

Emergency Response and Preparedness Policy	Policy Number: PA-402
Last Reviewed: 2019/09/01	Next Review: 2020/09/01

Introduction: Emergencies and critical incidents in the workplace can affect people both physically and psychologically, and affect program continuity of Pinnguaq Association.

A range of emergency situations may occur on the premises with the potential to impact on the safety of staff, including:

- Fire
- Gas leak
- Flood
- Chemical or biological spill
- Natural disaster
- Bomb threat
- Hostage or terrorist situation
- Violence and Harassment

Purpose: This policy is to ensure Pinnguaq Association prepares for and effectively responds to emergency situations and critical incidents through the appropriate use of resources. The prevention and effective management of emergency situations and critical incidents can assist to minimise the negative impact of an unexpected event. For specific instances please see PA-008 Child Abuse Policy, or PA-007 Violence and Harassment Policy.

Policy Statement: Pinnguaq aims to safely and effectively respond to emergency situations, with the foremost goals of preserving life and ensuring safety, protecting the organisation's property, restoring operations as quickly as possible, and preventing future occurrences.

1. Definitions:

- 1.1. Emergency:** an unplanned or imminent event that affects or threatens the health, safety or welfare of people, property and infrastructure, and which requires a significant and coordinated response.
 - 1.1.1.** The defining characteristic of an emergency event or situation is that usual resources are overwhelmed or have the potential to be overwhelmed.

- 1.2. Critical incident:** an unexpected traumatic event, involving personal or professional threat, which evokes extreme stress, fear or injury. Providing appropriate supports following a critical incident is part of emergency management.
- 1.3. Risk Management:** All staff will be trained in disaster and emergency response procedures upon hiring training. Emergency evacuation drills are undertaken in all sites on an annual basis, under the instruction of the Executive Director or HR Manager. Disaster and emergency management plans are reviewed annually and/or following the event of a disaster or emergency situation.
- 1.4. Incident Reports:** are to be completed by the staff member involved in the incident or notification of the incident. Report should contain as much information as possible and indicate the people directly involved in the incident. The Executive Director in conjunction with Human Resource Manager will assess the Incident and implement a plan of action to follow up the Incident.
 - 1.4.1. Responsibilities relating to emergencies and critical incidents:**
 - 1.4.1.1.** Assessing risks and response actions
 - 1.4.1.2.** Liaison with emergency and other services
 - 1.4.1.3.** Contact with the affected person's relatives and other supports
 - 1.4.1.4.** Liaison with other organisations
 - 1.4.1.5.** Counselling and supporting staff both directly involved in, and indirectly affected by the incident.
 - 1.4.1.6.** Media management (if required)
- 1.5. Incident Debriefing (CID):** a preventative health measure to minimise the impact of traumatic events and the development of major psychological health problems such as Post Traumatic Stress (PTS) Disorder .Pinguuq Association will conduct a Critical Incident Debriefing (CID) within 48 - 72 hours after the incident.
 - 1.5.1.** The debriefing will include individual and group counselling, where the aim is to:
 - 1.5.1.1.** Decrease feelings of isolation.
 - 1.5.1.2.** Provide people affected by the incident with a facilitated session to assist them to normalise their thoughts and feelings.

- 1.5.1.3. Groups assist people to explore their differing perspectives of the incident and share their similar thoughts and feelings.
 - 1.5.1.4. Further counselling will be provided if needed.
 - 1.5.2. Pinguuaq Association will maintain confidentiality by ensuring that only a record of when and where a debriefing took place will be kept; and that no information will be released without the agreement of the individual or group.
- 1.6. Emergency and Critical Incident Procedures**
 - 1.6.1. Staff who experience a critical incident related to their involvement with Pinguuaq Association should immediately inform where possible the Executive Director. If this is not possible they should immediately inform a Board of Directors member.
 - 1.6.2. Staff must file a critical incident report following the incident.
 - 1.6.3. The Ministry of Labour must be contacted within 48 hours of the incident in situations resulting in death or critical injury of an employee.
- 1.7. Evacuation Procedure:** In the event of the need to evacuate employees will:
 - 1.7.1. Trigger the alarm, or alert staff by other means necessary.
 - 1.7.2. Activate the appropriate emergency services if necessary. Remember that 911 does not work in many northern communities, so be prepared with the appropriate number prior to travel. Most numbers for Nunavut can be found in the Health NU app or with a Google search.
 - 1.7.3. Alert a member of the Joint Health and Safety Committee.
 - 1.7.4. Proceed along designated routes to the designated assembly area: across the street on the sidewalk.
 - 1.7.5. Ensure assistance is provided to people with disabilities and/or special needs.
 - 1.7.6. Health and Safety Representative is to collect the staff attendance register and direct people to assembly point.
 - 1.7.7. Check attendance at the assembly area against the attendance registers.
 - 1.7.8. If it is safe to do so, contact Ryan Oliver 705-928-5742 or ryan@pinguuaq.com. Ryan will contact emergency contacts from the official list if necessary, arranged for alternative flights or other transportation, and provide whatever remote assistance is required.

