

COMMUNITY and RECREATION FACILITIES BRANCH

EMERGENCY PROCEDURES

Facility: ACT Aquatic and Recreation Centre & Rundle Family Centre
Address: 2909-113th Ave
Edmonton, AB

Effective Jan. to Dec. 2017

EMERGENCY PROCEDURES

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EMERGENCY PROCEDURES

Facility:
ACT Aquatic and Recreation Centre
Rundle Family Centre

Address:
2909-113th Ave

Phone #:
(780) 496-4941

Emergency Response Phone Numbers (24 hr.)

EMS / Fire / Police	911 - Follow directions	Building Maintenance	780-496-4270 or 6-4270
Corporate Security	780-496-8888 or 6-8888	Emergency Transit (Bus support)	780-945-4661
Electrical (EPCOR)	780-412-4500	Poison Centre	1-800-332-1414
Water (EPCOR)	780-412-6800	Police - non-emergency	780-423-4567
Gas (ATCO)	780-420-5585	Fire - non-emergency	911 - Follow directions
Sewer (Drainage)	780-496-1717 or 6-1717	Weather	780-468-4940

Other Emergency Contacts (tenants, adjoining buildings, etc.)

Name	Association / Position	Best Contact	Secondary Contact
Dogwood Cafe – Culina Family Restaurant & Catering	Concession Operators	Cindy Lazarenko C 780-710-0100	Brad Lazarenko C 780-862-7044
Jody Virr	Rundle Park - Team Lead	587 986 2841	Paul Mitchell 780 499 5170 (Occasional coverage)
Renee Dobko	Rundle Park - Crew Leader	780 499 4691	
Jennifer Paterson	RFC Rec Tech III	C 780 983 4387	O 780 496 2984
Sarah Gericke	RFC Recreation Tech	O 780-944-0053	
Karina Tetrault	RFC Program Manager	O 780-496-2990 C 780 983 6825	
Roger Lufkin	Paddle Boat / Mini golf	C 780-720-6449 O 780-456-8906	
Ruth Ann French	Pottery studio, Program Coordinator	O 780 944 7585	
Team Leader Rylan O'Brien	Rundle Park golf course	C 780-913-1918 O 780-496-4921 H 780-782-2081	
Greg Komarniski	Park Ranger Peace officer	O 780 408 4146 C 780 218 7318	PO's - (7am-10pm) 780-293-3170

- Remember to dial 9 first and then the number.
- When phoning 911, identify yourself and be prepared to answer questions and to follow instructions provided.
- You will be asked for the facility address and phone number, to describe details of the emergency, injured person's condition, etc.

Date Revised: January 30, 2017

EMERGENCY PROCEDURES

EMERGENCY DEFINITIONS

- Staging Area:** The location (s) inside a facility where everyone - patrons, visitors and staff - is taken to during an evacuation or lockdown.
- Marshalling Area:** The location (s) outside a facility or complex (group of buildings) where everyone - patrons, visitors and staff - is taken to during an evacuation.
- Code 1 Emergency:** An emergency requiring immediate action by staff and support of emergency services (ambulance, fire, police) to prevent possible loss of life and / or significant property or environmental damage. An evacuation or lockdown is usually required to manage the emergency.
- Code 2 Emergency:** An emergency that demands immediate action by staff and possibly support from emergency services (ambulance, fire, police), that does not involve a life threatening situation and may involve minor property or environmental damage.
- Code 3 Emergency:** A routine or non-life threatening emergency which can be handled by facility staff without emergency services. These emergencies are short in duration and have minimal impacts to facility staff and visitors.

EMERGENCY RESPONSE POSITIONS

- Incident Commander:** Is the senior staff member who co-ordinates, leads and directs other staff members, during the emergency response. This individual is responsible for managing all aspects of the response.
- Deputy Incident Commander:** Is the staff member (s) who takes over a set of responsibilities from Incident Commander.
- First on Scene:** The first staff member to see or becomes aware of the emergency.
- First Responder:** The first staff member who responds to the emergency, to manage the impacts of the emergency, such as applying medical aide, extinguishing a fire, etc.
- On-Duty Supervisor:** The appointed senior staff member at a facility is referred to as the On-duty or Shift Supervisor. The On-duty Supervisor may take on the incident commander role according to facility emergency procedures.
- Wardens:** Staff assigned to evacuate or lockdown part of a facility, a facility or group of facilities within a complex.
- Facility Staff:** All staff members working or off duty who are within the facility during the emergency.
- Witnesses:** Volunteers and patrons who participate in or see part or all of an emergency incident. The best witnesses see the start of an emergency event, and circumstances creating the emergency.

1.a EVACUATION

Start of Emergency / Initial Response

Refer to Appropriate Emergency Procedure

Checklist

Response

- Ask Everyone to Leave the Facility Immediately**
 - Bring emergency equipment - Trauma kits, blankets, etc.
 - Bring attendance / trades sign in sheets, secure cash
 - Announce to Patrons, where to go, (pick up coats, etc. on way out) - use PA system, air horn

- Staff Complete Coordinated Search of the Entire Facility**
 - Use Facility Evacuation Checklist
 - Move everyone to the Staging or Marshalling site ASAP
 - Know what rooms have been searched and who is still in building
 - Close room doors once evacuated
 - Inform Incident Commander on search progress and hazards

- Everyone Gathers at Marshalling Area**
 - Ensure everyone is accounted for
 - Don't re-enter the facility until safe to do so, monitor unlocked exterior doors
 - Move Marshaled Patrons – if site becomes unsafe and notify neighbours
 - Collect patrons' contact information when patrons' belongings cannot be retrieved from closed facility
 - Provide shelter / comfort to patrons (call Transit 780-945-4661 if needed)

After Emergency Activities

Refer to Appropriate Emergency Procedure

1.b POOL CLEAR

Start of Emergency / Initial Response

Refer to Appropriate Emergency Procedure

Checklist

Response

- Ask Everyone to Leave Water Immediately**
 - Announce to patrons, exit the water immediately - use air horn, if needed
 - Direct patrons to staging area along side pool
 - Assign someone to stay with and monitor patrons

- Lifeguards Complete Water Search**
 - Circle pool(s) - inspect all water blind spots, complete bottom check
 - Inform Incident Commander on search completion

- If Patron Found In Water / Unresponsive**
 - Closest Lifeguard jumps into water, swims to person, assess patron
 - Remove patron from water, update Incident Commander, seek help if needed
 - Implement Emergency Medical Procedure (see 2.a), if necessary
 - Move patrons out of pool area and into a secondary staging area (i.e. change rooms), secure deck
 - Incident Commander determines if facility evacuation is needed (see 1.a)

After Emergency Activities

Refer to Appropriate Emergency Procedure

2.a MEDICAL (Serious)

(Submersion, heart attack, seizure, etc.)

Start of Emergency / Initial Response

- Recognize the emergency
- Announce emergency to all staff - “Code 1 - Medical”
- Pick up evacuation kits, access cards/keys, cell phone and don vest
- Incident Commander takes control
- Phone Emergency Services - (9) 911

Checklist

Response

- Gather Medical Supplies and Bring to Injured Patron**
 - Bring - First aid kit, AED, and other medical equipment and supplies
 - Report source and type of Medical Emergency to Incident Commander

- Administer Medical Aid**
 - If necessary move injured patron to a safe location
 - Provide security and comfort (warmth, shelter, etc.)
 - Record injured patron’s vitals, gather information to assist responding EMS crew

- Gather Patrons at Staging Area**
 - Remove patrons so they are not in the way and unsupervised

- Meet and Assist Emergency Responders (Fire, Ambulance)**
 - Arriving Emergency Crews (Fire, EMS) take over injured patron
 - Find injured patrons’ belongings, ID and provide to EMS crew
 - Notify injured patrons’ family about the incident, if possible

After Emergency Activities

- Announce - emergency is over
- Complete the After Emergency Procedure (see 5.a)
- If AED is used, replace AED with a loaner, supervisor to secure data for Risk Management
- Resume facility operations as appropriate

2.b FIRE

Start of Emergency

- Recognize the emergency
- Announce emergency to all staff - “Code 1 - Fire”
- Pick up evacuation kits, access cards/keys, cell phone and don vest
- Incident Commander takes control
- Phone Emergency Services - (9) 911

Checklist

Response

- Determine Location and Type of Fire** (if possible and safe to do)
 - Pull Fire Alarm if not already activated
 - Keep safe - stay away from the fire
 - Check Annunciation Panel

- Extinguish Fire - If Safe**
 - Extinguish the fire only if it's small, and you are near an exit

- Complete Evacuation (see 1.a)**
 - When alarm is **proven to be false***; (1) stage everyone until responding Fire crews give the all clear announcement (2) trained operations staff may silence alarms. Otherwise Evacuate building

- Meet and Assist Emergency Responders (Fire)**
 - Emergency Crews (Fire) take over scene control
 - Fire staff will re-set the fire alarm

After Emergency Activities

- Announce - emergency is over
- Complete the After Emergency Procedure (see 5.a)
- Resume facility operations as appropriate

* False: when staff member sets off alarm by accident, or Patron is seen (by staff) setting off alarm.

