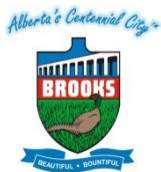


# JBS CANADA CENTRE EMERGENCY RESPONSE PLAN





<b>Title:</b> JBS Canada Centre (JBSCC) Emergency Response Plan (ERP)	
<b>Organization:</b> City of Brooks	
<b>Location:</b> 323 – 1 <sup>st</sup> Street East Brooks, AB T1R-1B7 403-362-3622 (Office) 403-362-4416 (Fax)	
<b>Approved By:</b> Randi McPhillips, Manager of Recreation Services	<b>Date of Revision:</b> March 2024
<b>Authorizing Signature:</b> <i>RMcPhillips</i>	<b>Supersedes:</b> January 2021

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<b>Title:</b> Emergency Telephone Numbers
<b>Organization:</b> City of Brooks
<b>Location:</b> 323 – 1 <sup>st</sup> Street East Brooks, AB T1R-1B7

<b>LOCAL EMERGENCY SERVICES</b>	<b>Phone Numbers</b>	<b>Emergency Only</b>
<b>POLICE</b>		<b>9-1-1</b>
<ul style="list-style-type: none"> <li>▪ RCMP Complaint Line</li> <li>▪ RCMP Administration</li> <li>▪ Protective Services Office</li> </ul>	403-362-5535 403-794-4400 403-362-2331	
<b>FIRE</b>		
<ul style="list-style-type: none"> <li>▪ Fire Hall</li> </ul>	403-362-2331	
<b>AMBULANCE</b>		
<ul style="list-style-type: none"> <li>▪ Brooks Ambulance Office</li> <li>▪ Brooks Hospital</li> </ul>	403-362-7575 403-501-3232	
<b>POISON CONTROL CENTER</b>		<b>1-800-332-1414</b>

<b>CITY OF BROOKS EMERGENCY CONTACTS</b>	<b>Phone Numbers</b>	
	<b>Home/Personal Cell</b>	<b>Work/Work Cell</b>
Alan Martens, Chief Administrative Officer (CAO)	403-793-0938	403-793-0938
Amanda Peterson, Deputy Chief Administrative Officer (DCAO)	403-427-1183	
Kevin Swanson, Fire Chief	403-362-5039	403-363-4330
Barry Yokoyama, Deputy Fire Chief		403-363-5802
Stewart Luchies, Regional Fire Chief – County of Newell		403-501-4586
Todd Smith, Supervisor of Facility Services	403-409-3319	403-793-0331
Randi McPhillips, Manager of Recreation Services	403-409-4132	403-363-4590
Monty Willis, Recreation Foreman		403-376-2239
Tabatha Williams, Aquatics Foreman	403-894-4467	
Natasha Laviolette, Supervisor of Recreation Services	403-408-9682	403-793-5836
Don Saari, Manager of Works and Utility Services		403-363-9959
Phil Lunn, Parks Supervisor		403-501-8793
Todd Bahler, Public Works Supervisor		403-376-3750
Alvin Axworthy, Utilities Supervisor		403-793-3336
Sheri Christensen, Manager of Corporate Safety Services	403-501-1464	

<b>CITY OF BROOKS ADDITIONAL NUMBERS</b>	<b>Phone Numbers</b>
Works & Utilities After Hours	403-362-5526
Works & Utilities	403-362-3146
Parks Services	403-362-0271
Works, Utilities & Parks Fax Number	403-362-5658



