Policy.
- Emergency equipment in accordance with all applicable Health and Safety Legislation and the Town of Essex's Section 04 – Emergency Equipment Policy.
- Emergency Contact lists. See Section 04 – Emergency Contact Numbers.
- Potential emergency situations may include:
 - Medical Emergencies - See Section 07- First Aid Policy for First and Section 10 - Injury Incident Investigation Policy for more information.
 - Fire
 - Gas Leaks

- Robbery
- Bomb threat
- Obnoxious odors
- Tornado
- Earthquake
- Power Failure
- Chemical spills
- Crime prevention
- Workplace violence - See Section 04 - Workplace Harassment Policy and Section 04 - Workplace Violence Policy for more information.
- Weather conditions
- Flood
- Tornadoes
- Power outage
- Hurricane

Procedure

Responsibilities

The Town of Essex 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. See Section 04 – Site Plan Reference Document
 - Employee assembly points (Safe meeting places). See Section 04 – Emergency Designated Meeting Places
 - Training and education of Employees. See Section 06 – Health & Safety Training Program
 - Emergency Contact Numbers. See Section 04 – Emergency Contact Numbers for more information
- Ensure that Directors, Managers, Supervisors and Employees are educated on the Emergency Plans and Procedures.
- Coordinate with the respective workplace what actions are required by the Town of Essex Directors, Managers, Supervisors and Employees.
- Post in the workplace and have available to the Managers and Supervisors printed copies of the Emergency Plans and Procedures. See Section 04 – Emergency Building Evacuation Procedure.
- Annually test the effectiveness of the Plan and Procedures through mock situations or evacuations and record the mock or evacuation on Section 04 – Emergency Evacuation Drill Record Form.
- In the unfortunate event, the Employer will advise relatives of any casualties and notify families of injured workers and respond to enquiries from family members.

The Directors and/or Managers of the Town of Essex work location shall

Ensure that:

- The Emergency Plan and Procedures is prominently posted and maintained in their work location. See Section F4-03 – Emergency Building Evacuation Procedure and Section F4-23 – Site Plan Reference Document for more information.
- All new hires, transferred Employees will have the Emergency Plan and Procedures reviewed with them during their first day at the workplace. See Section 06 – Health & Safety Training Program for more information.
- The following documents are completed and posted as required within their work location:
 - Emergency Building Evacuation Procedure this can be found at Section F4-03 – Emergency Building Evacuation Procedure on the Health and Safety website under Forms (posted on H&S Board).
 - Emergency Contact Numbers, this can be found at Section F4-04 – Emergency Contact Numbers on the Health and Safety website under Forms (posted on H&S Board and posted at or near primary phones).
 - Emergency Designated Meeting Place. See Section F4-06 – Emergency Designated Meeting Places on the Health and Safety website under Forms (posted on H&S Board).
 - Emergency Numbers for secondary phones, See Section F4-09 – Emergency Numbers for secondary phones large size and Section F4-10 – Emergency Numbers for secondary phones small size found on the Health and Safety website under Forms (use as required).
- A regular maintenance and inspection schedule is followed on all emergency equipment. See Section 04 – Emergency Equipment Policy for more information.
- All fire extinguishers are to be inspected monthly by the Safety Representative. See Section 08 – Workplace Inspections and Pre Use Inspections for more information.
- All first aid stations are inspected monthly by the Safety Representative. See the Section 07 – First Aid Policy and Section 08 – Workplace Inspections and Pre Use Inspections for more information.
- On an annual basis the following equipment will be inspected by a Certified Technician
 - Fire Alarm System
 - Sprinkler and/or other Fire Suppression systems
 - All fire extinguishers
 - See Section 04 – Emergency Equipment Policy for more information
- In the event of an Emergency:
 - The Senior Manager 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 Workers, Worker assembly points, assigned responsibilities and the emergency response plan.

- The emergency response plan will be made available for the local fire department upon request.
- The ERC will coordinate all emergency response activities using the Section 04 – 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 will be appointed to assume responsibility for emergency response duties.
- The ERC will be the Town of Essex's primary liaison with emergency service providers and will ensure the directions of the fire department, or other emergency services, are followed.
- In an emergency situation, the ERC will recognize that the Town of Essex's highest priority is Worker's safety and that this takes precedence over all other priorities.
- The ERC will alert Workers to the situation through the use of the public address system (where equipped) or by direct means where no alarm system is available.
- 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 MSDS 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 Supervisors with those of the fire department as required.
- The ERC will conduct a general inspection in conjunction with the Safety Coordinator and Safety Representative before giving the all clear for Workers to return to the building if it's safe to do so.
- Work will 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 Supervisors of the Town of Essex work location shall

- As assigned by the ERC, the acting Supervisors of each department shall become Wardens.
- In the event of an Emergency circumstance, ensure that the:
 - Wardens will 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 Workers is safely out of the workplace.
 - Each Warden is responsible for gathering all the Workers in their department/section to ensure that everyone is accounted for.
 - The Warden has the responsibility of notifying the ERC if a Worker is not accounted for.

The Multi- Workplace Joint Health and Safety Committee of the Town of Essex work location shall

- Conduct an Emergency Evacuation drill at least annually in cooperation with the ERC.
 - Results of this drill will be recorded in the Section 04 – Emergency Evacuation Drill Record Form and reviewed during the next Safety Committee Meeting to identify areas that require improvement and/or areas of success.
 - The ERC will address any concerns which require follow up.