2.c SEVERE WEATHER - Lockdown

(Tornado, High Winds, Hail Storm, Lightning, Extreme Rain/Snow Storm)

Start of Emergency

- Recognize the emergency
 - Watch – notify staff to be ready for an emergency
 - Warning – begin emergency response as danger is eminent
- Announce emergency to all staff - “Code 1 Lockdown - Severe Weather”
- Pick up evacuation kits, access cards/keys, cell phone and don vest
- Incident Commander takes control

Checklist

Response

- Initiate Lockdown - Move Everyone Inside to Staging Area**
 - If patrons / staff are outside ask them to come inside immediately
 - Complete coordinated search, locate and gather everyone to staging areas - using evacuation checklist
 - Keep patrons/staff away from windows, watch for people stranded outside if safe. Do not lock doors into facility
- Remain in Staging Area until Threat is Over**
 - Attend to patrons & staff needs until emergency is over
 - Monitor news / internet (Environment Canada) - for weather updates
- If Building is Damaged Evacuate to Another Safe Structure**

After Emergency Activities

- Announce - emergency is over
- Complete the After Emergency Procedure (see 5.a)
- Resume facility operations as appropriate

2.d POWER OUTAGE

Start of Emergency

- Recognize the emergency
- Announce emergency to all staff - “Code 2, Power Outage”
- Pick up evacuation kits, access cards/keys, cell phone, flashlights and don vest
- Incident Commander takes control

Checklist

Response

- Stop All Activities (prevent further accidents due to darkness)**

- Gather Everyone at Staging Area**
 - Emergency Lighting will begin to fail after 20 minutes
 - Complete coordinated search of building

- Phone EPCOR (780-412-4500)**
 - Determine how long power will be off & advise everyone

- If Power not Restored - Close Building (After 20 minutes)**
 - Attend to patrons’ & staff needs until emergency is over
 - Make arrangements to close building and send people home
 - If building systems adversely impacted call Trades 780-496-4270
 - Cancel operations until power is restored

After Emergency Activities

- Announce - emergency is over
- Complete the After Emergency Procedure (see 5.a)
- Resume facility operations as appropriate

2.e MAJOR WATER LEAK (Pipe Break)

Start of Emergency

- Recognize the emergency
- Announce emergency to all staff - “Code 1 - Major Water Leak”
- Pick up evacuation kits, access cards/keys, cell phone and don vest
- Incident Commander takes control

Checklist

Response

- ❑ **Shut off the Water** (close main water shut off valve)
- ❑ **Call Building Maintenance (780-496-4270)**
- ❑ **Call EPCOR (water) if Unable to Shut Off Water (780-412-6800)**
- ❑ **Secure Area Impacted by Water Leak**
 - Evacuate patrons from impacted areas (see 1.a)
 - Close off access into impacted areas
 - Clean up water, etc.

After Emergency Activities

- Announce - emergency is over
- Complete the After Emergency Procedure (see 5.a)
- Resume facility operations as appropriate

2.f BUILDING STRUCTURE

(Shattered windows, explosion, wall or roof damage)

Start of Emergency

- Recognize the emergency
- Announce emergency to all staff - “Code 1 - ...”
- Pick up evacuation kits, access cards/keys, cell phone and don vest
- Incident Commander takes control

Checklist

Response

- ❑ **Secure Area Impacted by Building Damage**
 - Evacuate patrons from impacted areas
 - Close off access into impacted areas
 - Close building & stop operations as required (see 1.a)

- ❑ **Call other Emergency Services if Needed**
 - Call **(9) 911** - for support - medical, evacuation, security
 - Call Utility companies (EPCOR, ATCO) - to help with shut offs

- ❑ **Call Building Maintenance (780-496-4270)**
 - Building repairs
 - Clean up debris and damaged materials

After Emergency Activities

- Announce - emergency is over
- Complete the After Emergency Procedure (see 5.a)
- Resume facility operations as appropriate

2.g WEAPONS / VIOLENCE

(Guns, knives, other weapons, robbery, physical violence or threats)

Start of Emergency

- Recognize the emergency
- Announce emergency to all staff i.e. - “Code 1 - Lockdown/ weapons/violence”
- Pick up first aid & evacuation kits, access cards/keys (if safe) - **DO NOT don vest**
- Incident Commander takes control

Checklist

Response

- Phone (9) 911 - Police**
 - Exchange phone numbers and maintain contact, if possible
- Threat is Outside of Building - Initiate Lockdown**
 - Keep everyone inside or move outside patrons inside – if safe to do so
 - Lock all doors into the facility and stay away from windows
 - Move everyone to a safe staging area
- Threat is Inside of Building – Move Away From Threat**
 - Hide, drop low, remain very quiet, find a safe place, do not provoke
 - Move people into rooms, lock and blockade doors
 - If safer, evacuate building, and prevent others from entering building
 - When person (with weapon) leaves the building, lock all exterior doors
- Warn Neighbours of the Danger** (phone them)

- Announce - emergency is over
- Complete the After Emergency Procedure (see 5.a)
- Resume facility operations as appropriate

2.h BOMB THREAT

Start of Emergency

- Recognize the emergency
- If a suspicious package, or written (e-mail) threat is received - Notify Supervisor or Director immediately and await further instructions - they will advise when to complete this phone emergency response
- If the threat is received as a phone call:
 - i. Do not transfer call or hang up
 - ii. Listen to what the caller says and try to record the exact words used, particularly details
 - iii. Ask questions - as to where or when the bomb may detonate.
 - iv. Record information about the caller
- Calmly inform other staff members
- Pick up evacuation kits, access cards/keys, cell phone and don vest
- Incident Commander takes control
- Phone Emergency Services - (9) 911

Checklist

Response

- Stop Operations
- Complete Evacuation (see 1.a)
 - During the evacuation look for suspicious packages and inform police
- Meet responding Police Crew
 - Attend to patrons' & staff needs until emergency is over
- Re-enter building after Police Give the "All Clear"

After Emergency Activities

- Announce to Wading Pool staff that emergency is over
- Complete the After Emergency Procedure (see 5.a)
- Resume facility operations as appropriate

2.i RIVER FLOOD

Before Emergency (If risk of flooding is high)

- Monitor river levels
- Move valuables to higher locations
- Review Facility Flood Plan

Start of Emergency

- River Flood Emergency is declared
- Announce emergency to all staff - "Code 1 - River Flood"
- Incident Commander takes control

Checklist

Response

- ❑ **Implement Facility Flood Plan, Evacuate, Move Valuables**
 - Evacuate public (see 1.a), non-essential staff, and animals
 - Move valuables to higher ground (if not already done)
 - Close facility

- ❑ **Secure Potential Flood Area / Protect Buildings**
 - Sandbag and protect City Property
 - Shut off Utilities into buildings (electricity, gas, water)
 - Move environmental hazards
 - Monitor river water levels

After Emergency Activities

- Announce - emergency is over
- Complete the After Emergency Procedure (see 5.a)
- Resume facility operations as appropriate

- ❑ **Report Any Environmental Releases (780-496-6666)**

2.j DANGEROUS ANIMAL SIGHTED

(Cougar, bear, elk, etc.)

Start of Emergency

- Recognize the emergency
 - Confirm Sighting - “Aggressive”
- Announce emergency to all staff - i.e. “Code 1 - Dangerous Animal”
- Pick up evacuation kits, access cards/keys, cell phone, two-way radio and don vest
- Incident Commander takes control

Checklist

Response

- ❑ **Evacuate People from Danger Area**
 - Keep evacuated people safe - in buildings
 - Use outside PA system to watch public - if available
 - Keep animal in sight, watch where it travels to, evacuate others as needed
 - Establish safe watch areas
- ❑ **Notify Emergency Services if Anyone is Attacked (Police, EMS)**
 - Provide medical care if Safe to do so
 - Meet and support emergency responders
- ❑ **Contact Park Rangers (780-496-2959)**
 - People on trails, around facility need notification and evacuation
- ❑ **Contact Alberta Fish & Wildlife (780-427-3574)**
 - Outside of normal business hours call 1-800-642-3800

After Emergency Activities

- Announce - emergency is over
- Complete the After Emergency Procedure (see 5.a)
- Resume facility operations as appropriate

2.m ACTIVE SHOOTER

(Shooting at everyone, or anyone in range)

Start of Emergency

- Recognize the emergency
- Warn others if safe- i.e. “Code 1 - Active Shooter”
- Pick up **first aid** & evacuation kits, access cards/keys (if safe) - **DO NOT don vest**
- Incident Commander takes control

Checklist

Response

- Shooter is Inside Building – Run, Hide, Fight**
 - If Safe – Run away - outside to shelter (quietly), take patrons as you go
 - Prevent others from entering building
 - Can’t Run – Hide, lock doors, be still / quiet, bring others if safe, turn off lights, silence cell phones
 - As a last resort, if threatened – fight for your life
- Shooter is Outside of Building - Initiate Lockdown**
 - Incident Commander takes control, pick-up evacuation kit, cell phone
 - Keep everyone inside / move outside patrons inside – if safe to do so
 - Lock all doors into the facility and stay away from windows
 - Move everyone to a safe staging area – ready to run outside if needed
- Once safe, Phone (9) 911 – Police**
 - Warn Neighbours of the Danger

- Complete the After Emergency Procedure (see 5.a)
- **Close Facility**

3.a NATURAL GAS

Start of Emergency

- Recognize the emergency
- Announce emergency to all staff - (verbally - “Code 1 - natural gas”)
- Pick up evacuation kits, access cards/keys, cell phone and don vest
- Incident Commander takes control
- Do not operate any electrical devices (i.e. telephones, cell phones, appliances, etc.); and do not turn light switches on or off.

