

Emergency  
Response  
Policy &  
Procedure

**RESOURCE PACKAGE**

## WHAT IS AN EMERGENCY RESPONSE PLAN?

An emergency response plan is an important component of any workplace health and safety program as it specifies procedures for handling sudden or unexpected situations.

*Unexpected situations* can include:

- ❖ Fires or explosions
- ❖ Earthquakes
- ❖ Severe weather such as floods, heavy rains or heavy snowfall
- ❖ Power failures
- ❖ Collapse of buildings or structures
- ❖ Medical emergencies
- ❖ Hazardous spills

[Section 4.13 through 4.18](#) of WorkSafeBC's OHS Regulation states:

### **4.13 - Risk Assessment**

- (1) The employer must conduct a risk assessment in any workplace in which a need to rescue or evacuate workers may arise.
- (2) If the risk assessment required by subsection (1) shows a need for evacuation or rescue, appropriate written procedures must be developed and implemented, and a worker assigned to coordinate their implementation.
- (3) Written rescue and evacuation procedures are required for but not limited to:
  - (a) work at high angles
  - (b) work in confined spaces or where there is a risk of entrapment,
  - (c) work with hazardous substances,
  - (d) underground work,
  - (e) work on or over water, and
  - (f) workplaces where there are persons who require physical assistance to be moved.

### **4.14 - Emergency Procedures**

- (1) Emergency means of escape must be provided from any work area in which the malfunctioning of equipment or a work process could create an immediate danger to workers and the regular means of exit could become dangerous or unusable.
- (2) Emergency exit routes must be designed and marked to provide quick and unimpeded exit.
- (3) At least once each year emergency drills must be held to ensure awareness and effectiveness of emergency exit routes and procedures, and a record of the drills must be kept.

## 4.15 - Training

- (1) All workers must be given adequate instruction in the fire prevention and emergency evacuation procedures applicable to their workplace.
- (2) Workers assigned to firefighting duties in their workplace must be given adequate training, by a qualified instructor, in fire suppression methods, fire prevention, emergency procedures, organization and chain of command, firefighting crew safety and communications applicable to their workplace.
- (3) Retraining for firefighting duties must be provided periodically, but not less than once a year.
- (4) A worker not covered by [Part 31 \(Firefighting\)](#), who is assigned to firefighting duties, must be physically capable of performing the assigned duties safely and effectively before being permitted to do them.

## 4.15 - Training

- (1) An employer having at a workplace hazardous products covered by WHMIS, explosives, pesticides, radioactive material, consumer products or hazardous wastes in quantities which may endanger firefighters, must ensure the local fire department is notified of the nature and location of the hazardous materials or substances and methods to be used in their safe handling.
- (2) Subsection (1) does not apply to a workplace
  - (a) where materials are kept on site for less than 15 days if the employer ensures an alternative effective means for notification of fire departments is in place in the event of fire or other emergency, or
  - (b) which is not within the service area of a fire department.

[Section 4.13 through 4.18](#) of WorkSafeBC's OHS Regulation states:

### 3.16 - Basic Requirements (Occupational First Aid)

- (1) An employer must provide for each workplace





- (a) at least the equipment, supplies, facilities, first aid attendants and services required by Schedule 3-A, and
  - (b) any additional equipment, supplies, facilities, first aid attendants and services that are necessary to ensure that workers who suffer an injury at work can be
    - (i) promptly provided first aid, and
    - (ii) promptly transported to medical treatment.
- (2) For the purpose of complying with subsection (1)(b), the employer must prepare a written assessment that sets out at least the following information:
- (a) the number of workers present;
  - (b) the locations of workers;
  - (c) the nature and extent of the risks and hazards in the workplace;
  - (d) the types of injuries likely to occur;
  - (e) any barriers to first aid being provided to an injured worker;
  - (f) the time that may be required to obtain transportation and to transport an injured worker to medical treatment and the methods of transportation available.
- (3) The employer must review and update the assessment under subsection (2)
- (a) within 12 months after the previous assessment or review, and
  - (b) whenever a significant change affecting the assessment occurs in the employer's operations.
- (3.1) An assessment under subsection (2) must be prepared, reviewed and updated in consultation with the joint committee or the worker health and safety representative, as applicable.
- (4) An employer must ensure that the equipment, supplies and facilities required by subsection (1) are
- (e) suitable for their intended use,
  - (f) kept clean, dry and ready for use, and
  - (g) readily accessible.