The Workers of the Town of Essex workplace shall

- In an Emergency circumstance, follow the Emergency Plan and Procedures of the respective workplace.
- All workers 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, Workers 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 Workers shall:
 - Upon hearing the alarm or verbal warning of an emergency, Workers are to exit the building via the nearest safe exit, in a calm, safe but quick manner. Never ignore an alarm or warning!
 - Each Worker will 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 Worker will 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. Please refer to Section 04 – Emergency Designated Meeting Places for location establish at the Town of Essex.
 - Your Supervisor/Warden will perform a head count. Let them know you are safe or that you require medical attention.
 - All Workers will remain outside of the building until the "all clear" signal is received from the ERC.
 - All Workers will 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 Workers of actual emergency and take the roll call which shall include visitors.
- Inform responding emergency personnel and police of:
 - Unaccounted Workers as determined by roll call.
 - Emergency location in the building.
 - Type of emergency.
 - Any other known hazards.
- All Wardens shall:
 - Gather and evacuate all Workers from their work area.
 - Report to the designated place of assembly.
 - Perform a roll call - a count of all Workers and Visitors.
 - Assess if medical treatment is required for their Workers.
- A post-evacuation assessment must 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.

Individualized emergency response plans will be developed for employees with disabilities if the disability requires a customized plan, and the employer is aware of the need.

Managers will work with the employee to determine what type of plan is required. With the employee's consent, the information must be shared with anyone designated to help them in an emergency. See Section 04 - Emergency Plan for Employees Requiring Accommodations (F4-38) Form for more information.

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 will 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 will contact 911 immediately.
 - **DO NOT TOUCH THE OBJECT**
 - **DO NOT ASSUME IT IS THE ONLY ONE**
 - Wait for instructions to evacuate from your 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 your 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 (where equipped) as you leave.
- If you hear the evacuation or fire alarm, 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

- C – Call the fire department
- 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 odour.
- Pay particular attention to those employees with allergies and/or asthma.
- Vent the workplace as required.
- An employee must 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 by employees against all potential risks to other employees or customers.
- Contact the Heating and Ventilation Contractor.
- Arrange to have the HVAC system filters replaced.
- In Case of a Small Leak of Non-Hazardous Gas:
 - Notify all persons in the area and report the leak to your 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 Section 10 - Injury Incident Investigation Policy.

Natural Disasters

Heavy Rain/Floods

Place Precautions in Place

- Place wet floor pylon in front entranceways 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 entranceways 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 entranceways and first 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.
- **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.
- **Take Pictures**
 - Take pictures of any damage. Each picture must 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.
- **Who 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 hotline

Hurricanes, High Winds, and Tornadoes

- **Seek Cover**

- Move all customers and employees to the North and East walls of the building or to the backroom.
- 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. 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.
 - If comfortable doing so, assist anyone who is injured or trapped under debris.
- **Expect Floods**
 - Floods often follow torrential downpours.
 - Flash floods occur during tornadoes. If your 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 must 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.

Power Failure

If there is potential danger to building occupants, or if the power failure occurs after hours, weekends or holidays, notify the Electricity Provider for your facility.

- 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 your 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 will be necessary to evacuate persons from darkened areas (restroom, stairwells, or other areas with no windows or natural lighting).
 - Where equipped, report all persons trapped in elevators to emergency personnel.
 - 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 will 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, notify occupant by activating the alarm (where equipped) or verbally if need be.

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 exactly what he/she says.
 - Try to note the robber's exact height as he/she exits - if it is safe to do so.
- **Tell the Robber About Any Possible Surprises**
 - If you must 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 invite 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 offence 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 MSDS (Material Safety Data Sheet).
- Follow: precautions, spill procedures and disposal procedures found in Section 7, "Preventive Measures" in the MSDS.

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 MSDS clean up instructions

- Notify the Supervisor of the spill.
- Follow directions on MSDS regarding clean up.

Training

Each Employee must complete the Health & Safety Training as per their assigned Employee profile, in addition to training provided by the respective workplace on their Emergency Plan and Procedures.

Evaluation

- This plan will be reviewed on an annual basis.
- Should this plan be put into place, practice or not, a review will be conducted by the Multi-Workplace Joint Health and Safety Committee and the ERC following the resolution of the emergency. At that time, it will be reviewed during the next safety meeting and findings will be documented within the minutes and appropriate actions taken.
- On a monthly basis, the Safety Representative will during the Workplace Inspection:
 - Randomly test Employees knowledge and understanding of the Emergency Plan and Procedures and record on the Section 08 – Job Observation Form and Section 08 –Workplace Inspection Report Form.
 - Inspect each of the:
 - Fire Extinguishers
 - First Aid Kit(s)
 - Fire Exits
 - Record all findings on the Section 08 –Workplace Inspection Report Form (F8-08) and Section 08 –Workplace Inspection Checklist Form (F8-07)
 - Ensure that the required Emergency Plan and postings are posted as required.
 - Job observations using the Section 08 – Job Observation Form (F8-04) will 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.

Required Forms

Section 04 - Emergency Building Evacuation Procedure (F4-03)

Section 04 - Emergency Contact Numbers (F4-04)

Section 04 - Emergency Numbers for Secondary Phones-Large Size (F4-09)

Section 04 - Emergency Numbers for Secondary Phones-Small Size (F4-10)

Section 04 - Emergency Designated Meeting Places (F4-06)

Section 04 - Emergency Response Coordinator Checklist (F4-11)

Section 04 - Emergency Evacuation Drill Record Form (F4-08)

Section 04 - Site Plan Reference Document (F4-23)

Section 04 - Emergency Plan for Employees Requiring Accommodations (F4-38)

Section 08 - Job Observation Form (F8-04)

Section 08 - Workplace Inspection Report Form (F8-08)

Section 08 – Workplace Inspection Checklist (F8-07)

Legislation/ Standards/ Regulations

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

Ontario Fire Code

Applicable Municipal Codes and Regulations