Checklist

Response

- Complete Evacuation (see 1.a)
- Call ATCO Gas (780-420-5585) / Building Maintenance (780-496-4270)
- Call (9) 911 (Fire Rescue) if Needed
 - If risk of explosion
 - If help is needed with the evacuation
- Meet Responding Emergency Crews (ATCO, Trades, Fire)

After Emergency Activities

- Announce - emergency is over
- Complete the After Emergency Procedure (see 5.a)
- Resume facility operations as appropriate (determined safe by trades, ATCO, Fire)

- Report Environmental Release (780-496-6666)

3.b CARBON MONOXIDE

Start of Emergency

- Recognize the emergency
 - High alarm in arenas
- Announce emergency to all staff - i.e. "Code 1 - Carbon Monoxide"
- Pick up evacuation kits, access cards/keys, cell phone and don vest
- Incident Commander takes control

Checklist

Response

- Complete Evacuation (see 1.a)**
 - Leave outside doors open to draw fresh air into the building, assign someone to monitor and prevent entry
- Call ATCO Gas (780-420-5585) & Building Maintenance (780-496-4270)**
- Call (9) 911 (Fire Rescue) if Needed**
 - Phone Ambulance for medical aid if required
 - Phone Fire Rescue for CO readings or for evacuation support
- Meet Responding Emergency Vehicles**

After Emergency Activities

- Announce - emergency is over
 - Complete the After Emergency Procedure (see 5.a)
 - Resume facility operations as appropriate
- Send Staff For Medical Assessment**
 - Send a first aid trained staff member to accompany employee

3.c PIPELINE - MAJOR FUEL SPILL

(Pipeline leaks, large fuel tank spills)

Start of Emergency

- Recognize the emergency
- Announce emergency to all staff - i.e. "Code 1 - Major Fuel Spill"
- Pick up evacuation kits, access cards/keys, cell phone and don vest
- Incident Commander takes control

Checklist

Response

- Call Emergency Services**
 - Call (9) 911 - fire, police (evacuation, security, containment)
 - Call Pipeline or Transport Company

- Secure Area Impacted by Building Damage**
 - Evacuate patrons from impacted areas
 - Close off access into impacted areas
 - Contain the Spill if safe to do so
 - Remove ignition sources if safe to do so
 - See Attachment 3 (Environmental Clean up Procedure)

After Emergency Activities

- Announce - emergency is over
- Complete the After Emergency Procedure (see 5.a)
- Resume facility operations as appropriate

- Report Environmental Release (780-496-6666)**

3.d MAJOR EXPLOSION/CHEMICAL RELEASE (Refinery Explosion, Fire, Major Gas Release)

Start of Emergency

- Recognize the emergency
 - Refinery explosion, fire, strong gas odours
- Announce emergency to all staff - i.e. "Code 1 - Refinery Explosion"
- Pick up evacuation kits, access cards/keys, cell phone and don vest
- Incident Commander takes control

Checklist

Response

- Call (9) 911
 - Advise them on situation, seek evacuation advice
- Fire / Explosions - Evacuate (see 1.a)
 - Don't panic. If safe – move public and staff away from dangers away from facility / park / grounds
- Strong Gas Smell Outside - warn everyone not to operate electronic devices
 - Do not start or use vehicles
 - Move public / staff into buildings – Staging areas

After Emergency Activities

- Announce - emergency is over
- Complete the After Emergency Procedure (see 5.a)
- Resume facility operations as appropriate

3.e CHLORINE LEAK

Start of Emergency

- Recognize the emergency
 - High alarm or heavy smell of chlorine
- Announce emergency to all staff - i.e. "Code 1 - Chlorine Leak"
- Pick up evacuation kits, access cards/keys, cell phone and don vest
- Incident Commander takes control

Checklist

Response

- Gather Patrons at Staging Areas**
- Phone (9) 911 Emergency Services**
 - Phone Fire Rescue for help with leak and evacuation
 - Phone Ambulance for medical aid if required
- Investigate Leak** (two trained staff must be present)
 - Don PPE and stop leak if possible
 - If only one trained staff member is present - evacuate and wait for Fire
- Complete Evacuation (see 1.a) - If Leak Isn't Stopped**
 - Contact Building Maintenance (780-496-4270)
 - Alert nearby schools and businesses about the leak (risks and dangers)
 - Check wind direction, stay upwind
- Meet And Assist Fire Emergency Vehicles**
 - Contact chlorine supplier (ClearTech 1-306-664-2522 or toll free at 1-800-387-7503) if leak isn't stopped
- Controlled Release of Chlorine Gas in the Chlorine Room**

After Emergency Activities

- Announce - emergency is over
 - Complete the After Emergency Procedure (see 5.a)
 - Resume facility operations as appropriate
- Report Environmental Release (780-496-6666)**

4.a SEARCH - MISSING PERSON LOCKDOWN (Code 2)

Start of Emergency

- Recognize the emergency
- Gather detailed information on missing person (record)
 - Gender, age, height, appearance, last seen, name, who with, etc.
- Announce emergency to all staff, i.e. - “Code 2 - Missing person reported” - with description of missing person, last seen, etc.
- Pick up evacuation kits, access cards/keys, cell phone and don vest
- Incident Commander takes control

Checklist

Response

- Coordinate Building(s) / Complex Search**
 - Identify available staff to complete search
 - Check high hazard areas (i.e. clear pool & bottom check)
 - Begin search in last seen locations
 - Complete grid search using evacuation checklists
 - Where practical alert public to the missing person (PA system)
- Secure & Monitor Exits**
- If Missing Person is not Found**
 - Discuss options with person reporting the missing person
 - Call Family & Friends - who live close by
 - Call Police

After Emergency Activities

- Announce - emergency is over and public (if they were alerted)
- Complete Incident Reports, notify Supervisors
- Resume facility operations as appropriate

4.c THEFT - IN PROGRESS (CODE 2/3)

Start of Emergency

- Recognize the emergency
 - Staff member witnesses a suspected theft
 - Confirm or refute theft
 - If unsafe - radio for assistance
 - Patron reports theft in progress
 - Radio for assistance and - confirm or refute theft
- **If confirmed** - Announce emergency to all staff - "Code 3 – Locker Theft in progress" From a distance – watch thief
- Incident Commander takes control

Checklist

Response

- If Thief Is In Building – Call 911 - Police**
 - Keep sight of thief until they leave the building, at a safe distance
 - Do not stop or confront thief – keep safe
 - If car keys stolen – if possible have staff member and patron confirm
If vehicle has been stolen
 - Meet Police when they arrive
- If Theft has Been Prevented**
 - Keep sight of thief until he leaves the building, at a safe distance
- Prepare Theft Report (with impacted patrons)**

After Emergency Activities

- Announce - emergency is over and Complete incident reports
- Provide Patron with "Property Recovery Sheet"; Look for stolen items (garbage cans, other lockers, etc.)
- Pull video surveillance (if requested by police)

4.d BREAK & ENTER IN PROGRESS (CODE 2/3)

Start of Emergency

- Recognize the emergency
 - Staff member witnesses a break and enter
 - Patron reports - break and enter in progress
 - Radio for assistance and confirm (two staff)
- **If confirmed** - Announce emergency to available staff - “Code 3 – Break & Enter in progress, and give location”
- Incident Commander takes control

Checklist

Response

- From a Safe Distance Watch Patron**
 - Obtain description of patron
 - Watch where they go - Keep safe! Don't leave property
 - Do not stop or confront suspect – keep safe
- Call Police – 911**
 - Provide Police with updates – (completed break-in, scared away, left property)
 - Have someone meet Police
- Warn Patrons, Keep Everyone Safe**
 - Secure Area (for investigation, safety, repairs)
 - Prevent patrons from becoming involved

After Emergency Activities

- Announce - emergency is over
- Deal with Property Damage and Property Loss
- Complete incident reports
- Contact the CCTV Coordinator at 780-508-9040 to pull video surveillance (for Police)

4.e ABUSIVE PATRON (CODE 3)

Start of Emergency

- Recognize the emergency
 - An abusive patron Incident is occurring
 - Police or Security Support required
- Announce emergency to available staff - “Code 3 – Abusive Patron and give location”

Checklist

Response

- Call Police –780-423-4567 (non-emergency)**
 - Provide description of patron
 - Have someone wait for police
- From a Safe Distance Watch Patron**
- Keep Patrons and Public Away From the Abusive Patron**
 - Collect as much information about the person and problem that you can
- Review Abusive Patron Manual**
 - If an abusive Patron Prevention or Response Strategy has not been tried, do so.

