

This sample policy/procedure must be customized to fit the needs of your company. It must be integrated into other policies/procedures and processes as required. This is not meant to be used "as-is", but must be adapted to reflect your company needs and processes.

[insert company info here]

EMERGENCY RESPONSE PLAN

Date of Issue:	
Written by:	Date:
Reviewed by:	Date:
Approved by:	Date:

To report an emergency dial 911
 Address: 123 Anywhere St., Anytown, ON
 Major Intersection: Queen St. & King St.

Know Your ABC's

- Attitude is everything. Stay calm. React quickly.
 - Be prepared. Stay informed.
- Cooperate & follow instructions or take Control for your safety.

IMPORTANT NUMBERS	
External	
Fire Non-emergency	[insert phone number]
Police Non-emergency	[insert phone number]
Ambulance Non-emergency	[insert phone number]
Poison Information Centre	[insert phone number]
Local Hospital [insert name]	[insert phone number]
Ministry of Labour	[insert phone number]
Ministry of Environment	[insert phone number]
Internal	
Health & Safety Designate	[insert phone number]
Human Resources Designate	[insert phone number]
Facilities Designate	[insert phone number]
Public Relations/Communications Manager	[insert phone number]
Emergency Alerts (internal use only)	[insert phone number]

EMERGENCY COMMAND STRUCTURE

[Insert diagram of command structure for your organization, with the Emergency Response Lead/Incident Commander at the top]

DEFINITIONS	
Emergency Response Lead/Incident Commander	Staff person responsible for managing the company's response to the emergency, including coordination with external emergency services
Emergency Services Representative	A representative from an external Emergency Services Agency such as fire, police, hydro, spill team
External Evacuation Situations	Emergency situations, which may require evacuation outside of the facility may include, but is not limited to: <ul style="list-style-type: none"> • Fire or Explosion • Derailment of train • Major structural failure/building collapse • Bomb threat/sabotage • Chemical spill, Gas release • Loss of water supply • Electrical power failure • Earthquake • Flooding
Shelter-in-Place	Situations requiring Shelter-in-Place in a location inside the facility including <ul style="list-style-type: none"> • Tornados/violent winds, power outage, etc. • Active shooter either within the building or in the vicinity of the property
Situations that do not prompt an evacuation but call for proactive measures	<ul style="list-style-type: none"> • Extreme weather (snow / ice storms) • Pandemic / outbreak
Marshalling Area	A designated meeting area to verify all employees have evacuated
Senior Marshal	Individual who co-ordinates the roll call results and reporting out to the Emergency Response Lead/Incident Commander to ensure safe evacuation of all employees, visitors, and contractors
Area Marshal	The department supervisors or designate who surveys a specific area, conducts the roll call for the area, and conveys roll call information to the Senior Marshal
Command Zone	Area identified for Emergency Response Lead/Incident Commander to meet other members of the Response Team, in order to

	coordinate response effectively
Emergency Response Team (ERT)	Team of specially trained staff who are available to extinguish small fires, shut down hazardous processes/systems, etc.

SAMPLE

**EVACUATION PROCEDURES FOR STAFF, VISITORS, AND CONTRACTORS:
FIRE AND/OR SMOKE**

Upon Discovery of a Fire:

- Leave the fire area and advise others of the emergency
- Sound the Fire Alarm using the safest, nearest pull station
- Leave the building using the safest, nearest exit, and gather at the marshalling area (map of marshalling areas in appendix)
- Call 9-1-1 and provide facility information (i.e. address) and nature of the emergency

Upon Hearing the Fire/Evacuation Alarm

- Leave the fire area and advise others of the emergency
- Leave the building using the safest, nearest exit, and gather at the marshalling area (map of marshalling areas in appendix)

CAUTION!!!

- IF YOU ENCOUNTER SMOKE – USE AN ALTERNATE EXIT
- REMAIN CALM
- EVACUATE IN AN ORDERLY FASHION USING THE NEAREST SAFE EXIT
- PROCEED TO THE MARSHALLING AREA
- DO NOT RE-ENTER FACILITY UNTIL INSTRUCTED TO DO SO BY THE SENIOR MARSHALL

If you cannot leave your area or have returned to it because of fire or heavy smoke:

- Remain in the area
- Close the door
- Unlock the door for possible entry of fire fighters
- Protect yourself from smoke, by crouching low to the floor
- Wait to be rescued
- Remain Calm

