

Possible Threat of Injury or Death

Fire or Explosion

If there is a fire or an explosion in the building, it is expected that clients, personnel, volunteers and visitors will evacuate immediately. Do not place yourself or clients at risk by attempting to fight the fire.

WHEN IN DOUBT, GET OUT!

Procedure:

- Immediately begin yelling fire. Find another person and follow the fire drill procedures.
- Reception will intercom "Fire, please evacuate" to all building phones.
- If safe, eliminate the power source if an appliance is on fire. Only fight a small fire with a fire extinguisher if you are with someone, and only if it is between you and your escape route.
- Evacuate everyone from the building calmly but briskly via the nearest exit route. Close all doors behind you. Do not put yourself or clients in danger. If safe to do so, take the First Aid Kit and sign in/out list.
- If caught in smoke, drop to your hands and knees and crawl; try to hold your breath as much as possible and breathe through clothing to filter the smoke.
- If escaping through a closed door, check heat before opening. Use the top of your hand to feel the top of the door, the doorknobs, and the crack between the door and the door frame before you open it. Never use the palm of your hands or the tips of your fingers to test for heat.
- If forced to advance through flames, cover your head and keep your eyes closed, hold your breath, and move quickly through the flames.
- If trapped in a room, place a cloth/material under the doorway to prevent smoke from entering. Retreat, closing as many doors as you can between you and the fire. Signal from a window but avoid breaking the glass unless absolutely necessary, as this may bring smoke from outside into your room, or provide more oxygen to support the fire.
- If a client, personnel, volunteer or visitor's clothing catches on fire, do not allow them to run. Try to smother the fire by wrapping the person in heavy fabric (coat, rug, curtain, etc.) and rolling them on the ground. If fabric to wrap the person in is not available, roll them on the ground and get medical assistance.
- Meet at the muster station – keep the group together. Do not leave the area until instructed to do so by the Executive Director or designate.
- Call 911 from next door or use a cell phone.
- Program Staff to account for all clients, staff, volunteers and visitors report this information to their Manager or member of Leadership
- Executive Director or designate will report to Fire Department upon their arrival.
- Once safely out of the building, do not re-enter until authorized by fire/safety officials.
- Follow **EMERGENCY NOTIFICATION TREE** procedures to contact MRPMCS personnel.
- MRPMCS Senior Leadership Team will organize immediate assistance and make arrangements for alternate accommodations.

Hazardous Material Spill

Hazardous Material Spill Emergency Contact Number: 1-800-663-3456

Many hazardous materials do not have a taste or odor. Some materials can be detected because they cause physical reactions such as watering eyes or nausea.

Inside of the Facility

The first priority is the safety of clients, personnel, volunteers and visitors.

The location, quantity, concentration and other factors affect how a spill should be handled. Unless you are familiar with the material, its health risks and specific cleanup procedures, do not try to clean up the spill.

- Do not walk in or touch any of the spilled substance
- Ensure everyone is removed from the area. When leaving, attempt to close doors and windows (if access is safe) in order to contain the material.
- Determine the name of the chemical if possible.
- Notify 911, providing specific details of the spill including:
 - Exact location,
 - What chemical was spilled,
 - How much was spilled.
 - Appropriate information from the Safety Data Sheet
- Check the persons exposed to the spilled product for adverse medical conditions ie. Shortness of breath or headache and report to emergency personnel.
- Prevent access to the spill area.
- Await/follow instructions from the Executive Director or the Fire Department.
- Keep telephone lines clear.
- Assist in calming clients and visitors as required.

Outside of the Facility

A hazardous material spill may also occur outside the building and/or in the vicinity of the agency. Depending on the situation and risks to clients, personnel, volunteers and visitors, the implementation of the agency's specific plans for evacuation to another site may be necessary.