- 1.7.9. Remain at the assembly area until advised by emergency personnel that it is safe to return to premises.
 - 1.7.10. When the crisis is over, a Joint Health and Safety Committee member will fill out an Incident Report, either electronically or manually. This report should be sent to Ryan, and Maria (maria@pinnguaq.com) as the Health and Safety Representative.
 - 1.7.11. Follow up with management regarding next steps, such as medical assistance, counselling, or time off.
- 1.8. Emergency Procedures:**
- 1.8.1. Fire
 - 1.8.1.1. Trigger the fire alarm, or alert staff by other means necessary.
 - 1.8.1.2. Contact fire emergency services.
 - 1.8.1.3. Alert a member of the Joint Health and Safety Committee.
 - 1.8.1.4. Evacuate people from the immediate area of the fire behind a rated fire door or outside the building.
 - 1.8.1.5. Ensure assistance is provided to people with disabilities and/or special needs.
 - 1.8.1.6. One selected staff member will check the basement for staff, if it is safe to do so.
 - 1.8.1.7. If you can safely do so, exit the building according to the Fire Evacuation Map.
 - 1.8.1.8. Shut doors and turn off lights when exiting a building, if safely can do so.
 - 1.8.1.9. Fight the fire with existing equipment, if safe to do so
 - 1.8.1.10. Once exited the building staff will meet at the designated meeting spot.
 - 1.8.1.11. A Joint Health and Safety Committee member will count staff and ensure no staff members are missing.
 - 1.8.2. Gas Leak
 - 1.8.2.1. Shut off all ignition sources.
 - 1.8.2.2. Clear immediate area and move upwind of damage site.
 - 1.8.2.3. Ensure all employees have evacuated site.
 - 1.8.2.4. Contact Fire Department and follow instructions.

- 1.8.2.5. Give Fire Department all information regarding the type of damage and exact location.
- 1.8.2.6. Ensure occupants of nearby buildings are notified and if necessary advise evacuation.

1.8.3. Flood

- 1.8.3.1. Do not enter the flood waters.
- 1.8.3.2. Eliminate potential electrical hazards.
- 1.8.3.3. Place high value equipment and records away from impending flood waters if it is safe to do so.
- 1.8.3.4. Stay in a safe location while it continues to offer protection.
- 1.8.3.5. Evacuate staff.
- 1.8.3.6. Contact and liaise with emergency services if required.
- 1.8.3.7. Notify Executive Director and/or other senior staff.

1.8.4. Chemical or Biological Spill

- 1.8.4.1. The first employee discovering the spill, should ensure his/her own safety first.
- 1.8.4.2. Contact the Executive Director
- 1.8.4.3. Contain the spill by using the spill kit materials or earth/sand/mud and equipment on site if safe.
- 1.8.4.4. Evacuate premises if necessary.

1.8.5. Natural Disaster

- 1.8.5.1. Remain indoors and seek shelter under strongly constructed tables, desks or door frames.
- 1.8.5.2. Keep away from windows, fixtures, furniture, and items that may become unstable.
- 1.8.5.3. Evacuate the premises if it is safe to do so.