After Emergency Activities

- Announce - emergency is over
- Deal with any Damage or Loss
- Follow customer reclamation for other patrons as needed
- Complete incident reports

4.f PERSON DOWN - Outside (Code 2)

Start of Emergency

- Recognize the emergency
- Announce emergency to all staff - “Code 2 - Person Down”
 - Go a safe distance from the person to ascertain their condition
 - Make noises (whistle / air horn) - note responses / movement
 - Have a second person join you if possible
- Pick up evacuation kits, access cards/keys, cell phone, two-way radio and don vest
- Incident Commander takes control

Checklist

Response

- If Person Is Unresponsive / Needs Medical Aid (Code 1)**
 - Apply Medical Emergency (Serious) procedures asap
- Person Responsive - Intoxicated, Threatening, Abusive (Code 2)**
 - Secure perimeter around person - keep everyone away
 - Call police - 911
- Person Responsive - Appears Normal (Code 3)**
 - Ask to leave and monitor progress
 - Be prepared to elevate to Code 2 if person’s temperament changes

After Emergency Activities

- Announce - emergency is over
- Complete incident reports
- Resume facility operations as appropriate

4.g FUEL SPILL

(Code 3 - including oil, antifreeze, hydraulic fluid)

Start of Emergency

- Recognize the emergency
 - **Keep Safe**
 - **If life threatening- see C. Fire, or M. Major Fuel Spill**
- Announce emergency to all staff - **“Code 3 - Fuel Spill”**
- Pick up evacuation kits, access cards/keys, cell phone, two-way radio and don vest
- Incident Commander takes control

Checklist

Response

- Stop Fuel Leak**
 - Activate emergency fuel station shut off (if near fuel tanks)
 - If unable to stop fuel leak call 911 (Fire)
 - Don't operate equipment leaking fuel
- Contain Fluids**
 - Use spill kit - absorbents, drain blockers, perimeter pads
 - Wear PPE, as per MSDS sheet
 - If inside a building, open outside doors and ventilate
- Secure Area**
 - Set up barricades, etc. - ensure people staff out of area
- Report Environmental Release (780-496-6666)**
- Clean Up Leaked Fluids**
 - See Attachment 3, Environmental Clean up Procedure

After Emergency Activities

- Announce - emergency is over
- **Complete incident reports, notify Supervisors**
- Resume facility operations as appropriate

4.h CHEMICAL SPILL / RELEASE

(Code 2 / 3)

Start of Emergency

- Recognize the emergency
 - Keep safe
 - If life threatening- see B. Medical
- Announce emergency to all staff - “Code 3 - Chemical Spill”
- Pick up evacuation kits, access cards/keys, cell phone, two-way radio and don vest
- Incident Commander takes control

Checklist

Response

- Stop Chemical Leak / Release**
 - If the release is major leak, release or a poisonous gas – See 3.d
- Contain Spilled Chemical**
 - Use spill kit - absorbents, drain blockers, perimeter pads
 - Wear PPE, as per MSDS sheet
 - Open outside doors and ventilate, if fumes are present
- Secure Area**
 - Lock room, set up barricades, etc. - ensure people staff out of area
- Report Environmental Release (780-496-6666)**
- Clean Up Chemical**
 - See Attachment 3, Environmental Clean up Procedure

After Emergency Activities

- Announce - emergency is over
- Complete incident reports, notify Supervisors
- Resume facility operations as appropriate

4.j SEARCH - SUSPICIOUS PERSON (Code 3)

Start of Emergency

- Recognize the emergency
 - Understand the potential threat - adversarial, stealing, vandalism, etc.
- Gather and document detailed information on suspicious person (s)
 - Gender, age, height, appearance, last seen, etc.
- Announce threat to all staff, with description of suspicious person, and where last seen. i.e. Code 3 - suspicious person”
- Incident Commander takes control

Checklist

Response

- Coordinate Building(s) / Complex Search**
 - Identify available staff to complete search (in pairs)
 - Begin search in last seen locations
 - Complete grid search using evacuation checklists
 - Monitor Exits - let person leave and update Incident Commander
- If Suspicious Person is not Found -**
 - Advise staff, return to normal operations, may notify Police 780-423-4567
- If Suspicious Person is Found - Notify Incident Commander**
 - **If safe** - determine if problem can be resolved
 - **If not Safe** - It becomes a Code 2 or Code 1 emergency, (see 2.g)
 - Incident Commander contacts Police (9-911) and Corporate Security (780-496-8888) for support - follow their directions

After Emergency Activities

- Announce to staff that emergency is over
- Complete incident reports, notify Supervisors
- Resume facility operations as appropriate

EMERGENCY PROCEDURES

5.a AFTER EMERGENCY PROCEDURE

<u>Checklist</u> Incident Commander or designate to complete	<u>Notes</u>
√ Get Help!	
<input type="checkbox"/> <u>Complete - Code 1 After Emergency Contact List</u> (next page)	
√ Secure Area and Obtain Key Information – Do Not Clean UP	
<input type="checkbox"/> Ensure incident site has restricted access (for investigation)	
<input type="checkbox"/> Note Time of Incident / Key Events	
<input type="checkbox"/> Locate Witnesses and obtain Witness Statements	
√ Manage the Impacts of the Emergency	
<input type="checkbox"/> Ensure Staff and Patrons are Taken Care of	
<input type="checkbox"/> Call Bookings (780 446-2634) and Programmer if user groups have or will be affected, Issue Web Notifications (if needed)	
<input type="checkbox"/> Close Part or All of the Facility	
<input type="checkbox"/> Call in Extra Staff (if needed)	
<input type="checkbox"/> Contact Family of Impacted Patrons (as required)	
<input type="checkbox"/> Manage Press (communications or management staff)	
<input type="checkbox"/> Complete event summary, circulate to stakeholders (core staff, management, and tenants)	
√ Complete Reports	
<input type="checkbox"/> Prepare Incident Reports and take pictures (before clean-up) of incident site	
<input type="checkbox"/> Complete Stress Defuse - determined by Management Supervisor	
<input type="checkbox"/> Contact Corporate Security (780- 496-8888) or Reliance Protection (1-877-777-6911) to verify alarms	
√ Resume Facility Operations - As Appropriate	
<input type="checkbox"/> Restock emergency Supplies / EP equipment back in place	
<input type="checkbox"/> If AED is used, do not turn off or remove battery , obtain loaner replacement – call Marvin to secure data for Risk Management	

EMERGENCY PROCEDURES

Code 1 - After Emergency Contact List (end in Code 1)

After a Code 1 emergency is under control – notify the following people.	When to Phone?	Contacted Yes /No
Facility Foreman (ACT Recreation Centre) Colleen Fecteau	C 587 590 4693 O 780 496 2903	Always
Weekend Supervisor Supervisor on Call	C 780-442-2724	Always - call if Operations & Management Supervisor or Section Director is not available or answer phone(s)
Operations and Management Supervisor Vivian Taylor	C 780-217-4318 O 780-495-1991 H 780-471-6065	Always – by the Facility Foreman if available
Responsible Facility & Section Director Teresa Miller-Grayston	C 587-873-6723 O 780-496-1433 H 780-430-6913	Always – by the Management Supervisor if available
Communications - business hours: Mark Torjusen (call first) Non-business hours - on call	O 780-496-6754 C 780-914-8087 780-423-5956 (press 0)	Always - if first person not available call second person, etc.
City Chaplain John Dowds	O 780-496-7863 P 780-401-4250	Upon direction from Supervisor or Director
CISM Team Jody Cicero	C 780-289-1054 O 780-496-7303	Upon direction from Supervisor or Director
Occupational Health & Safety Marvin Shmyr	C 780-721-2720 O 780-496-1575 CC 780-496-6666	Always
Emergency Preparedness Supervisor Chris Johnson*	C 780-720-4040 O 780-496-3177 H 780-459-0911	Always *
Environmental Supervisor Kevin Bokenfohr	C 780-913-7506 O 780-442-0892	For environmental emergencies only
Branch Manager Roger Jevne	C 780-499-1146 O 780-496-8301 H 780-457-3494	Always – by Director or Management Supervisor
Deputy City Manager Rob Smyth	C 780-499-3885	Always - <u>When a death occurs</u> - By Director or Management Supervisor
Director Risk Management Don Marshall	O 780-496-5139	

O = Office, C= Cell phone, P= Pager, H= Home, CC = Call Centre

*To also be notified on all emergencies that start as Code 1, ending Code 2 or 3 - within 24 hours of the incident.

