ONTARIO RECREATION FACILITIES ASSOCIATION INC.

EMERGENCY PLANNING AND EVACUATION PROCEDURES

FEBRUARY 2002

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ORFA.COM

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INTRODUCTION

The purpose of this document is to provide guidance to recreation facility operators in designing a plan of action to deal with emergency situations that may occur in the facilities under their jurisdiction.

The importance of developing and instituting a plan to deal with emergency situations in each facility cannot be overestimated. Because of the diversity of modern day facilities, each operator is encouraged to undertake an audit of their own facilities and analyze their operation and environment for potential emergencies. Operators should consult with local emergency services such as fire and police departments while creating their plans, and if not during, then certainly before instituting the plan. These departments are the experts in handling many of the worst emergencies we can imagine, and their approval of your plans for handling emergencies such as these should be considered mandatory. It would make no sense at all to have your staff following a plan of action contrary to the methods of emergency service personnel, and in fact could hinder the operation of their plans and endanger lives and property. It is of the utmost importance to be on the same page as emergency services in the case of an emergency situation.

It is also important to design the plan to suit your facilities in accordance with the infrastructure in your municipality. Obviously, what is operable in metropolitan centres is not necessarily feasible in small town Ontario. Surprisingly, emergency services in smaller communities may have shorter response times than in larger centres, on the other hand, specialized services may be non-existent in those communities, yet taken for granted in the cities. This document, then, will generally deal with the identification of potential emergency situations, and means of dealing with them. Individual facility operators can use this information in developing plans suitable to the uniqueness of their operations.

In some cases, emergency circumstances will require the evacuation of the facilities. Procedures need to be developed that will ensure the efficient and orderly evacuation of the occupants of the facilities. Guidelines for creating such procedures are included here.

As facility operators, we are accountable when things go wrong. Having the proper plans in place and the proper people trained to carry out those plans go a long way to ensuring the safety of our patrons and staff when the unexpected happens.

MEDIA COMMUNICATIONS

Radio, Television, Newspapers, Internet. We've all seen the pictures, whether live or in print - the unfortunate, beleaguered facility worker with one or a battery of microphones forced upon him while he struggles to answer the aggressive questioning of reporters on the scene of the disaster.

The answer to that situation? Don't offer the answers if you are not the facility's spokesperson. Think of it - were you the person interviewed about the new program that kicked off last week, or the plans for the expansion to the facility? If not, the person who was interviewed should quite likely be the person answering the questions during or following the emergency situation.

In other words, in the case of an emergency, DO NOT RELEASE ANY INFORMATION TO THE MEDIA. The facility's manager, his designate, or the person appointed and duly authorized by the municipality (or facility owner) to handle public relations and media releases is the only person allowed to speak on their behalf. If such a person has not been appointed with that authority on behalf of your facility, it is strongly recommended to do so.

IN ALL CASES OF EMERGENCY, THE FOLLOWING GUIDELINES ARE OFFERED:

- As the person in charge of the facilities at the time, you and your subordinate staff:
- Will remain calm. Be courteous
- Inform the media that you are not authorized to permit their entry into the facility until you have consulted with your supervisor. The facility should be secured to prevent unauthorized entry.
- Do not release information or admit liability to anyone. Do not provide details of the emergency.
- Refer all questions to the person authorized by the owner of the facility to act as their spokesperson.

Note - In developing the plan, pertinent telephone numbers for contact persons such as superintendents and/or other persons of authority should be inserted into the manual at appropriate places.

EMERGENCIES - FIRE

When we think of emergencies, fire is the most likely cause to come to mind. All through our life as students, beginning at the elementary school level we have been taught to respect and fear fire as an enemy that can kill. More recently, local fire departments have taken their show on the road to educate children in their classrooms and at open houses at the fire halls. "Sparky" has become a popular figure and has been very effective in spreading the word to our youth. It is reasonable to assume then, that the general public has a basic understanding that when the alarm sounds, there is a problem that requires some action. They are waiting on you, the responsible person in charge of the facility, for direction.

Under the Ontario Fire Code, section 2.8, the owner of a facility is responsible for the establishment and implementation of a fire safety plan. The following measures must be incorporated in the Fire Safety Plan:

- Establishment of emergency procedures to be followed at the time of an emergency.
- Appointment and organization of designated supervisory staff to carry out fire safety duties.
- Instruction of supervisory staff and other occupants so that they are aware of their responsibilities for fire safety.
- Holding of fire drills
- Control of fire hazards in the building.
- Maintenance of building facilities and equipment provided for safety of the occupants.
- Provision of alternate measures for safety of occupants during shutdown of fire protection equipment.

- Assuring that checks, tests, and inspections, are completed on schedule and that records are retained as required by the Fire Code.
- Posting and maintaining a copy of the Fire Safety Plan on each floor area.
- Notification of the Chief Fire Official regarding changes in the Fire Safety Plan.