# EMERGENCY RESPONSE INFORMATION

IN THE CASE OF  
AN EMERGENCY

**CALL  
911**

## PRODUCTION EMERGENCY CONTACTS

|                            | <br><b>FIRST AID</b> | <b>SAFETY OFFICER</b><br> | <b>STUDIO SAFETY<br/>HOTLINE</b><br> | <b>FACILITY<br/>SECURITY</b><br> |
|----------------------------|---|--|---|---|
| <b>PRIMARY ATTENDANT</b>   | CALL:   |  |   |   |
| <b>ALTERNATE ATTENDANT</b> | CALL:   |  |   |   |

## WORKSITE INFORMATION

COMPANY / PRODUCTION NAME:

ADDRESS:

BUILDING/STAGE #

SUPERVISOR/ PRODUCTION MANAGER:

PHONE NUMBER:

JHSC WORKER REP(S):







CLOSEST HOSPITAL:



CLOSEST WALK-IN  
CLINIC:

## OTHER LOCAL NON-EMERGENCY PHONE NUMBERS

|   |   |  |   |
|---|---|--|---|
|  |  |  |  |
| LOCAL AMBULANCE   | LOCAL FIRE  | NON-EMERGENCY POLICE   | LOCAL POISON CONTROL  |

**WORK SAFE BC**

PREVENTION INFORMATION LINE:

1-888-621-7233

CRITICAL INCIDENT RESPONSE:

1-888-922-3700



REPORT A SPILL (OR RISK OF SPILL)

1-800-663-3456

# EMERGENCY RESPONSE PLAN

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## POLICY

<ENTER ORGANIZATION'S NAME> has established this Emergency Response Plan for the protection of its workers as defined in the Scope and Application section below. The Emergency Response Plan identifies actions to be taken by workers to establish a minimum degree of personal safety during emergencies. This section has been developed to communicate the company policy with regards to personnel actions necessary to mitigate the effect of incidents, such as fire and earthquake, on workers and their safety. Additionally, the workers shall be trained on the Emergency Response Plan when it is first developed, when the Emergency Response Plan is modified, when locations change, and if the worker's duties change.

The management of <ENTER ORGANIZATION'S NAME> will ensure that all workers and volunteers are aware of the hazards and are trained in the appropriate actions to take for protection from acts or threats of violence.

Workers must follow the procedures implemented for their protection, and immediately report all incidents to their supervisor or employer.

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## SCOPE AND APPLICATION

This Policy applies to the "workplace". "Workplace" is defined as any land, premises, location, working hours, or thing at, upon, in or near which a worker works. For the purposes of this Policy, the "workplace" includes but is not limited to:

<ENTER ORGANIZATION'S NAME> offices, property or facilities, including shops and off-site storage areas (interior and exterior), as well as remote locations such as a worker's home office or client's place of business.

This Policy applies to all individuals working for <ENTER ORGANIZATION'S NAME>. For the purposes of this Policy, workers are defined as full-time workers, part-time workers, temporary workers, contract service providers, volunteers, all managerial personnel, officers, and directors.

Additionally, this Policy applies to employees of other organizations who work on or are invited into our workplace, as well as partners, clients and visitors or patrons to the premises.

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## RESPONSIBILITIES

The protection of workers, volunteers and patrons during and emergency situation is essential for everyone at <ENTER ORGANIZATION'S NAME>.

### The Employer will:

- Establish procedures to respond to emergency situations that will include:
  - procedures for evacuation, including determining assembly areas or muster points
  - responsibilities related to critical operations prior to evacuation,
  - methods of accounting for all employees after evacuation,
  - duties related to rescue or medical aid,
  - reporting and notification of emergencies to workers and other appropriate external groups,
  - assignment of an emergency coordinator or other designated person

- Keep and retain annual drills and their associated record(s) for review with JHSC (if applicable) to work toward continued improvement
- Provide workers with appropriate personal protective equipment as needed.
- ensure that any existing fire protection system in place (fire sprinklers, alarm systems, etc.) is maintained and inspected, on a regular basis.
- Ensure Supervisors and workers are provided with education and training on emergency response procedures. (see "[Education and training](#)," below).