- The agency will be notified by the Fire Department and/or other emergency response organization that a hazardous spill has occurred near the agency.
- Obtain the following information:
 - Name and telephone number of persons calling,
 - Location of emergency,
 - Nature of emergency (ie. Leak, explosion, spill, fire, derailment, etc.)
 - Actions to be taken by the agency personnel
- Inform the Executive Director or another Senior Leadership Team Member. They will inform all agency personnel of the situation and communicate directions from the Fire Department.
- Keep telephone lines clear.
- Assist in calming clients and visitors as required.
- Listen to the radio and social media for "Shelter-in-place" announcements.
- If instructed to do so, seek in place sheltering;
 - Close windows and doors and seal cracks with towels, blankets, or tape.
 - Move clients and personnel to protected areas such as hallways away from exposed windows and doors.
 - If possible, shut off all exhaust fans.

Bomb Threat

A bomb threat can be written, recorded, or communicated verbally. Most bomb threats are delivered by telephone. The call recipient must remember to do many things, all of which will aid in the search for the device and provide authorities with as much information as possible for their later investigation.

Remain **CALM** and **LISTEN** carefully. Try to keep the caller **ON THE LINE FOR AS LONG AS POSSIBLE**.

- Immediately get the attention of someone else and have them call 911 or hit your personal panic alarm button. **DO NOT USE MOBILE TELEPHONE OR TWO-WAY RADIO** as it could affect an armed device.
- Never transfer the call to someone else unless the caller requests to do so.
- Listen politely. Avoid interrupting the caller.
- Write down the time of the call.
- Write down the time the call was terminated. **DO NOT HANG UP**. Leave the receiver off the hook.
- Write down the exact words of the caller if possible.
- Gather the following information:
 - Is the caller:
 - Male or female?
 - Calm? Frightened?
 - Young? Middle-aged? Old?
 - Does the caller:
 - Speak with an accent? What type?
 - Use slang expressions? If so, what?
 - Sound educated?
 - Is there background noise? What does it sound like?
- Note any other clues.

Questions to Ask

- What time is the bomb set to explode?
- Where is the bomb located? Floor? Area?
- Is it open? Concealed? Disguised?
- What kind of bomb is it?
- What does it look like?
- Why was the agency/program targeted?
- How did the bomb get to the agency?

After the Bomb Threat has Been Made

- Evacuate the building meeting at the muster station.
- Call 911 if not already alerted.
- Follow all instruction given by RCMP.
- Follow the **EMERGENCY NOTIFICATION TREE** to contact MRPMCS personnel.

Suspicious Item Found

Bombs could be disguised in packages delivered or found.

- Take note of the time when the object is found.
- **Do not touch it. Do not cover it. Do not move it. Do not disturb it in anyway.**
- Evacuate the building immediately.
- Call 911. Do not use cell phones or two-way radios inside the building.
- Follow all instructions given by RCMP.
- Follow the **EMERGENCY NOTIFICATION TREE** to contact MRPMCS personnel.

Vehicle Accident / Emergency

MRPMCS provides transportation to many of the clients it supports in either privately owned or organization operated vehicles.

Procedure if in a vehicle accident:

- Remain at the scene.
- Secure your vehicle in a safe position, turning off the ignition, and ensuring that your hazard lights are on.
- Render first aid and arrange for medical assistance if necessary.
- In case of injury call 911.
- Evaluate the need for evacuation. If you need to evacuate, move clients to a safe location away from the vehicle.
- If available, protect the area with emergency warning devices (flares, lights).
- At the scene, do not discuss the accident with any onlookers or speculate about what happened. Never accept or place blame.
- Exchange names, driver's license numbers, registration numbers, take photos of damage, vehicle descriptions and license plate numbers with person involved. Record a brief description of the damage. Collect any witness' names and phone numbers.
- Inform Program Supervisor/Manager, follow up with appropriate medical care if needed, then complete necessary agency documents.
- Follow the **EMERGENCY NOTIFICATION TREE** to contact MRPMCS personnel.
- **Contact ICBC at 604-520-8222**