Prior to preparing a Fire Safety and Emergency Procedure Plan, an audit of available resources must be conducted. This audit will include the fire safety systems and equipment, and human resources available in the facilities. The plan must be designed around the resources at hand. Only after having evaluated the resources at hand can duties be assigned to groups of or specific personnel.

- Audit of building systems and equipment:
    - Fire alarm systems
    - Exit locations
    - Fire department access
    - Portable fire extinguishers
    - Standpipe and hose systems
    - Automatic sprinkler systems
    - Automatic fire pumps
    - Emergency electrical power
    - Emergency lighting
    - Smoke control measures

- Audit of available human resources:
    - Facility owner
    - Facility manager
    - Chief operator
    - Shift operator
    - Assistant operators
    - Caretaking staff
    - Building security personnel
    - Building occupants

EMERGENCY PLAN

The emergency plan must be posted on each floor of the facility. This plan will be posted alongside a drawing (floor plan) which clearly shows the location of exits and fire safety equipment. Following is an example of such a sign that could be employed. Normally lettering is red on a white background.

- In Case Of Fire

- Remain Calm

- Upon Discovery Of Fire Sound Alarm - Use Nearest Pull Station Leave Building Via Nearest Exit

- Upon Hearing Fire Alarm Leave Building By Nearest Exit Phone Fire Department Dial 911 Give Fire Location In Building

- Caution - If You Encounter Smoke In Exit Or Stairway Use Alternate Exit Shout Warning To Others

APPOINTMENT AND ORGANIZATION OF STAFF

The size and complexity of the facility, the events in progress, and occupancy load are normally factors that determine the number of staff available to respond to and control emergency situations. The availability of staff along with the safety equipment available will determine the structure of the Facility's Emergency Response Team at any given time.

There must, however, be an organizational structure - someone must be authorized to take charge of the situation, whether on shift by himself at a small municipal facility; or a superintendent with a full complement of subordinates reporting to him. Each individual in the structure must know his responsibility and be fully trained to carry out his obligations. In most cases in small to medium size facilities, the senior operator on shift in arenas, or the head lifeguard in aquatic facilities, for example, serve as captain of the team. It is the owner's responsibility to ensure all staff named to the Emergency Response Team are fully trained in the Fire Emergency Procedures Plan before they are given any responsibility for fire safety.

In many cases, the response team will vary in numbers from day to day, event to event, or even from day to evening. In fact, at times, the response team may consist of one individual alone on shift. This flexibility must be built into the plan as necessary. Of utmost importance is that the individuals of the team know what course of action is required by them as dictated by the circumstances at the time. Therefor, persons relieving in a higher position must be routinely trained to fulfill the requirements of the fire safety plan at that position.

EMERGENCY ACTION FOR FIRE - REMAIN CALM IN DEALING WITH ANY EMERGENCY

On Hearing The Fire Alarm - Duties Of The Captain (Person In Charge):

- Determine the location of the fire by immediately checking the Enunciator Panel located _____.
- Ensure the Fire Department has been called - Dial 911 (your emergency number)
- Evacuate the building. Ensure patrons are moving toward marked exits. Assist persons with disabilities.
- If safe to do so, check all washrooms, change rooms, first aid rooms. Close but Do Not Lock doors behind you.
- Report to the Evacuation Post. Location _____.
- Check to make sure all staff are accounted for
- Consult with Fire Department upon arrival.
- Notify your immediate supervisor.
  Phone _____.
  Alternate Phone _____.

- Do Not Release Any Information To The Media. See Media Communications. Refer All Questions To Supervisor Or Administrative Personnel.

- Do not allow anyone access to the building until the Fire Department has determined it is safe to do so and has given permission to do so.
- Fill out Incident Report.

UPON DISCOVERY OF A FIRE

- Ensure the fire alarm is activated. Call the Fire Department - Dial 911 (emergency number)
- Assess the situation:

If you discover a fire, you may try to extinguish the fire only if you believe it is safe to do so. Use the nearest fire extinguisher, only if you have been trained in its use, and if you feel confident enough to safely control or extinguish the fire. Caution: Do not attempt to fight the fire alone, never let the fire get between you and the way out, and never turn your back on a fire. If you cannot extinguish the fire safely with the contents of one fire extinguisher, close all doors in the immediate area and leave via the nearest exit.

- Evacuate the building. Ensure patrons are moving toward marked exits. Assist persons with disabilities.
- If safe to do so, check all washrooms, change rooms, first aid rooms. Close but Do Not Lock doors behind you.
- Report to the Evacuation Post. Location _____.
- Check to make sure all staff are accounted for
- Consult with Fire Department upon arrival.
- Notify your immediate supervisor.
  Phone _____.
  Alternate Phone _____.
- Do Not Release Any Information To The Media. See “Media Communications”. Refer All Questions To Supervisor Or Administrative Personnel.
- Do not allow anyone access to the building until the Fire Department has determined it is safe to do so and has given permission to do so.
- Fill out Incident Report.