### **Supervisors will:**

- Become familiar with this policy and procedure
- Supervise workers and volunteers with respect to reporting emergencies..
- Ensure that workers and volunteers use engineering controls and follow safe work practices and written work procedures.
- Ensure that workers and volunteers receive education and training on responding to and reporting emergencies when they first start work (initial orientation).

### **Workers and volunteers will:**

- Become familiar with this policy and procedure
- Use the provided engineering controls.
- Follow safe work practices and written work procedures.
- Report emergencies to their Employer, supervisor or other designated person
- Attend education and training (occupational first aid training courses and additional company training sessions).

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## **PROCEDURE**

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### **GENERAL PROCEDURES**

#### **PRE-EMERGENCY SAFETY PLANNING**

1. Identify important personnel (first aid attendants, reporting personnel, safety officers) and how to contact them. Use an [Emergency Contact Poster](#) and post on all safety boards or in all areas workers normally congregate.
2. Familiarize yourself with your work area. Identify all exits, stairways and existing floor plans of the work area. Also identify all fire extinguishers, pull stations and any other fire adjunct alarms and fire suppression equipment.
3. Report all potentially hazardous conditions to the Employer or your supervisor immediately. Especially focus on conditions or materials, which, in the event of an emergency might block evacuation routes or in some manner further contribute to the emergency.
4. Do not block or wedge any stairwell doors in the open position at any time.
5. Establish a meeting point (muster area) or safe refuge area away from the building and other hazards such as overhead power lines.
6. Assign someone the responsibility of accounting for all workers in the event of an emergency.

#### **MEDICAL EMERGENCIES**



1. Notify First Aid immediately. If not available, call 911 or the established and agreed upon means of reporting a medical emergency.
2. Have someone meet the responding emergency personnel and assist them by leading them to the injured worker.
3. Keep patient calm; if trained, administer first aid as needed.
4. In the event of a serious incident, follow the notification procedures outlined in [Emergency Notification Procedures](#) below.

## **EVACUATION PROCEDURE**

The Employer, supervisor, or other designated person will initiate the evacuation. All workers must report to the designated muster area and remain there until instructed by the Fire Department or appropriate authority. All supervisors are responsible for accounting for their workers during an evacuation.

For offices, shops and lockups, the Muster Area will be identified and posted on applicable safety boards, along with the [Emergency Contact Poster](#).

## **IN CASE OF FIRE**

1. Call the emergency number — dial 911 (or other designated number).
  - a. Give your location (address & cross streets)
  - b. Describe the situation (i.e. smell of smoke, extent of fire, what is burning, etc.)
2. Stay calm and do not panic. Alert others in your area.
3. If trained to use a fire extinguisher, you may attempt to extinguish the fire, provided your own safety is of primary importance.
4. If the fire cannot be extinguished, begin evacuation to the Muster Area.
5. Evacuate as directed by your supervisor to your designated Muster area. Walk, do not run. Stay calm. Workers shall remain at the Muster Area until their supervisor has accounted for them and they are directed otherwise.
6. Close all doors as you leave, but do not lock them.
7. If there is smoke present, stay low.
8. Do not use elevators.
9. In the event of a fire, follow the notification procedures outlined in [Emergency Notification Procedures](#) below.

## **DURING AN EARTHQUAKE**

1. Duck under something sturdy. Cover your head. Hold on during shaking.
2. Stay clear of windows and objects, which could fall on you.
3. If you are inside, take cover where you are, do not run to the outside of the building.
4. If you are outside, stay in an open area, which is clear from hazards. When the shaking stops, do not re-enter any building.
5. If an evacuation is necessary, follow the established routes and procedures. Do not use elevators.
6. Workers shall remain in the safe assembly area until they have been directed by the appropriate authority to leave the safe assembly area or return to their work place.
7. In the event of an earthquake, follow the notification procedures outlined in [Emergency Notification Procedures](#) below.