1.8.6. Bomb Threat (via phone call)

- 1.8.6.1. Remain calm

- 1.8.6.2. Record as much information as possible from the caller using questions and observations including:
 - 1.8.6.2.1. What type of bomb is it?
 - 1.8.6.2.2. What does it look like?
 - 1.8.6.2.3. When it set to go off?
 - 1.8.6.2.4. Where is it? When was it put there?
 - 1.8.6.2.5. Who put it there?
 - 1.8.6.2.6. Will it explode or will something be released?
 - 1.8.6.2.7. Observations about the caller: gender, age, accent? Any background noise?
- 1.8.7. Contact police who can assist in determining if evacuation is required
- 1.8.8. If instructed, evacuate staff.
- 1.8.9. Notify Executive Director and/or other senior staff.
- 1.8.10. In the event of a letter bomb (threat via postal mail):
- 1.8.11. Do not disturb, move or touch the package if possible
- 1.8.12. Contact police who can assist in determining if evacuation is required
- 1.8.13. If instructed, evacuate staff.
- 1.8.14. Notify Executive Director and/or other senior staff.
- 1.8.15. **Hostage or Terrorist Situation**
 - 1.8.15.1. Assume the offender is armed and that any firearms are loaded.
 - 1.8.15.2. Comply with instructions given by the offender, doing no more or less than what you are told to do, and answer all the questions asked.
 - 1.8.15.3. Do not attempt to disarm or apprehend the offender.
 - 1.8.15.4. Take mental notes of details about the offender and any items that are touched by the offender.
 - 1.8.15.5. If it is safe to do so, call 911.
- 1.8.16. **Violence and Harassment**
 - 1.8.16.1. Immediately call 911 whenever there is a real or perceived threat that lives are in danger.
 - 1.8.16.2. Direct visitors and staff away from the immediate danger area.
 - 1.8.16.3. Ensure own safety.
 - 1.8.16.4. Do what is safely possible to ensure a victim's safety.

1.8.17. Lock Down Procedure

- 1.8.17.1. Move immediately to the nearest room you feel is safe with as many people as possible; all staff and Makerspace participants should go immediately to the boardroom if it is safe to do so.
- 1.8.17.2. Lock and barricade the door;
- 1.8.17.3. Call 911 if they have yet to be notified, from a hard wired line if possible;
- 1.8.17.4. Turn off the lights or maintain minimal lighting;
- 1.8.17.5. Cover all windows with blinds, curtains, etc.
- 1.8.17.6. Keep back from windows and doors;
- 1.8.17.7. Lie flat on the floor or take cover out of sight ;
- 1.8.17.8. Turn off cell phones except to report injured people;
- 1.8.17.9. Keep calm and quiet; and;
- 1.8.17.10. Stay in the room until police arrive. Remember it may several hours before you can be safely evacuated.

What to Report when contacting the authorities:

- 1. Your specific location, building name, and office/room number
- 2. The number of people at your specific location
- 3. If there are injuries, the numbers and types of injuries; and
- 4. If you have seen the assailant or identified a threat:
 - a. Location and number of suspects
 - b. Direction of travel
 - c. Their clothing and description
 - d. Their identity if known;
 - e. Any weapons or accessories
 - f. Any unusual sounds or threatening sounds (ie gunfire)

2. Emergency Communication with Media

- 2.1. If there are any questions about the incident from media sources, they should be referred to Ryan Oliver.

3. Communication with Board

- 3.1. A copy of the emergency report should be sent to board members as soon as possible after it is completed.

Emergency Contact Numbers

Department	Contact Number
Emergency Services	911
Ontario Provincial Police - Lindsay	(705) 324-6741
Lindsay Fire Department	(705) 324-5731
Ross Memorial Hospital (Lindsay Hospital)	(705) 324-6111
Most numbers for Nunavut can be found in the Health NU app or with a Google search.	
Iqaluit Police Department	(867) 979-1111
Royal Canadian Mounted Police (RCMP)	(867) 979-0123
Iqaluit Fire Department	(867) 979-4422
Qikiqtani General Hospital (Iqaluit Hospital)	(867) 975-8600
Burnaby RCMP Detachment	(604) 646-9999
Burnaby Fire Department	(604) 294-7190
Burnaby Hospital	(604) 434-4211