NOXIOUS GAS LEAK – AMMONIA

Ammonia, because of its relatively low cost and high efficiency, has been the most common refrigerant of choice for artificial ice applications. Following is a brief review of the properties of ammonia, otherwise known as anhydrous ammonia and ammonia gas (NH3)

- Ammonia is a colourless liquified gas with a penetrating pungent suffocating odour. The gas is lighter than air
- Contact with strong oxidizers will cause fire and explosions. Contact with Bromine, Calcium Hypo-chlorite and chlorine may form high explosive mixtures.
- May cause severe irritation of the nose, throat and respiratory tract. Repeated and/or prolonged exposure may cause productive cough, running nose, bronchopneumonia, pulmonary edema, and reduction of pulmonary function. May cause anosmia, liver damage, kidney damage, central nervous system depression, headache, dizziness, diarrhea, nausea, and vomiting.
- Ammonia may cause symptoms of skin irritation such as reddening, swelling, rash, scaling, or blistering. Rapid evaporation of the liquid and chemical reaction will

cause freezing of tissue followed by a caustic burn. Anhydrous ammonia reacts with moisture in mucosal surfaces of the eyes, skin and respiratory tract to produce ammonium hydroxide which may cause caustic injury. The severity of the injury depends on the concentration and duration of exposure.

- In contact with the eye, ammonia causes corneal scarring and clouding. Glaucoma, cataracts, and permanent blindness may occur. Rapid evaporation may cause frostbite.
- Inhalation injury ranges from mild cough to laryngeal edema and life threatening pulmonary edema.
- Ammonia concentrations in the range of 15 - 25% by volume in air can be ignited or caused to explode if heated to the auto-ignition temperature. The presence of oil (common in refrigeration applications) increases the fire hazard.
- Indications: exposure to ammonia for 5 minutes at 133 ppm. causes nose and throat irritation. At 400 to 700 ppm. immediate sever irritation of eyes, nose and throat occurs.

CHLORINE

Chlorine is known to be perhaps the most cost-effective sanitizer for the purification of water available. It is commonly used in recreation facilities as the sanitizing agent in swimming pools and spas. In fact, in Ontario, the Health regulations stipulate that a residual of 1.5 ppm. of free available chlorine must be maintained at all times in public swimming pool water. Chlorine in any form, when in contact with water, forms Hypochlorous Acid, a strong oxidizer which is effective in killing bacteria and other pathogens. Municipal water treatment plants also use chlorine to sanitize the municipality's water supply. Following is a brief review of the properties of chlorine, also known as Chlorine gas (Cl2)

- Liquified chlorine gas is greenish-yellow, as a gas it will appear as deep green to white with a sharp, pungent, irritating odour. Chlorine gas is heavier than air (2.5X)
- Chlorine supports combustion of other materials. Flammable gases and vapours will form explosive mixtures with chlorine. A strong oxidizer, chlorine can cause ignition of combustible or oxidizable materials.
- May cause sever irritation of the nose, throat and respiratory tract. Repeated an/or prolonged exposures may cause productive cough, running nose, bronchopneumonia, pulmonary edema, and reduction of pulmonary function.
- In contact with the skin, chlorine vapours may cause burning and prickling sensations, reddening and blisters. Direct contact with liqid causes severe local irritation, blistering and burns.
- In contact with the eye, chlorine gas causes corneal scarring and clouding. Glaucoma, cataracts and permanent blindness may occur.
- Inhalation exposure can result in primary irritation of the respiratory tract, gradual loss of pulmonary function, respiratory sensitization and asphyxia.
- Indications: Odour thresholds: 0.06ppm. detection; 0.02ppm. perception. Immediately Dangerous to Life and Health value (IDLH): 10 ppm. Generally accepted threshold limit value is 0.5 ppm.

Because Of The Nature Of Ammonia And Chlorine, Compressor Rooms (Engine Room, Refrigeration Room) In Arenas, And Chlorine Storage Rooms Or Feed Rooms In Aquatic Facilities May Be Considered As Confined Spaces, And Guidelines For Safe Entry Into

Confined Spaces Should Be In Place And Exercised Any Time Entry Into One Of These Rooms Is Undertaken.

EMERGENCY RESPONSE FOR NOXIOUS GAS LEAK

Since only emergency situations are being considered here, it is considered that the leak or spill has exceeded the criteria of level 1 and level 2 of safe entry procedures, and we are at level 3

A leak has occurred where you cannot enter the room without using a self-contained breathing apparatus. No one will enter the room to attempt to isolate the problem unless accompanied by a firefighter.