## **AFTER AN EARTHQUAKE**

1. Be prepared for aftershocks. Do not panic. Stay calm.
2. Your Employer, supervisor or other designated person may initiate an evacuation.
3. Replace the telephone hand set if it is off the hook. Use the telephone for emergency calls only.
4. Check for the following potential risks:
  - a. Fire or fire hazards
  - b. Gas leaks. Shut off the main gas valve if a leak is suspected or identified by the odour associated with natural gas. Wait for the gas company to check it and turn it back on.
  - c. Damaged electrical wiring. Shut off power at the source if there is any damage noted.
  - d. Downed or damaged utility lines. Do not approach or touch downed power lines or any objects touching them.
  - e. Downed or damaged chimneys. Approach chimneys with caution, they may be weakened and could topple during an aftershock.
  - f. Fallen items in storage units, cupboards, and closets. Beware of objects tumbling from shelves when doors are opened.

## **SEVERE WEATHER**

1. When working in areas subject to severe weather conditions (e.g. tornadoes, hurricanes, flooding, lightning), the Employer must be aware of potential hazards.
2. Monitor the local government weather service for announcements, including warnings and any other information provided by officials such as appropriate actions in the event of an emergency.
3. Be prepared to evacuate to a designated safe areas.
4. Keep a portable radio, flashlights and other emergency supplies readily available.
5. In the event of a weather emergency, follow the notification procedures outlined in [Emergency Notification Procedures](#) below..

## **HAZARDOUS MATERIALS EMERGENCY**

1. In the event of a hazardous materials emergency, immediately call 911 or the established and agreed upon method of reporting an emergency.
2. Stay calm and do not panic. Alert all workers working in the area.
3. Evacuate the area as directed by your supervisor or other designated person. Walk; do not run to your established evacuation area.
4. Workers shall remain at the evacuation site until directed otherwise by the appropriate authority.
5. If information about the hazardous material is accessible, have it available for the responders.
6. In the event of a hazardous materials emergency, follow the notification procedures outlined in [Emergency Notification Procedures](#) below.

## **EMERGENCY CONTACTS**

[Emergency Contacts information](#) (nearest hospital, emergency phone numbers, etc.) must be completed for all locations.

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## **FIRE PREVENTION PLAN**

This fire prevention policy is designed to ensure that all reasonable steps are taken to preserve life and property from exposure to fire hazards. The requirements listed here identify the basic elements of our fire prevention program. They should be a part of every supervisor's day-to-day responsibilities. While

they generally apply to all locations, they are especially important in those facilities that do not have full-time safety and fire prevention personnel.

This policy is not intended to deal with the complexities of fire prevention in building design, fire protection systems, high-hazard exposures, compliance with legal ordinances, or the many technical details of fire prevention. It is meant to serve as an outline of the various aspects of our fire prevention program and as a helpful resource for workers who must carry out the program's specific procedures.

### **GENERAL FIRE PREVENTION RULES**

The Employer expects everyone to do everything possible to safeguard patrons and personnel as well as property, exhibitions, displays and any other items from damage by fire. Each crew member can help prevent such a disaster by keeping his or her work area clean and free of rubbish and by observing all rules regarding fire prevention.

### **COMBUSTIBLE AND FLAMMABLE MATERIALS**

Flammable materials such as paper, cardboard, oily rags, etc. must never be placed near heat or ignition sources. All oily waste and other materials of no value must be placed in receptacles provided.

Care must be exercised in the handling of flammable materials, especially flammable liquids. Extreme caution should be taken to see that such materials are not spilled or splashed, particularly on clothing. Flammable liquids must be kept only in properly labeled safety containers that are provided for that purpose.

### **FIRE EXITS**

Department Heads should instruct each new person on the location of the exits nearest his or her area.

In case of fire, walk to the assigned exit. Do not shout or say anything that might lead to panic. A building can be emptied quickly if everybody keeps calm.