EMERGENCY PROCEDURES

Code 1 - After Emergency Contact List (end in Code 1)

After a Code 1 emergency is under control – notify the following people.		When to Phone?	Contacted? Yes /No
Office of Emergency Preparedness Officer on Call	P 780-401-0306	Only contacted for Disasters by Director	
24 hour dangerous goods MSDS dispatch (Fire Rescue services)	O 780-414-7332	Dangerous goods release accidents	
Corporate Security Karen Gordon (south) Nazz Pisani (north)	O 780-496-2602 C 780-203-7932 O 780-496-5152 C 780-203-3523	E-mail notification for security related emergencies	
Supervisor, Aquatic Strategies Rob Campbell	C 780-499-8750 O 780-414-8682 H 780-463-3033	Aquatic Code 1 - To help with incident pictures and documentation	
Supervisor - Admission Customer Service Josh Koehli	O 780-496-5889 C 780-289-5438 H 780-686-0268	Emergency that impact RFA'S	

O = Office, C= Cell phone, P= Pager, H= Home, CC = Call Centre

EMERGENCY PROCEDURES

Attachment 1. EMERGENCY GOALS

EMERGENCY PREPAREDNESS GOALS

- | | |
|----|--|
| 1. | Effective emergency plans and procedures in place |
| 2. | Staff trained to effectively respond to and manage emergencies |
| 3. | Communication processes in place to manage the impacts of any emergency |
| 4. | Emergency equipment available for managing emergencies |
| 5. | Staff trained to operate emergency equipment |
| 6. | Facilities available to protect the health and wellness of all staff and public impacted by an emergency |
| 7. | Staff available and prepared to manage a disaster response |

EMERGENCY RESPONSE GOALS

- | | |
|----|---|
| 1. | Provide for the Safety and Health of all Responders |
| 2. | Save Lives |
| 3. | Reduce Suffering |
| 4. | Protect Public Health |
| 5. | Protect Government Infrastructure |
| 6. | Protect Property |
| 7. | Protect the Environment |
| 8. | Reduce Economic and Social Loss |

EMERGENCY PROCEDURES

Attachment 2. ROLES AND RESPONSIBILITIES

EMERGENCY PREPAREDNESS - ROLES

<u>First Responder:</u>	Identify and understand the emergency. Begin the emergency response, according to life safety priorities.
<u>Incident Commander:</u>	Manage and co-ordinate all aspects of the emergency response; staff resource allocation, and emergency response activity co-ordination. Different staff members may hold this position during an emergency. A more senior or qualified person coming on site may take over, as agreed to between the emergency responders.
<u>Deputy Incident Commander:</u>	For large facilities only with more than 8 - 10 staff. Provide assistance to the Incident Commander - by taking on some of his / her duties during an emergency.
<u>Responders:</u> (also called Wardens)	Execute emergency procedures and complete Incident Commander assigned emergency response activities; in an efficient, effective and prioritized sequence. Provide status reports and report any emergent life safety situations to the Incident Commander.

FACILITY STAFF - ROLES

<u>On Site Director / Management Supervisor:</u>	Ensure that all staff have read and understand the emergency procedures. Monitor the emergency response if you happen to be on-site at the time of the emergency. Provide support where you can. If necessary step into the Incident Commander role.
<u>Facility Foreman</u>	Ensure that all facility staff have read and understand the emergency procedures. Monitor and lead the emergency response when on-site, by assuming the Incident Commander role for Code 1 emergencies. For other less serious emergencies or incidents the Incident Commander role may be delegated.
<u>Shift Lead / On-Duty Supervisor</u>	Assumes the Incident Commander position, in most emergencies.
<u>All Other Staff:</u>	Provide support with the emergency response by completing assigned responsibilities (written procedures or assigned during an incident). Any staff member may be required to take on the Incident Commander Role for Complete all assigned emergency response activities in an efficient and prioritized sequence. Provide status reports and report any emergent life safety situations to the Incident Commander.

EMERGENCY PROCEDURES

EMERGENCY RESPONDERS - Responsibilities

First Responder:

- Determine the type of emergency.
- Announce the emergency to all staff, for example “Code 1 - Medical emergency on the pool deck.”
- Begin the emergency response, according to life safety priorities.
- Take immediate action to mitigate the impacts of the emergency and beginning the emergency response, such as applying medical aide, extinguishing a fire, etc.
- Take immediate action to start dealing with the emergency - save lives, scene control, comfort patrons, etc.
- If safe, ask Patrons to take their coats and belongings with them as they leave.
- Take command of the emergency response until the shift supervisor (Incident Commander) arrives or declares himself / herself in charge.

Incident Commander:

Start of Emergency

- Declare yourself to emergency responders “ Joanne Doe - Incident Commander - we have a Code 1 emergency -”. Etc.
- Pick up your emergency equipment, evacuation kits (emergency procedures), access cards/keys, cell phone and don a vest.
- Remind other staff to pick up their emergency equipment, kits (emergency procedures), access cards/keys/cell phone and don a vest.
- Confirm emergency - type of emergency, extent, seriousness and details of the incident, from the First Responder / first on scene
- Stop facility operations
 - Evacuation / lockdown completed
 - Identify on the evacuation checklist / facility map - which rooms / buildings are evacuated.
 - Ensure that trades sign-in sheets and volunteers are considered during the evacuation
 - Ensure that everyone knows where the staging / marshalling area is
 - Assign someone to meet responding 911 emergency crews / vehicles

During the Emergency

- Manage / coordinate all aspects of the emergency response until emergency responders(police, fire, ambulance) arrive and take over.
- Locate yourself to a strategic central location (front entrance / admissions desk), making it easier to direct staff and manage the emergency response as needed.
- Ensure all staff are aware of the emergency (severity, type, location, response)
- Ensure that steps are taken to mitigate the emergency; that is, save lives, remove people from danger areas, etc.
- Ensure that necessary emergency equipment has been located and utilized.
- Ensure that emergency procedures are being followed and completed
- Ensure emergency phone calls have been made - 911, etc. and the correct information conveyed to them (details on emergency, address, etc.)
 - Provide 911 emergency responders with incident information
 - Rooms or buildings not evacuated
 - Patrons who could not be evacuated
 - Incident details
 - Emergency Hazards - for example - location of fire

After Emergency

- Declare when the emergency is over
- Complete all After-Emergency Procedures (see Attachment 5.a)
 - Close facility if required
 - Prepare incident reports
- Complete Code 1After-Emergency Contact List phone calls and email/web notifications

EMERGENCY PROCEDURES

Deputy Incident Commander:

- Complete any emergency response activities, as directed by the Incident Commander; and provide support to the Incident Commander in managing the emergency.
- This position will usually coordinate one major response activity such as the evacuation or a part of an evacuation.
- This position may also be a responder

Responders / Wardens:

- Locate and utilize emergency equipment, evacuation kits (emergency procedures), access cards/keys, cell phone, vests, etc. needed to manage the emergency.
- Use appropriate communication equipment (radios, cell phones, whistle, megaphone, public address system)
- Know the emergency being managed and where serious hazards are located.
- Help complete emergency procedures - partial/full evacuation or complete lockdown, as directed.
- Advise the Incident Commander (or Deputy Incident Commander) on completing assigned response activities
- Report to the Incident Commander any important emergency issue / problem encountered during the response.
 - For example, a patron in a wheelchair who cannot be evacuated.
- Communicate with the public as directed and necessary to secure their cooperation.
- If evacuating ask patrons to take any belongings they may have with or close by (coats, shoes, etc.)
 - Only if it is safe to do and does not slow down the evacuation.
- Provide customer service, comfort and support to patrons as needed (blankets, footwear, water, etc.)
- Know where facility emergency equipment is located.
- Review emergency procedures at least once per year.

Note:

- All staff members should be ready to become the incident commander. Some facilities may only have one staff member. This employee will take on the Incident Commander role for all emergencies as well as responder's responsibilities.
- The senior staff member who leads and directs other staff members, while responding to and managing the emergency will be responsible for managing all incident response activities during the emergency.
- The Incident Commander will direct staff as needed during the emergency. The first, second and third lifeguard responder roles may be similar to those listed below but may differ depending on the circumstances of the incident. Other facility staff may also be directed to take on these roles as directed by the Incident Commander.

EMERGENCY PROCEDURES

Note to Facilities: Adjust this list to indicate your facility specific responsibilities.