- Ensure the fire alarm is activated - call the fire department - Dial 911(or your emergency phone number)
- Evacuate the building. Ensure patrons are moving towards marked exits. Assist persons with a disability.
- If safe to do so, check washrooms, change rooms, first aid rooms. Close all doors behind you. Do Not Lock Doors.
- Start the room's ventilation system if not already started automatically.
- Report to evacuation post. Location
- Consult with the fire department upon their arrival.
- Open exterior doors to the room.
- Do not allow access to the building to anyone other than properly trained and equipped emergency response personnel until the fire department has issued an "all clear" situation.
- If possible, isolate Heat, Vent and Air Conditioning systems to keep the gas from contaminating other areas of the facility.
- Shut down necessary equipment following correct shut-down procedures.
  Do Not Enter The Room Or Any Contaminated Areas Unless You Have All Necessary Personal Protective Equipment, And You Are Accompanied By A Fully Equipped Fire Fighter.
- Do Not Release Any Information To The Press. See "Media Communication"
- Complete the incident report

EMERGENCY RESPONSE BEYOND THE FACILITIES

In the event of a catastrophic failure where a major leak of noxious gas has occurred or is judged to be imminent, the potential exists for a hazardous condition to develop that will affect surrounding property and citizens.

It is usual for municipalities to have emergency plans in place for such circumstances which could lead to evacuation of adjacent areas, and areas downwind of the facility. If such a plan does not exist it is necessary to develop one! This plan will set out pre-determined evacuation zones and safe areas beyond the zones. The plan will delegate responsibility for notification of evacuation. An evacuation plan will be published and distributed to all who may be adversely affected. Emergency procedures should be published in the municipal phone book.

In the case of an ammonia refrigeration plant, if fire is likely to cause a violent release of ammonia due to the rupturing of a vessel or other part of the plant; or if a major leak has

already occurred, a competent person may make the decision to release the ammonia in the system to the atmosphere in a controlled measure through the emergency relief valve.

Before releasing the ammonia to the atmosphere, all emergency response services must be notified, and the evacuation plan enacted. Determine wind direction. Do not begin emergency release of the ammonia until the evacuation zone downwind has been evacuated to safe areas.

The Ministry of the Environment must be notified of the circumstances and precautions taken in the release.

As with ammonia, when fire threatens a violent release of chlorine, or a leaking chlorine container cannot be successfully capped by the fire department, or other emergency responder, evacuation of areas outside the facility may be necessary. A small chlorine leak, because of the strong oxidizing nature of the gas, will only get worse if it cannot be controlled. It is imperative that the municipality have emergency plans and evacuation procedures in place for such a situation. As with any major chemical spill, the Ministry of the Environment must be notified.

NATURAL GAS/PROPANE LEAK

Natural Gas once used in recreation facilities only as a heating fuel, has gained popularity in recent years as a fuel for ice resurfacing equipment in answer to the demand for improved air quality in arenas. Natural gas is a much cleaner burning fuel than gasoline, and produces less air pollutants. However, this has lead to the necessity of installing compressors and filling stations to transfer the Natural Gas from the supply pipes to the storage tanks used on the resurfacer. While all attempts at safe-guards have been built in to the systems, the potential for leakage increases with the increased use of any product.

Natural gas leaks can occur, and create the hazard of explosion and fire. A Natural gas leak can be identified by the odour (rotten egg smell) of Mercapton, which is added to the gas for that purpose. Natural gas is lighter than air, and therefor will rise to the top of an enclosed area.

EMERGENCY PROCEDURES FOR NATURAL GAS LEAK

If, on entering the facility, or a room in the building, you detect, or think you detect the odour of Natural Gas:

- Remain calm
- Do Not Touch Any Electrical Switches
- Immediately phone Natural Gas Service Department dial: _____
- Fire Department dial Local Emergency No._____
- Evacuate the building, make sure patrons are moving towards marked exits. Assist persons with a disability.
- If safe to do so, check all change rooms, first aid rooms, washrooms
- Report to evacuation post. Location_____
- Consult with fire department and Natural Gas service personnel upon arrival
- Do not admit anyone other than fire department and natural gas service personnel back into the facility until advised by them it is safe to do so.
- Call your immediate supervisor

Dial: _____
Alternate: _____

- Do not release any information to the press. See "Media Communications"
- Fill out incident report

Propane has been widely used throughout many industries as the fuel of choice for light trucks, and especially in lift trucks and other machinery used indoors. Propane is a relatively cost-effective replacement for gasoline as a fuel for internal combustion engines. Propane is also gaining in popularity as a fuel for use in ice resurfacers and portable edgers in arenas because of its cleaner burning properties and the demand for better air quality in the facilities. Propane gas is 15 times heavier than air, and therefor tends to accumulate at the lowest levels in the building. In an enclosed area, the gas will tend to fill up the room from the lowest point upward, and if a source of ignition is reached, can explode and cause fire. Propane can be detected by the odour (rotten egg smell)of the Ethyl Mercaptan which is added to it for leak detection purposes.

