

SECTION E – EMERGENCY PROCEDURES

Emergency Numbers

Control Desk	464-5100
Fire	911
Poison Control	428-8161
RCMP	426-8130 (426-7766)
Ambulance	911
Nova Scotia Power	428-6004

Code System for Public Address Announcements

P	Power Failure (Operations)
L	Life Threatening Medical Emergency
A	Ammonia Leak (Operations)
C	Criminal Act (Security)
E	Emergency (Non Life Threatening)
F	Fire (Operations)
S	Missing Child (Sam-boy/Samantha-girl)

Definition

The word disaster and emergency both imply a disruption or breakdown in normal circumstances resulting in an abnormal situation.

Purpose

The purpose of this plan is to prepare our staff to be able to deal with any abnormal situation that requires prompt action beyond normal procedures. The procedures outlined in this plan are established to assist our staff to react quickly to limit damage to persons, property, or the environment. It is not the intent of this plan to inhibit staff from using common sense and flexibility, but rather to assist our staff by addressing abnormal situations that are most likely to occur in this facility.

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Objective

The objective of this plan is to outline the procedures to follow in the event of a disruption to normal services.

- Responsibilities of Staff
- Power Failure-Operations
- Life Threatening- Aquatics/Security
- Ammonia Leak- Operations
- Criminal Act- Security
- Emergency- Aquatics (pool area)/Security (building)
- Fire- Operations/Security
- Sam/Samantha- Security
- Bomb Threat- Management

All emergencies will be coordinated through the CONTROL DESK RADIOS where entry into the community EMS system will occur, as well as dissemination of information through the public address system or portable radios.

Emergency Codes for the Building

All staff should familiarize themselves with:

- Emergency Exits
- Placement of Fire Extinguishers (in their work area)
- Washrooms within the vicinity of their regular work stations
- Location of First Aid Supplies
- Location of Telephones (at every exit)
- Location of Flashlights

First Aid Kits may be accessed in the following locations: Security Office, Aquatics Office, Weight Room, Babysitting room, Pool Mechanical, Kitchen, Zamboni Room, C@P site, 1st floor cleaning closet and the Front Desk. The first aid supplies for all kits are maintained by the Security Department.

The Public Address System is not heard in offices and public washrooms, therefore Security will work closely with delegated emergency/fire support staff in these areas to inform patrons of the emergency.

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(P) Power Failure

When power failure occurs, emergency lighting will continue for 30 minutes. Each area will be cleared of staff who will remain at CHP until advised. Security will make a final check of the facility. Operations will determine the cause and the length of the power outage and advise the Control Desk as to the status with respect to the building closure. Operations to provide Control Desk with radio as the PA system is not operational in the event of a power failure.

(L) Life threatening

Breathing, poison, heart attack, choking and spinal injuries are considered life threatening issues. If Security or Aquatics issues a Code L call the Control Desk identifying the exact nature/description and/or details of the life threatening situation. The Control Desk will then pass this information along to 911 along with the location of the nearest exit for the ambulance. Estimated time of arrival of emergency aid should be passed on to the first aid staff. Security will treat the victim and call upon aquatics if assistance is needed.

An automated external defibrillator (AED) is located in a locked cabinet on the wall at the Control Desk. The Control Desk and Security Department will each have a master key for this cabinet. During business hours it will be the responsibility of the Control Desk to unlock the AED cabinet and see that this equipment is available to Security or, if the incident is in the pool area, to Aquatics. If there is a code L after hours when the Control Desk is unattended, it will be the responsibility of Security Staff to access the cabinet and bring the AED to the location of need.

An Accident report to be completed. Copy given to Safety Committee and to the Department Supervisor who will follow up with a call.

(A) Ammonia Leak

Ammonia is not normally considered a serious life threatening hazard. Its pungent odour is irritating and in large concentrations intolerable, therefore, it is generally accepted as having adequate warning properties before serious harm or death occurs. If a leak is detected, operations will assess the leak and inform the Control Desk of the action to be taken. If the gas is extreme, the fire alarm will be pulled and will be treated with the same evacuation sense as fire.