STAFF - Emergency Responsibilities

<u>Management Supervisor /Director</u>	<p><u>After Emergency (Recovery) Support</u> - If available at time of incident will:</p> <ul style="list-style-type: none"> • Come to the emergency Site • Contact Management staff on the Code 1 After Emergency Contact List- <ul style="list-style-type: none"> ➢ This will involve City Chaplain (Critical Incident Stress Debriefing Team, Communications, etc.) • Determine what staff need time off, staff replacements • Determine facility re-opening time • Arrange for staff refreshments, any site clean-up (if approved - crime scenes cannot be immediately cleaned up) • Respond to Media - as appropriate, in conjunction with Corporate Communications • If AED is used - contact Adjentis 1-866-450-0204 for data retrieval and possible AED loaner
<u>Facility Foreman</u>	<p><u>During Emergency</u> – will normally assume Incident Commander position - when available</p> <p><u>After Emergency</u></p> <ul style="list-style-type: none"> • Contact Management Supervisor • Will Complete Management Supervisor Responsibilities (above) • Will provide staff with support when completing incident reports (forms to use, complete after incident, etc.) • Obtain witness statements • Contact friends and relative of impacted patrons, if required
<u>Shift Lead / Team Lead</u>	<p><u>During Emergency</u> - will normally assume the Incident Commander position, unless or until the Facility Foremen takes on the role.</p>
<u>Lifeguards</u>	<p>The incident commander may change the responsibilities of life guards 1, 2, 3, etc. as required. In most emergencies, the following responsibilities will apply.</p> <p><u>During Pool Specific Emergency:</u></p> <ul style="list-style-type: none"> • Work with other lifeguards, particularly with medical care incidents. <p><u>First Responder (first on scene)</u></p> <ul style="list-style-type: none"> • Evaluate the emergency and begins the emergency response • Announce emergency – so others are aware of the emergency (blow whistle, announce code one on radio, use air horn, etc.) • If alone in pool area direct others, to help remove patron from water, obtain emergency equipment, help pool clear, make emergency calls, etc. <p>This lifeguard will need assistance from other staff, (cashier/fitness monitors) and possibly from patrons.</p> <p><u>Second Responder</u></p> <ul style="list-style-type: none"> • If required, help help provide immediate medical support; otherwise start pool clear and may need help to remove patron from the water. • If there are only two guards working will – retrieve needed emergency equipment • Takes on the Incident Commander role, until a more senior or qualified staff member is available to take over as Incident Commander • Ensure that all staff are aware of emergency, announce code 1, direct an RFA or other staff member to call 911 - ambulance

EMERGENCY PROCEDURES

<u>Lifeguards</u>	<p><u>Third and additional Responders</u></p> <ul style="list-style-type: none"> ● The third responder ensures the pool is cleared before assisting with the emergency. ● The fourth responder help with the pool clear, or will take on other assigned emergency response actions (assist with medical aid, record patron vital information, stay with patrons at staging area, etc.) ● Additional Lifeguard responders will – help with pool area evacuation and possibly closure, securing the area (of incident), removing patrons from viewing areas, and helping provide privacy to injured patron, meeting emergency responders, etc. <p><u>Emergencies outside of the Pool area or involving the entire building: (assisting with an emergency)</u></p> <ul style="list-style-type: none"> ● Retrieve emergency kits ● Start pool clear and pool evacuation as required ● If more than one guard is available, the second lifeguard and other available responders may leave the aquatic area and provide emergency support. One of these responders i.e. shift lead, may take on the Incident Commander position ● Ensure that all staff are aware of emergency, announce code 1, and coordinate emergency response as required <p><u>After Emergency</u></p> <ul style="list-style-type: none"> ● Incident Commander will: <ul style="list-style-type: none"> ➢ Ensure after emergency procedure is completed, and key staff are phoned. ➢ Provide support to staff with incident report completions, obtaining witness statements, etc. <p>Contact friends and relative of impacted patrons, if required</p>
<u>Programmers</u>	<ul style="list-style-type: none"> ● Complete emergency duties as assigned by the Incident Commander ● In situations where there is one or no lifeguards on duty they may need to assume the Incident Commander role.
<u>Nightmen</u>	<ul style="list-style-type: none"> ● Complete emergency duties as assigned by the Incident Commander ● If alone, complete emergency procedures and take on Incident Commander Role
<u>Amenity Attendants</u>	<ul style="list-style-type: none"> ● Close slide, or amenity equipment. Ensure everyone is off the equipment and out of the pool (near the equipment). ● Help with pool clear ● Follow directions of Incident Commander. and provide emergency support.
<u>Instructors</u>	<ul style="list-style-type: none"> ● Ensure the safety of your class / program group - children and program participants are all accounted for, and safe ● Groups of children can be combined where practical and safe so that an instructor can take on responder duties if needed ● Complete emergency duties as assigned by the Incident Commander
<u>Recreation Facility Attendants (RFA's)</u>	<ul style="list-style-type: none"> ● Secure cash - lock cash drawer, close cash office, move any cash on tables into locked drawers ● Pick up evacuation kits, radio, phone (cordless or cell), and don vest ● If an Incident Commander - declare position, and complete IC duties ● If a warden, move near to Incident Commander or emergency - ensure that emergency communication is maintained with IC ● Be prepared to make emergency phone calls, as assigned. ● Review trades sign-in records. Bring the trade sign - in sheet records, during evacuations and advise Incident Commander ● May be assigned to stage patrons in the lobby and away from entranceway ● Second and third RFA's may have other assigned duties (stopping new patrons from entering the building, etc.) - lock doors as necessary according to procedures, meet emergency response vehicles
<u>Pool Service Person</u>	<ul style="list-style-type: none"> ● Complete emergency duties as assigned by the Incident Commander ● If alone, complete emergency procedures and take on Incident Commander Role

Attachment 3. ENVIRONMENTAL CLEAN UP PROCEDURE

Fuel Spill Response - Clean up

1. Cover the spill area with absorbent material until completely absorbed or, if possible, recover free product with a trash pump or vacuum truck.
2. Excavate all visibly contaminated soil material.
3. Never hose down the area as a method of clean up.
4. Gather the contaminated cleanup materials and place within disposable bags.
5. Write on the disposable bags:
 - a. "Hazardous Waste"
 - b. the contents
 - c. the date of the spill/clean-up
 - d. site name
6. For larger spills, contact Nor-Alta Environmental Services at **780-486-4931** (24 hour dispatch) to arrange for transport and disposal of contaminated waste on-site.
7. Arrange and coordinate the cleanup (remediation) and properly dispose of any impacted soil and water or particulate.
8. In the event the pumps are out of service, ensure appropriate signage is erected at the Fuel Station where the spill occurred to prevent further releases.
9. Contact the Fleet Services Maintenance (24 hour dispatch) at **780-496-6464** to request repair and/or replacement of deficient Fuel Site equipment that may have caused the spill.
10. Ensure that the Spill Kit is restocked, inspected and re-sealed with a custody seal. Complete the appropriate Spill Kit Inspection Checklist.

Chemical Spill Response - Clean up

1. Cover the spill area with absorbent material until completely absorbed.
2. If hydraulic fluid leak occurs on the ice at an Arena, scrap off the contamination, and collect it a sealable disposable bag with an appropriate amount of absorbent material to prevent dispersion.
3. For pesticide spills follow product clean up instructions and/or call Parks Pest Management 780-496-6903 for advice.
4. Gather the contaminated cleanup materials and place within disposable bags.
5. Write on the disposable bags:
 - a. "Hazardous Waste"
 - b. the contents
 - c. the date of the spill/clean-up
 - d. site name
6. Contact Nor-Alta Environmental Services at **780-486-4931** (24 hour dispatch) to arrange for transport and disposal of contaminated waste on-site.
7. Arrange and coordinate the clean-up (remediation) and properly dispose of any impacted soil and water or particulate.
8. Following the incident, ensure the appropriate spill kits using the corresponding Spill Kit Inspection Checklists to re-stock, inspect and re-sealed with a custody seal or zip tie.

Oil, Hydraulic Fluid & Antifreeze Spill Response - Clean up

1. Cover the spill area with absorbent material until completely absorbed.
2. For caustic or acidic liquid spills, apply neutralizer spill material.
3. Excavate all visibly contaminated soil material.
4. Never hose down the area as a method of clean up.
5. Gather the contaminated cleanup materials and place within disposable bags.
6. Write on the disposable bags:
 - a. "Hazardous Waste"
 - b. the contents
 - c. the date of the spill/clean-up
 - d. site name
7. For larger spills (over 200 L) Contact Nor-Alta Environmental Services at **780-486-4931** (24 hour dispatch) to arrange for transport and disposal of contaminated waste on-site.
8. For spills under 20 litres or less, the contaminated absorbents can be disposed into the regular garbage if it meets the following criteria:
 - a. No free liquid
 - b. Not flammable (must be more than 60 degree flash point)
 - c. Not below a pH 2 or above pH 12.5
 - d. Can be characterized as oil, hydraulic fluid or antifreeze without contamination with other unknown wastes.
9. Where practicable, arrange and coordinate the cleanup (remediation) and properly dispose of any impacted soil and water or particulate.
10. To request repair and/or replacement of deficient vehicle or ice resurfacer that may have caused the spill, contact the Fleet Services Maintenance (24 hour dispatch) at **780-496-6464**.
11. To request the repair at the mechanical room that has caused the leak within a facility, contact Building Trades (24 hour dispatch) at **780-496-4270**.
12. Following the incident, ensure the appropriate spill kits using the corresponding Spill Kit Inspection Checklists to re-stock, inspect and re-sealed with a custody seal or zip tie.