EMERGENCY PROCEDURES FOR PROPANE LEAK

- If, on entering the facilities, you detect the smell of propane:
- Remain Calm
- Do Not Touch Any Electrical Switches
- Put on appropriate personal protective equipment
- If possible, ventilate the area by means of natural ventilation (doors, windows, etc.)
- When the room has been well ventilated, check for source of the leak using soapy water on valves, fittings, etc.
- If the faulty equipment cannot be removed from the building, or the leak cannot be controlled, Evacuate The Building
- Call the fire department Dial (Emergency Phone Number)_____
- Ensure patrons are moving toward marked exits. Assist persons with a disability.
- If safe to do so, check all change rooms, first aid rooms, washrooms.
- Report to evacuation post. Location _____
- Consult with fire department personnel upon arrival.
- Do not admit anyone other than fire department personnel back into the facility until advised by them it is safe to do so.
- Call your immediate supervisor
  Dial:_____
  Alternate: _____
- Do not release any information to the press. See "Media Communications"
- Fill out incident report

BOMB THREAT OR SUSPICIOUS PACKAGE

At one time, bombs and bomb threats were directed almost solely to governments and embassies by political dissidents. It seems today that no place is immune to the threat of bombs. Where we work, shop and play; the government buildings we frequent, and the educational institutions attended by our children might at any time be the target for a bomb threat, or actual bombing by some misguided individual.

While a bomb threat might not kill, the general panic it could cause might be a serious threat to your safety and that of anyone in your facilities. Therefor, it is important to have a plan in place to deal with such a threat safely, methodically and efficiently. The

"Bomb Threat Emergency Response Plan" you develop should be done in council with your local police services. The plan must receive the approval of your local police chief before being put into action, and once accepted, all employees should be made familiar with the plan. A bomb threat might be received by any of your staff, at any time of day.

Good housekeeping practices in your facilities will make identification of suspicious packages much easier. How a bomb arrives in your facility and what it looks like is limited only by the imagination of the bomber and the materials he has available to him. Bombs can arrive through the mail, across the front counter, or be carried in by hand and left behind by the bomber. Suspicious packages might have an incorrect address, no return address, deficient or excessive postage. Is it from a company or person you don't recognize? Was it hand delivered by a person other than normal delivery persons, especially a person using a non-delivery type vehicle? Was the package left behind by someone you have never seen before, or someone known to carry a grudge against you, your facility personnel, or administration? Is the outside of the item oily or stained? Any of these reasons are cause to suspect a package or item found or brought into your facility.

EMERGENCY RESPONSE PROCEDURES
RESPONSE TO A BOMB THREAT

- Listen - Be calm and courteous. Nearly all bomb threats are only threats; however, each one must be taken seriously.
- Do not interrupt the caller
- Do not hang up
- Note the exact wording on the bomb threat response form (see appendix)
- Do not speak to anyone else unless instructed. Do not mention the word "bomb"
- After the caller hangs up and you hang up, trace call (if your facility's telephone service has that capability)
- Call the Police (Dial 911 or the emergency number for your area) and report the threat immediately after the caller has hung up.
- Decision To Evacuate Will Be Made By The Police.
- Response To Suspicious Package Or Object
    - Remain calm
    - Do not touch it
    - Call your immediate supervisor
    - Phone number:_____
    - Alternate no. _____
    - While waiting for instructions from your supervisor, clear the area around the object and try to determine ownership. (Did anyone see who left this here?)
    - Supervisor will call the police immediately. Police will recommend whether to evacuate the building or not.

POLICE DECISION TO EVACUATE

- Remain calm
- Ensure the fire alarm is activated
- Do not stop to search change rooms. If it is safe to do so, check rooms for patrons only and evacuate.
- Report to evacuation post. Location _____.

- Consult with the police department upon their arrival
- Notify your immediate supervisor
  Phone number _____.
  Alternate no. _____ .
- Fill out incident report

POLICE DECISION NOT TO EVACUATE

- Ensure your supervisor or alternate has been called.
  Phone number _____.
  Alternate no._____.
- Consult with police department upon arrival.
- Fill out incident report.

POWER FAILURE

All facilities must be equipped with and must maintain emergency lighting systems. Emergency lighting systems will provide lighting for 20 minutes to allow safe evacuation of the buildings

EMERGENCY PROCEDURES FOR POWER FAILURE

- Remain calm. Access flashlights.
- Call local hydro-electric supply company - request information on the estimated down time.
- If The Downtime Will Be Less Than 20 Minutes:
  - Access the public address system (or bull-horn) - announce: " Please remain where you are until the power is restored. We expect the power to be restored shortly."
  - Fill out incident report
- If The Downtime Will Be More Than 20 Minutes:
  - Access the public address system(or bull-horn) - announce: "Attention! Everyone must evacuate the building immediately. Leave in an orderly fashion" - repeat the message.
  - Ensure patrons are moving towards marked exits. Assist persons with a disability.
  - Check all change rooms, washrooms, and first aid rooms, locking all doors behind you.
  - Call your immediate supervisor dial:_____
  - Do not allow anyone besides trained staff back inside the building until power has been restored.
  - Secure the building as for unoccupied mode.
  - Fill out an incident report form
- If The Downtime Will Be For An Extended Period Of Time:
  - Proceed as for interruption exceeding 20 minutes
  - Open main electrical disconnects
  - Initiate procedures for freeze protection of facilities and equipment in winter months.