EVACUATION PROCEDURES FOR EMERGENCY RESPONSE TEAM MEMBERS: FIRE AND/OR SMOKE

Emergency Response Lead/Incident Commander

- Evacuate following proper procedures, and head to designated command zone (map of command zone in appendix); bring the emergency response plans and call sheets with you, if it is safe to do so
- Ensure all roles are filled, and actions being carried out, including:
 - One individual to wait for Emergency Services Personnel at the entrance to the parking lot and direct the agency to the site of the emergency
 - Individuals to sweep the cars in the parking lot for employees on break and then monitor the entrances to the building, at a safe distance, to ensure no person re-enters building until approval is received from the emergency services agency
 - Individuals to monitor the entrances to the parking lots to prohibit any additional persons from entering the property and to maintain a clear access to the facility by the Emergency Services Personnel
- Liaise with external emergency responders, reporting any individuals that are not accounted for, and potential areas they may be located in the building
- Allow re-entry once approval has been received from the external emergency responders
- Initiate the Business Continuity Plan as needed, to resume normal operations
- Once emergency is over, complete all necessary incident reports and submit to the Health & Safety Designate
- Identify for Facilities Designate any equipment used during response, in order to ensure they are replenished

Emergency Procedures for the Senior Marshal – Upon Hearing the Fire Alarm

- Sweep your designated area and close all doors as you exit
- Gather at the command zone, and coordinate with Area Marshalls as they check in with their roll calls
- Notify the Emergency Response Lead/Incident Commander of results of roll call by the Area Marshalls, and indicate any individuals not accounted for
- Provide assistance to the Emergency Response Lead/Incident Commander, as required

Emergency Procedures for the Area Marshal – Upon Hearing the Fire Alarm

- Sweep your designated area and close all doors as you exit

- Head to the marshalling area, and conduct a roll call to ensure everyone has evacuated safely
- Make note of any individuals missing, as well as any injuries that require assistance; if there are injuries, insure that First Aid Responders are available to assist until Emergency Responders arrive
- Once all information is gathered, contact the Senior Marshall (by going to command zone or calling), and pass on all information
- Notify all evacuees when it is safe to re-enter, as instructed by the Senior Marshall and/or Emergency Response Lead/Incident Commander

Emergency Procedures for the Emergency Response Team

- Gather all response equipment required, and attend to emergency scene
- If safe to do so, extinguish fire; if it is not safe, evacuate the building
- Following pre-determined procedures, begin the safe shut down of all identified hazardous processes/systems
- If it is not possible or safe to shut down a process/system, evacuate to the command zone, and notify the Emergency Response Lead/Incident Commander of status of shut down

**EVACUATION PROCEDURES FOR STAFF, VISITORS, AND CONTRACTORS:
BOMB THREAT**

Bomb threat by Phone:

Remain calm

Keep the caller on the line as long as possible to collect as much information as possible:

What is the gender of caller?

What emotional state can you hear in their voice?

Can you hear any background noise?

As the caller the following questions, if possible:

Where are you calling from?

Why are you doing this?

What is your name?

Signal to a co-worker to notify your supervisor of the situation or notify your supervisor as soon as the caller hangs up

If the threat was left on your voice mail, do not erase, and immediately contact your supervisor

Once the call is over, sit down in a quiet area by yourself, and write down everything you remember about it

Do not touch any suspicious-looking or unknown package. Get away from the package and instruct others not to go near it

Bomb threat by Mail:

- Remain calm
- Put the letter or package down immediately, and cordon off the area where it is
- Notify your supervisor immediately so that they can call 911 and notify the Emergency Response Lead/Incident Commander
- Do not allow anyone to handle the letter or package

Bomb threat by E-Mail:

- Remain calm.
- Do not close your email.
- Notify your supervisor immediately so that they can call 911 and notify the Emergency Response Lead/Incident Commander

BE CAREFUL OF ALL DATES:

DO NOT USE OLD INCORRECTLY DATED DOCUMENTS

ALL DATES MUST BE IN CHRONOLOGICAL ORDER: policy, communicate, train, evaluate, act

WSIB Guideline:

Emergency response

Prerequisite(s): All level 1 topics and should be selected at the same time as **emergency prevention and preparedness**

Summary:

Well-developed and implemented emergency response plans can:

- Prevent fatalities and injuries
- Reduce damage to buildings, inventory and equipment
- Protect the environment and the community
- Help business resume normal operations as quickly as possible

Requirements:

The business will establish, implement monitor and maintain procedure(s) to:

1. Establish documented response plans for how to respond to emergency situations
2. Prevent or minimize injury or occupational illness, for the identified emergency situations
3. Test or drill the identified emergency situations
4. Identify the necessary resources to activate the response plans, including taking into account the needs of other interested parties, such as emergency services, authorities, or the general public
5. Ensure that response equipment is maintained in good working condition and are operationally ready at all times
6. Ensure that drills or testing of the response plans for the identified emergency situations are conducted at regularly planned intervals and in a way that does not introduce new hazards – records of drills and tests will be retained
7. Periodically review emergency response plans, and revise as appropriate, but at minimum annually
8. Communicate emergency response plans with all workplace parties and known external interested parties, including specific training for any person with defined duties or responsibilities in relation to the procedures or plans