### **SMOKING**

It is the policy of this Employer to provide a work environment free of recognized hazards. Cigarette smoke contains carbon monoxide, formaldehyde, and thousands of other chemicals. It presents a serious health risk to those exposed.

#### **SMOKE-FREE WORK AREAS**

Smoking (including electronic/vapour devices) is prohibited in all enclosed places of employment, including all private offices, facilities, lockups, lunch/break rooms, or any other enclosed workplace.

An enclosed workplace is any workplace with walls and a ceiling. Partitioned or individual offices within a larger officespace or building are included, even if there are doors or windows providing access to the exterior.

#### **SMOKING AREAS**

Smoking is only permitted outside buildings, and must be confined to areas away from building entrances, exits, operable windows, and ventilation system intakes and away from high traffic pedestrian areas. Smoking areas will not be established in partially enclosed exterior areas such as covered walkways or covered entrances to buildings.

## ENFORCEMENT

It is the responsibility of every supervisor to enforce smoke free work areas. If any worker feels that smoking is occurring in inappropriate areas, they should contact their supervisor.

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## EMERGENCY NOTIFICATION PROCEDURES

In the event of a serious incident or emergency, the Employer, supervisor or other designated person is to follow the steps listed below to secure emergency assistance and make required notifications. Notifications are to be made as soon as practically possible (but no longer than 8 hours from receipt of knowledge of the incident) by phone, regardless of the time of day or night. **The person making the phone notifications is to speak personally with each individual; messages are unacceptable.**

A serious accident or set emergency includes but is not limited to the following:

- Any incident that results in serious injury to or the death of a worker;
- A major leak or release of a hazardous substance;
- A major structural failure or collapse of a building, bridge, tower, crane, hoist, temporary construction support system, or excavation;
- Any blasting accident that results in injury or unusual event involving explosives;
- A diving incident that causes death, injury, or decompression sickness requiring treatment;
- Occurrence of an earthquake, fire, flood or other event seriously impacting the production.

An injury or illness to workers may also require notification to the nearest Workers Compensation Board of British Columbia (WorkSafeBC) office.

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## EDUCATION AND TRAINING

<ENTER ORGANIZATION'S NAME> shall this policy and procedure as it relates to emergency procedures..

The following points will be reviewed with all new and young workers the worker's or volunteer's first day of work.

- Applicable sections of the Occupational Health and Safety Regulation, including [OHS-R 4.13 through 4.18](#).
- Worksite specific emergency response information, which shall include:
  - summoning first aid or other emergency medical response
  - procedures for evacuation, including determining assembly areas or muster points
  - responsibilities related to critical operations prior to evacuation,
  - methods of accounting for all employees after evacuation,
  - duties related to rescue or medical aid,
  - reporting and notification of emergencies to workers and other appropriate external groups,
  - assignment of an emergency coordinator or other designated person
- Their responsibilities and where to access the policy.

The employer and Joint Health and Safety Committee (if applicable) will review this policy annually and update it as necessary.

WorkSafeBC  
[www.worksafebc.com](http://www.worksafebc.com)

Posters, templates and tools to help with Biological Hazard awareness

One Eleven Entertainment Health & Safety  
[www.oneelevensafety.com](http://www.oneelevensafety.com)

Review of your completed template to ensure compliance & OHS Consulting

## DOWNLOADABLE DOCUMENTS



BCMA Emergency Procedures Policy - Word document download



Emergency Contact Poster - Fillable PDF download

## TRAINING RESOURCES

### Fire Extinguisher Training

- \* [City of Vancouver Fire Rescue Services](#)

Vancouver Fire Rescue Services offers training about fire safety and using fire extinguishers for groups and organizations in Vancouver.

- \* [City of Surrey Fire Service](#)

The Surrey Fire Service provides customized hands-on training to ensure you are getting the most out of this important fire protection equipment. On-site training is available. Email [firesupport@surrey.ca](mailto:firesupport@surrey.ca) for more details.

- \* [Leavitt Training](#)



This online Firefighting & Fire Extinguisher course provides the basic knowledge and skills required to fight a small fire. Topics covered in this course include types of fires, fire extinguishers, and extinguishing agents; fire extinguisher operation; and firefighting procedures.