MISSING PERSON

- Remain calm, polite, and reassuring
- Obtain as much information about the person as possible:

Who? - name, gender, colour & length of hair, description of clothing, any physical condition

Where?- where was the person last seen, who were they with

When? - What time did the person go missing

- Check the building thoroughly:
    - Every room, locking door behind you if possible
    - Every washroom stall - open each door
    - After all checks have been made, if the person has not been found, have the parent/guardian/relative/friend phone the person's home to make sure they are not there.
- Access the public address system. Announce " Missing person, (give description and state:) If anyone has seen this person or knows his/her whereabouts, please come to (location)
- If the forgoing have failed to locate the person, notify the police- dial.
- Upon police arrival, have the person who raised the concern meet with them in the office. Explain the situation.
- Fill out incident report

ROBBERY

Your Safety And That Of Your Patrons Are Your Main Concern Both During And Following A Robbery:

- Remain calm
- Follow the robber's instructions to the best of your ability without endangering your or patrons' safety
- Do not argue or attempt to withhold cash from the robber
- Try to get a good look at the robber's face and clothing - look for any distinctive marks or characteristics; estimate their height
- After the robber leaves, if possible without endangerment to anyone, check their escape route - on foot; type of vehicle, colour, condition, and licence plate; direction &speed.
- Call the police dial_____ (Emergency Number). Give your name, location, details of the robbery.
- Obtain witnesses and ask them to remain until the police arrive. If they are unable to remain, ask for names, addresses, phone numbers.
- Notify your immediate supervisor Dial:_____
- Try to preserve the scene of the crime until police arrive. Keep people away from the area.
- Consult with the police upon their arrival.
- Do not release any information to the media. See "Media communication"
- Fill out incident report

CRITICAL INJURY OR DEATH

Critical injury as defined under the Occupational Health and Safety Act refers to the injuries which may be sustained by an employee at work.

The Occupational Health and Safety Act does not apply to patrons using the facilites. The Act and its regulations can be adopted as guidelines in providing an acceptable level of reasonable care in the case of injury to a patron.

Critical Injury:

A. Places life in jeopardy;
B. Produces unconsciousness;
C. Results in substantial loss of blood;
D. Involves the fracture of a leg, arm, but not a finger or toe;
E. Involves the amputation of a leg, arm, hand, or foot, but not a finger or toe;
F. Consists of burns to a major portion of the body; or
G. Causes the loss of sight in an eye.

EMERGENCY PROCEDURES FOR CRITICAL INJURY OR DEATH

- Remain calm. Give first aid if qualified, or ensure injured person receives first aid.
- Call the ambulance. Dial._____ (911 or emergency number)
- Preserve the accident scene - except for the purposes of saving a life. Do not allow persons to disturb or alter the scene of the accident until directed to do so by your supervisor.
- Call your immediate supervisor.
  Dial_____
  Alternate_____
- Do not release information to anyone. See "Media Communication"
- Complete incident report form.

EVACUATION PROCEDURE

The purpose of evacuating the building is to ensure Everyone escapes the building before the threat to their safety has caused them any harm. Evacuation should be considered the first response to an uncontrollable emergency.

It must be re-emphasized here the paramount importance for each facility to develop and institute a plan for dealing with emergency situations. Because of the diversity of modern day facilities, each practitioner is encouraged to undertake an audit of their own facilities and consult with local emergency services such as fire and police departments while creating their plans, and if not during, then certainly before instituting the plan. It is also important to design the plan to suit your facilities in accordance with the infrastructure in your municipality.

Staff must then be organized within a structure and trained to be fully aware and competent in their responsibilities according to the emergency plan and evacuation procedures. If there is a need to evacuate the facility, there is no time for confusion on the part of the staff.

A Suggested Evacuation Procedure

Once The Decision Has Been Made To Evacuate:

- Remain calm

- Access the public address system; make the following announcement - *"We have an emergency. Everyone must leave the building immediately. Proceed to the nearest exit in an orderly fashion."* - Repeat the announcement.
- Ensure patrons are moving toward marked exits. Assist persons with a disability.
- Ensure assistants are guiding patrons and moving toward marked exits.
- Report to evacuation post. Location_____
  .
- Do not allow anyone to re-enter the building except for properly equipped emergency response personnel.
- Check - Has the building been cleared?
- Are all staff accounted for?
- Consult with fire department and/or other emergency response personnel. (Advise of any unaccounted persons and their last known location)
- Contact your immediate supervisor.
  Phone number _____
  Alternate_____
- Do not release any information to the media. See "Media Communication"
- Complete an incident report.