(C) Criminal

Call Security and wait for further instructions.

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(E) Emergency

- Sprains, bleeding, breaks- Security will treat all first aid except in the pool area. The pool area will be handled by Aquatics. If Security requires assistance, they will contact Aquatics. Security must fill out an accident report form. All accident reports copied and sent to the Safety Committee and General Manager.
- Medical Emergency- First Aid equipment/supplies are stored in the Security Office, Aquatics Staff Room and the Cage. First Aid Kits will be replenished by Security regularly, but if additional supplies are required please contact them to replenish them.
- Chemical Spill – Operations will determine the severity of the spill and advise. Should the spill be of a serious nature that is hazardous to life, the fire alarm will be pulled and treated with the same evacuation sense as for a fire.

(F) Fire

In case of a fire, pull the nearest fire alarm and proceed to the Control Desk. This is a case 2 stage alarm. The system consists of:

First Stage- activates upon smoke detectors or pull stations being activated, or upon a problem or grounded fault in the main panel. This first stage is a series of short announcements for a maximum time frame of 5 minutes.

This allows time for a visual inspection of the panel, as to the location and type of problem by Operations and Security.

If the problem cannot be rectified within the 5 minute time frame, then the **Second stage** cuts in, which is a constant non-breaking annunciation of alarm bells which constitutes immediate evacuation of the entire complex. Operations will communicate status so that the Control Desk can communicate necessary information i.e. (false alarm, testing, evacuation). CHP staff, Operations and Security will assist in a calm and orderly building evacuation. **See Department Responsibilities below.**

Second stage alarm system also consists of 11 manually activated key switches which are located in strategic areas of the complex. These switches can only be manually overridden by Operations and Security Personnel. The manual override of these switches is only to be implemented when an investigation of the first stage alarm indicates a situation which cannot be controlled or rectified and which may be life threatening situation to patrons and staff.

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Sam/Samantha-Missing Child

Call Security with description/age and anything that might quickly identify the child. All staff with a radio should be observant as well.

Wait for instructions from Security

Department Responsibilities

Security

In the case of an emergency, Staff contacts the Control Desk to notify all staff members and patrons through the public address system of the severity of the problem. Security's main concern in a crisis is to ensure that all departments have been contacted via the P.A System by the Control Desk, for information. Security is to meet the ambulance and/or police at the proper place, and to double check the entire building, while always being in contact by radio with the Control Desk.

If a first aid problem occurs outside the pool area, it is up to Security to be the first at hand, therefore it is up to the Control Desk to be in contact with Security to ensure all is being taken care of properly, and that an ambulance or the police have been contacted.

Since the Library, Cole Harbour Integrated Health Services, Community Services, CAP Site, Job Search Services, Mental Health Services and the Administration offices and elevators do not have public address systems, it is up to Security and the delegated Emergency/Fire Support Staff of these areas to notify their patrons of the emergency.

The multipurpose room will be checked by Security. Security double checks the building and is the last person(s) to leave the building.

Completion of Accident or Incident Report form to be completed in full and copied to Supervisor as well as a copy placed in the Safety Committee file in Administration.

Control Desk

When an emergency code is called, the Control Desk will be notified by Security of the seriousness of the problem, and what procedures should be taken.

If more than one Control Desk staff is on duty, they are to assist in the dressing rooms adjacent to the Control Desk. They are also required to notify aquatics of the emergency so that they can assist security with first aid if necessary.

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Housekeeping

They are to assist in the public washrooms on the first and second level, as well as the dance studio area. Housekeeping should assist patrons and direct them to the nearest exit for evacuation. After duties are done, they return to the Control Desk for further instructions.

Operations

As with security, Operations are the eyes and ears in all emergency situations. They have a radio which enables them to be in contact with Security and the Control Desk. Operations assists Security and the Control desk in any emergency situation.