EMERGENCY PROCEDURES

ATTACHMENT 4: Building Emergency Equipment & Systems

Building Emergency Equipment & Systems	Quantity	Locations	
Emergency Planning Manuals	12	<input type="checkbox"/> RFC Offices <input type="checkbox"/> Photocopy Room <input type="checkbox"/> Front Desk <input type="checkbox"/> Cash-out Room	<input type="checkbox"/> Art Studio <input type="checkbox"/> Custodial Room <input type="checkbox"/> First Aid Room <input type="checkbox"/> Offices (x5)
Evacuation (Grab and Go) Kits*	12	<input type="checkbox"/> RFC Offices <input type="checkbox"/> Photocopy Room <input type="checkbox"/> Front Desk <input type="checkbox"/> Cash-out Room	<input type="checkbox"/> Art Studio <input type="checkbox"/> Custodial Room <input type="checkbox"/> First Aid Room <input type="checkbox"/> Offices (x5)
Emergency / Trauma Kits **	3	<input type="checkbox"/> 1 on pool deck (behind lifeguard chair) <input type="checkbox"/> 1 in Photocopy Room.	<input type="checkbox"/> 1 in RFC office
First Aid Kits	4	<input type="checkbox"/> Pool Deck <input type="checkbox"/> Cash Desk <input type="checkbox"/> First Aid Room	<input type="checkbox"/> Art Studio
Emergency Lighting	15	<input type="checkbox"/> Lobby <input type="checkbox"/> Pool Hallway <input type="checkbox"/> Men's and Ladies Pool Locker Room <input type="checkbox"/> Family Change and Coed Change Areas	<input type="checkbox"/> Pool Deck <input type="checkbox"/> Main Boiler Room Hallway <input type="checkbox"/> Pool Viewing Area <input type="checkbox"/> Perm Lifeguard Office <input type="checkbox"/> Programmer Office <input type="checkbox"/> Pool Mechanical Room
Fire Extinguishers	37	<input type="checkbox"/> Fire Hose Cabinets facility wide (x7) <input type="checkbox"/> Pool Janitorial Room <input type="checkbox"/> Pool Boiler Room <input type="checkbox"/> Pool Mechanical (x2) <input type="checkbox"/> First Aid Room <input type="checkbox"/> Foreman OFC <input type="checkbox"/> Programmer OFC <input type="checkbox"/> Main Janitorial Room <input type="checkbox"/> Kiln Room, Boiler Room <input type="checkbox"/> Electrical Room <input type="checkbox"/> Laundry Room <input type="checkbox"/> Main Hall (south wall)	<input type="checkbox"/> Aquaponic <input type="checkbox"/> Atrium <input type="checkbox"/> Lounge (x2) <input type="checkbox"/> Art Studio <input type="checkbox"/> Hallway <input type="checkbox"/> Social Room <input type="checkbox"/> Concession (x3) <input type="checkbox"/> Photocopy Room <input type="checkbox"/> Perm. Guard OFC <input type="checkbox"/> Front Desk <input type="checkbox"/> Count-out Room <input type="checkbox"/> Gym Storage
Main Natural Gas Shut Off Valve	1	<input type="checkbox"/> Kiln Room	<input type="checkbox"/> Mechanical Room
Main Power Breaker Panel	1	<input type="checkbox"/> Main Electrical Room	
Main Water Shut Off Valve	1	<input type="checkbox"/> Kiln Room	<input type="checkbox"/> Mechanical Room
Standpipes (if applicable)		N/A	

EMERGENCY PROCEDURES

ATTACHMENT 4: Building Emergency Equipment & Systems

Building Emergency Equipment & Systems	Quantity	Locations
Sprinkler Valve Shut off		N/A
Fire Alarm Pull Stations	10	Various
Annunciation Panel (Fire Alarm Panel)	2	<input type="checkbox"/> Main Foyer <input type="checkbox"/> Area Main Electrical Room
Gas Types (Sensors)		
Gas Sensors Chlorine High: Strobe light: Yellow Audible: (Siren) Low: Strobe light: Yellow	1	<input type="checkbox"/> Low: Audible - on controller box, by chlorine room
Gas Sensors Carbon Dioxide High: Strobe light: (color) Red and Audible: (Siren) Low: Strobe light: (color) Red	2	<input type="checkbox"/> Red light on unit and stairwell to basement
Gas Sensors: Carbon Monoxide Audible: (Siren)	4	<input type="checkbox"/> Household unit Lounge <input type="checkbox"/> Basement <input type="checkbox"/> Upstairs boiler room
AED Machines	2	<input type="checkbox"/> Pool deck by office <input type="checkbox"/> Front desk
Spill Kits	5	<input type="checkbox"/> Pool Mechanical Room <input type="checkbox"/> Main Boiler Room <input type="checkbox"/> Pool Janitorial Room <input type="checkbox"/> Cafeteria (RFC only) <input type="checkbox"/> Pottery Studio
Primary Emergency Services Entrance	1	<input type="checkbox"/> Main Foyer <input type="checkbox"/> Main Pool (Door #1)
Primary Staging Area (s) Lockdown	2	<input type="checkbox"/> Change rooms <input type="checkbox"/> Gym
Primary Staging Area (s) Moving to Marshalling Area	3	<input type="checkbox"/> Main Hall <input type="checkbox"/> Pool Hallway <input type="checkbox"/> Lobby
Marshalling Area(s)		See Evacuation Map
Wind Sock	1	<input type="checkbox"/> Above Chlorine Room

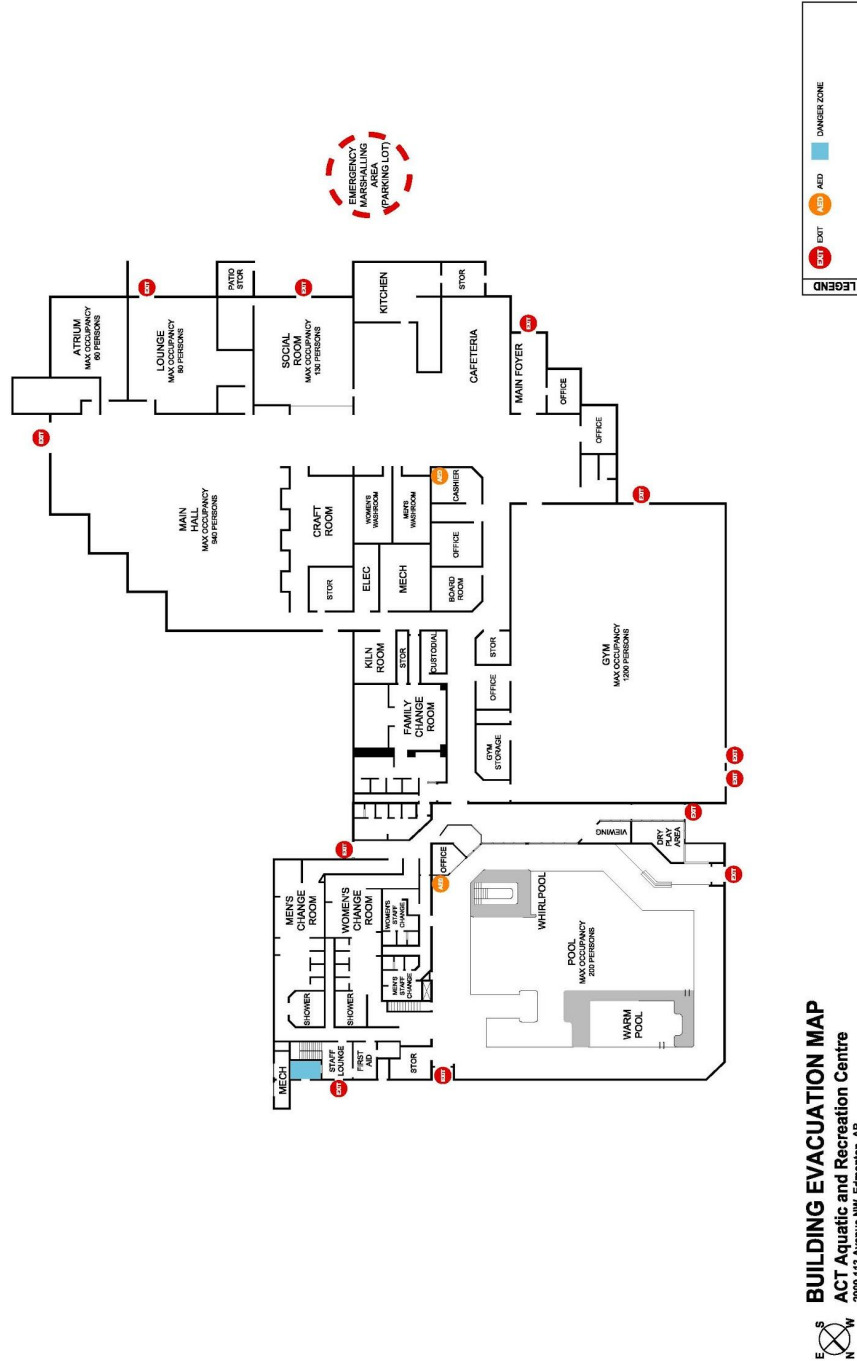
Note: If more than 7 items in Quantity column – create an attachment, for last page of procedures

* Contains: vest, emergency procedures, whistle, evacuation checklist, flashlight, chalk and pencil.