APPENDIX
SITE PLAN

A site plan (as opposed to the floor plan referred to in the Emergency Plan for fire) should be included as a part of the emergency response manual. The site plan should show as much detail as possible without being confusing. The plan can be used to identify areas of the facilities which can be divided into specific zones. These zones can then be pre-assigned to individual staff members (who have been trained in the procedures) who will then be responsible for the assigned zone in the case of an emergency evacuation. That individual will then report to the emergency response captain on the status of his zone when they rendezvous at the evacuation post.

A good source for a site plan would be the blueprints for the facility. If a suitable, uncluttered drawing is not available, the dimensional lines and dimensions, etc. can be removed from a copy which can then be shrunk down to the appropriate size using a good quality photo-copying machine.

CHECKLIST

Having secured a site plan for inclusion in the emergency planning and evacuation procedure manual, the next step would be to develop a check list to accompany the plan.

The form will list and describe each of the zones set out in the site plan. Copies of the form will be available to each person who has been assigned a zone. The person in charge of the zone will then check off each area/room in that zone as it is evacuated. If the hazard in any particular area or room is too great, or the person in charge of that zone is somehow prevented from checking it, he will notify the emergency captain when they meet at the evacuation post.

BOMB THREAT RESPONSE FORM

Use this form as a guide in an attempt to gain as much information as possible from the caller. Try to obtain answers to as many of the questions as possible - remain calm and courteous - do not hang up until the caller has. Fill out the form as soon as possible after the call is completed.

- Exact Wording Of Threat
- Check Call Display For Phone Number (If Available)
- After Call Has Ended,Trace The Call (If Available)
- Time:_____ Date:_____ Length Of Call:_____
  Call Received By: _____
- Age_____
- Child or Adult
- Gender of Caller – Male; Female; Teen; Senior
- Number Where Call Received_____
- DESCRIBE VOICE (Check ♦all that apply)

☐ Calm	☐ Nasal	☐ Loud	☐ Clearing Throat
☐ Angry	☐ Well spoken	☐ Laughter	☐Lisp
☐ Crying	☐ Cracking Voice	☐ Excited	☐ Normal
☐ Irrational	☐ Slow	☐ Raspy	☐ Disguised
☐ Rapid	☐ Deep	☐ Distinct	☐ Incoherent
☐ Accent	☐ Soft	☐ Ragged	☐ Slurred
☐ Whisper	☐ Familiar	☐ Foul	☐ Stutter

- BACKGROUND SOUNDS (Check ♦all that apply)

☐ Street	☐ Party Sounds	☐ Office noises	☐ Train/airplane
☐ Other	☐ Voices	☐ Animals	☐ PA system
☐ Static	☐ Taped	☐ Message Read	☐ Other
☐ Local Music	☐ Motors	☐ House noise	☐ Long distance

- QUESTIONS TO ASK - CIRCUMSTANCES PERMITTING

- 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 make it explode?
- Did you place the bomb?
- Where did you put it in the building?
- What is your address?
- Your name?

GUIDELINES FOR ENTRY INTO REFRIGERATION ROOM

In 1996 the Ontario Recreation Facilities Association, in consultation with interested parties from municipalities, experts in the construction of artificial ice plants and aquatic facilities, and the Refrigeration Trade Labour Management Health and Safety Committee, produced "Suggested Guidelines For Entry Into Mechanical Rooms In Recreation Facilities". This resource document reviews and interprets applicable legislation, sets out auditing procedures, and suggests procedural guidelines to improve the awareness and safety of individuals who have achieved a level of competency which would authorize them to enter mechanical rooms where a hazard may exist. The "Suggested Guidelines For Entry Into Mechanical Rooms In Recreation Facilities" is available from the O.R.F.A facilities library.

The guidelines sets out three categories of entry into mechanical rooms:

- LEVEL 1 - The intent of the *competent person entering the room is of a "monitoring" purpose only . The person will not do any procedure that may cause a release of a toxic substance to the atmosphere.
- LEVEL 2 - The person is entering the mechanical room fully intending to perform regular operational procedures or maintenance on the equipment. This would include: adding oil to a compressor crankcase, draining oil from a chiller, changing chlorine cylinders, mixing chemical solutions, or opening, closing, or adjusting any valve or control that may allow, by this action, toxic substances to escape into the room atmosphere.
- LEVEL 3 - Level 3 is an emergency situation and involves dangerous concentrations of toxic substances. Level 3 entry should only be attempted to save lives - in all other situations ENTRY MUST BE STRICTLY PROHIBITED.