Aquatics

Once they are notified of a problem, they may assist Security in a medical emergency if assistance is required. They must evacuate their pools if necessary and proceed to the changing rooms to help patrons leave the building from proper exits as quickly and calmly as possible. Aquatics should also notify the Control desk in the case of code L and the Control Desk will contact 911. If an aquatic situation occurs, Aquatics will oversee first aid and contact the Front Desk with instructions. An Accident/Incident Report is to be completed in detail and a copy given to supervisor. As well a copy is to be placed in the Safety Committee file in the administration file.

Babysitting

Evacuate the area immediately as safely and quickly as possible, making a head count to ensure that all children are out of the facility. Take them through the nearest emergency exit.

Kitchen

Their responsibilities are to close shutters, turn off stove elements, lock doors and assist in the removal of patrons from food court area and to advise them of the nearest exit.

Weight Room

The concern of the weight room staff is to ensure all patrons are evacuated from the weight room, squash court area and cardio room through the nearest exit.

Winter Staff (Ice Maintenance)

Ice Maintenance is responsible for the evacuation of Scotia 1 and Scotia 2.

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Staff Accidents

If a staff person is hurt on the job, they must complete a worker's Compensation Board form and the internal Accident/Incident Report Form.

Worker's Compensation

Worker's Compensation must be notified within five (5) business days of staff accidents and form 67 "Report of Accident" must be completed.

Form 67 should be completed with the supervisor, and must be signed by both parties. Part C does not have to be completed if there is no loss of wages or time off.

All Supervisors/Department Heads have copies of form 67 and a Workers Compensation Kit.

CHP Staff Accident Form

CHP requests that this form be completed for all "on the job" staff accidents. Copies are available from your supervisor or in the staff room, and once completed a copy is given to the Supervisor and a copy placed in the Safety Committee file in the Administration file.

JOINT OCCUPATIONAL HEALTH AND SAFETY COMMITTEE

What is a Safety Committee?

A Safety Committee is a body of individuals in a place of business, that ensures that employee's health and safety concerns are brought to the attention of Management. The safety committee is comprised of employees of Cole Harbour Place who meet once a month to address any issues relative to health and safety and work in conjunction with Management and the Board of Directors to promote a safe workplace. At least one week prior to the meeting, a request to all Departments is issued asking for safety items for the agenda. At any time though, staff may direct their safety concerns to their supervisor or any member of the committee. The monthly minutes of the meeting are posted on the Safety Board in the Staff room and on the Aquatics bulletin board. Safety is very important to management and to all employees.

What is a Safety Concern?

A safety concern is anything which may jeopardize the employee's health and/or safety at the place of work.

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What is the role of the Safety Committee?

The safety committee is there to protect the employee from possible job hazards. Safety is very important to management and to other employees. If you have concerns, please make them know to your supervisor and/or safety reps. The committee's role is to bring forward your concern(s) to management so that in conjunction with the Safety Committee, an employee has a safe and healthy environment to work in.

If I have a safety concern, who do I tell?

You may bring your concern(s) to your supervisor or you may tell one of the Safety Committee Representatives. A list of representatives and a copy of the safety committee meeting minutes is posted on the Safety Bulletin Board in the staff room and as well as the Aquatics Safety Bulletin Board.

Remember – One accident is one to many!

STAFF ACCIDENTS

If an employee is hurt on the job, they must complete a Workers Compensation Board Form and the internal accident/incident report form. All Supervisors/Department Heads have copies of Form 67 – The Workers Compensation Board Report of Accident Form. The CHP Accident/ Incident report form is also located in the staff room.

Workers Compensation ***must be notified within 5 business days*** of staff accidents and Form 67 "Report of Accident" must be completed. Form 67 should be completed with your Department Head or Supervisor and must be signed by both parties. Part C does not have to be completed if there is no loss of wages or time off.

When a worker does not lose time or seek medical attention, the employee is not required to report the injury to Workers Compensation. However the internal accident/incident report form must be completed and will be retained in staff files, in case a claim results at a future date.