** Contains additional facility emergency supplies: blankets, towels, pylons, ropes, tape, gloves, masks, etc. The contents will vary by facility.

EMERGENCY PROCEDURES

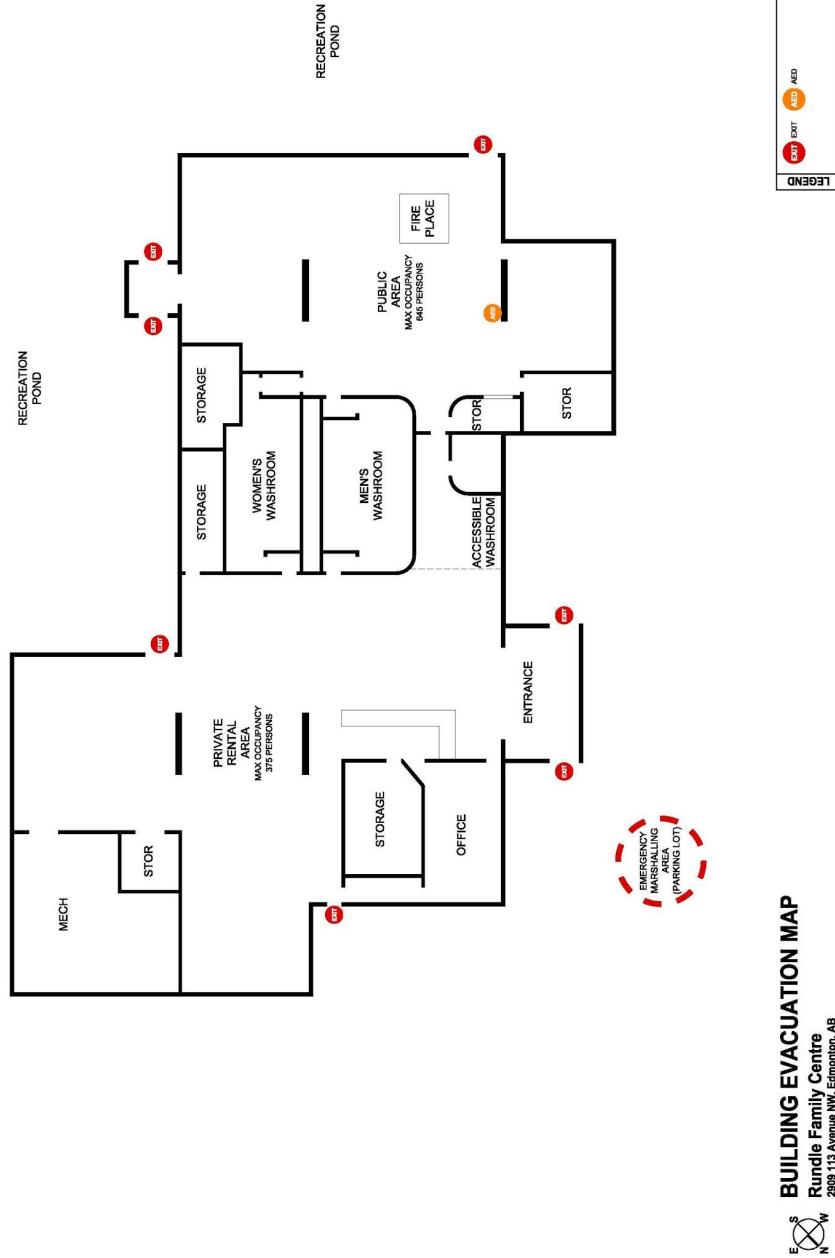
Attachment 5a: ACT Aquatic & Recreation Centre



BUILDING EVACUATION MAP
 ACT Aquatic and Recreation Centre
 2809-113 Avenue NW, Edmonton, AB

EMERGENCY PROCEDURES

Attachment 5b: Rundle Family Centre



EMERGENCY PROCEDURES

Attachment #6: Evacuation Checklist for ACT/RFC

All buildings / rooms must be physically inspected, if for some reason they are not, indicate reason. Ideal would be to inspect facility in pairs. **Reminder: Continually update patrons on status of emergency.**

Date: _____ **Incident Commander:** _____

Evacuation Start Time: _____ **All Clear Time:** _____

<input type="checkbox"/> Cell Phone	<input type="checkbox"/> Radio	<input type="checkbox"/> Shift Keys	<input type="checkbox"/> EPP Kit
-------------------------------------	--------------------------------	-------------------------------------	----------------------------------

Type of Emergency: _____

Staff Involved: _____

Note: Checked = Inspected Room Unchecked = Did not enter room/room was locked

SECTION 1

- Public Washrooms lobby
- Lobby
- Cafeteria/Kitchen concession area
- Concession hallway storage and walk in fridge
- Outside concession storage
- Cash desks
- Program management supervisor office
- Surf Rec Tech/ RFA 11 office
- Photo copy room and washroom
- Safe room
- Program coordinator office

SECTION 2

- Pottery studio
- Social Room and social room storage
- Outside Shed (access from Social Room)
- Lounge / storage room
- Atrium
- Sun Room (old aquaponics studio)
- Main Hall

SECTION 3

- Janitors room
- Foreman Office
- Kiln room
- Boiler room
- Electrical room
- Surf storage/laundry room
- Gymnasium
- Gymnasium storage room
- Gymnasium ping pong storage

SECTION 4

- Pool Deck and exits
- First aid room
- Staff lunch room
- Chlorine room
- Basement stair cases x 2
- Basement filter room and chemical storage room
- Basement boiler room
- Viewing area Hallway and exit to outside

SECTION 5

- | | |
|---|--|
| <ul style="list-style-type: none"> <input type="checkbox"/> Men's change room and pipe chase room <input type="checkbox"/> Women's change room <input type="checkbox"/> Co-ed Change Rooms | <ul style="list-style-type: none"> <input type="checkbox"/> Co-ed stationary storage <input type="checkbox"/> Family Change room <input type="checkbox"/> Staff change rooms; men's and women's and janitor storage hallway |
|---|--|

Standby for contact from Incident Commander to report area check.

Staff/Employees: Bring 1st aid kit, AED, trades sign in sheet, room schedule and MSDS binder to Incident Commander.

EMERGENCY PROCEDURES

Attachment #6: Evacuation Checklist for Rundle Family Centre

All buildings / rooms must be physically inspected, if for some reason they are not, indicate reason. Ideal would be to inspect facility in pairs. **Reminder: Continually update patrons on status of emergency.**

Date:		Incident Commander:	
Evacuation Start Time:		All Clear Time:	
<input type="checkbox"/> Cell Phone	<input type="checkbox"/> Radio	<input type="checkbox"/> Shift Keys	<input type="checkbox"/> EPP Kit

Type of Emergency: _____

Staff Involved: _____

Note: Checked = Inspected Room Unchecked = Did not enter room/room was locked

PUBLIC SIDE

- | | |
|--|--|
| <input type="checkbox"/> Main fireplace room | <input type="checkbox"/> Storage 2 |
| <input type="checkbox"/> Storage 1 | <input type="checkbox"/> Accessible washroom |

SHARED BETWEEN (ACCESSIBLE FROM BOTH SIDE)

- | | |
|---|--|
| <input type="checkbox"/> Men's washroom* | <input type="checkbox"/> Concession and storage (2)* |
| <input type="checkbox"/> Women's washroom * | <input type="checkbox"/> Divided hallway* |

RENTAL SIDE

- | | |
|---|---|
| <input type="checkbox"/> Main rental space | <input type="checkbox"/> Storage room behind bar |
| <input type="checkbox"/> Office | <input type="checkbox"/> Mechanical Furnace rooms (2) and wash area |
| <input type="checkbox"/> Table storage room | <input type="checkbox"/> Janitor storage room by counters |

Standby for contact from Incident Commander to report area check.

Staff/Employees: Bring 1st aid kit, AED, trades sign in sheet, room schedule and MSDS binder to Incident Commander.