Note - *Competent person means a person who,

i) is qualified because of his knowledge, training and experience to organize the work and its performance

ii) is familiar with the provisions of this Act and the regulations that apply to the work, and

iii) has knowledge of any potential or actual danger to health or safety in the work place

EMERGENCY PHONE NUMBERS

FIRE		After hours
POLICE		
AMBULANCE		
POISON CONTROL		
AMMONIA SUPPLIER		
REFRIGERATION CONTRACTOR		
PROPANE SUPPLIER		
MAINTENANCE CONTRACTOR		
NATURAL GAS SUPPLIER		
SERVICE		
ELECTRICAL SUPPLIER		
WATER AND SEWER		
PLUMBING CONTRACTOR		
FACILITIES SUPERVISOR		(Alternate)
HEALTH & SAFETY COORDINATOR		
MINISTRY OF LABOUR		
MINISTRY OF THE ENVIRONMENT		

* Generally, in the case of an emergency, the responsibility to contact any of these will lie with the Superintendent or owner's representative.

INCIDENT REPORT FORM

The purpose of an incident report form is to serve as an aid in investigating the incident with the intent of discovering the causes, both apparent and underlying with the ultimate goal of preventing future occurrences. The report will serve as a permanent record of the occurrence and the action taken immediately following. The report will likely be used as evidence should an incident result in litigious action in a court of law; therefor accuracy is of paramount importance when completing the form. Under No Circumstances Should An Incident Report Or Portions Thereof Be Released To The Media.

A SAMPLE INCIDENT REPORT FORM

Program/Activity in progress

Date _____ Time _____

Location _____

Name of individual involved

_____

Address

_____

Age _____ Child☐ Teen☐ Youth☐ Adult☐ Senior☐

Gender Male☐ Female☐

Guardian notified? Yes☐ No☐

Name of individual involved

_____

Address

_____

Age_____ Child☐ Teen☐ Youth☐ Adult☐ Senior☐

Gender Male☐ Female☐

Guardian notified? Yes☐ No☐

Name of witness

_____

Address/phone

_____

Name of witness

_____

Address/phone
_____

Describe the Incident
_____
_____
_____

Did the incident result in personal injury? Yes☐ No ☐

Describe the injuries
_____
_____
_____

Did the incident result in property damage? Yes☐ No☐

Describe the damage
_____
_____
_____

ACTION TAKEN:

First Aid Treatment By _____

To_____

Nature of the treatment
_____
_____
_____
_____

First Aid Treatment By_____

To _____

Nature of the treatment
_____
_____
_____

Ambulance Called Yes☐ No☐ By _____ Time _____

Arrived at (Time)_____ Departed _____

Transported To (Hospital Name)_____

Police Called Yes☐ No☐ By_____ Time _____

Arrived at (Time)_____ Departed _____

Officer name _____ Badge no. _____

Officer name _____ Badge no. _____

Action taken

_____
_____
_____

Other emergency services called

_____
_____
_____

By: _____ Time: _____

Officer in Charge: _____

Action taken

_____
_____
_____

Other action taken

_____
_____
_____

What was the immediate cause of the incident?

_____
_____
_____

What underlying causes were involved?

_____
_____
_____

What instruction, warning, training or caution was given before the incident?

_____
_____
_____

How can a similar incident be prevented in the future?

_____
_____

_____

Recommendation for further action

_____
_____
_____

In Case Of Sever Injury Or Death; Or Serious Environmental Impact Resulting From An Incident, The Appropriate Government Ministries Must Be Notified.

As a result of this incident, the following Ministries were notified:

Ministry of _____

Contacted by_____
Date/Time_____

Contact Name _____

Method of Communication _____

Report completed by _____ Date _____

ACKNOWLEDGMENTS

This document has been assembled from information gathered from various sources made available from key persons who have shared interests in the subject of emergency planning and response. Much of the procedures suggested for use in responding to the various emergency scenarios, for instance, comes from the emergency response guides developed by the City of Thunder Bay.

Therefor , in recognition of their help and willingness to provide resource materials and support to the completion of this document, the Association expresses our thanks to the following individuals:

John Archibald - Vice President, & Chair of Professional Development, Ontario Recreation Facilities Association; O.R.F.A. Instructor - Ice Maintenance and Equipment Operations, and Propane Safety & Handling courses.

Tony Brenner - Manager, Thompson Recreation and Athletic Center, University of Western Ontario; O.R.F.A. Instructor - Legal Awareness, Levels, Recreation Facilities Administration

Fred Horvath Chair, Canadian Recreation Facilities Association; Ontario Recreation Facilities Association Instructor/Facilitator - Building Maintenance and Operations, Levels 1&2.

Robert Imrie - Chief, Dryden Police Services

Dan McArthur - Superintendent of Facilities, City of Dryden; Ontario Recreation Facilities Director, Region 8.

Bill Vass - Manager, Facility Enterprises Division, Community Services Department, City of Thunder Bay; Ontario Recreation Facilities Association Instructor - Basic Refrigeration.