**Title: Additional Telephone Numbers**

**Organization: City of Brooks**

**Location: 323 – 1<sup>st</sup> Street East Brooks, AB T1R-1B7**

<b><u>TELEPHONE NUMBERS</u></b>	<b><u>Phone Numbers</u></b>	<b><u>Emergency Only</u></b>
<b><u>Government</u></b>		
Occupational Health and Safety Contact Centre	1-866-415-8690	
Environment and Climate Change Canada	1-800-668-6767	
Health Canada	1-866-885-0709	
Health Canada – Pest Management	1-800-267-6315	
Fish & Wildlife (Medicine Hat)	403-529-3680	1-800-642-3800 (Report a Poacher)
<b><u>Environmental</u></b>		
Alberta Environment		1-800-222-6514
Alberta Emergency Management Agency	1-780-422-9000	1-866-618-2362
Alberta Transportation – Dangerous Goods Incidents		1-800-272-9600
Canutec	1-613-992-4624	1-613-996-6666
Environment Canada – Weather Reports	1-800-239-0484	
<b><u>Transportation</u></b>		
Canadian Pacific Railway		1-800-716-9132
Canadian National Railway		1-800-465-9239
<b><u>Health Care Providers</u></b>		
Brooks Medical Clinic	403-362-3040	
Centennial Health Clinic	403-793-8883	
Newell Associate Clinic	403-362-5501	
South Shore Medical Clinic	403-793-8111	
<b><u>Other</u></b>		
Alberta Energy Regulator (AER)	1-855-297-8311 (General Inquiries)	1-800-222-6514 (24 Hour Response)
Utility Safety Partners	1-800-242-3447	1-800-242-3447
City of Brooks	403-362-3333	
County of Newell	403-362-3266	
Eastern Irrigation District (EID)	403-362-1400	Jason Thompson – 403-363-5609 (Safety & Environmental Coordinator)
Alta Gas	1-888-890-2715	1-866-826-3830
Atco Gas	310-5678	1-800-511-3447
Dinosaur Gas Co-op	403-362-5323	403-362-5323
Fortis Alberta Inc. (Power Outages) (Electricity)	310-9473	310-9473

<b>Title:</b> Emergency Response Plan – Commitment & Purpose
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<b>Organization:</b> City of Brooks
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<b>Location:</b> 323 – 1 <sup>st</sup> Street East Brooks, AB T1R-1B7
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#### **EMERGENCY RESPONSE PLAN – COMMITMENT & PURPOSE**

The City of Brooks is committed to creating a safe and healthy living and working environment. The health and safety of our employees and the general public is the highest priority of the City.

Our emergency preparedness measures shall ensure a timely and appropriate response to emergencies to protect the safety of our employees and the public, as well as property and the environment, from any harm that may occur.

The City is committed to having the structures, plans and resources in place for effective emergency response management by means of optimal co-operation with service providers, emergency responders and other key stakeholders.

Our emergency response priorities are:

1. Safety of the City of Brooks employees and the general public;
2. Environmental protection;
3. Asset protection;
4. Restoration of City essential services; and,
5. Restoration of City business operations.

The City's Emergency Response Plan (ERP) is a multi-hazard plan for all types of emergencies to which the City may be vulnerable. It was designed to ensure the timely and efficient delivery of emergency response services and recovery operations.

The purpose of the plan is to establish uniform procedures, strategies and a concept of operations for a planned, coordinated, effective response to all natural and human-caused emergencies in order to protect human health, property and the environment during an imminent or actual emergency in, or affecting, the City of Brooks.

<b>Title: Responsibilities for Emergency Responders</b>
<b>Organization: City of Brooks</b>
<b>Location: 323 – 1<sup>st</sup> Street East Brooks, AB T1R-1B7</b>

## **RESPONSIBILITIES FOR EMERGENCY RESPONDERS**

### **EMERGENCY RESPONSE COORDINATOR (ERC)**

The Emergency Response Coordinator (ERC) is the person who serves as the main contact person for the City of Brooks in an emergency. The ERC is responsible for making decisions and following the steps described in this Emergency Response Plan (ERP). In the event of an emergency occurring within or affecting the work site, the Primary Contact will serve as the ERC. The ERC will be liaison for the City should Emergency Service Providers be called to the site (RCMP, Fire & Emergency Services, and/or Emergency Medical Services [EMS]).

If the Primary Contact is unable to fulfill the ERC duties, the Secondary Contact will take on this role.

#### **Primary Contact**

Initially, the Primary Contact will be the most senior member of staff, with a direct responsibility of the emergency at hand. The Chain of Command is to be considered to determine the Primary Contact.

#### **Secondary Contact**

The Secondary Contact will also be determined using the Chain of Command concept.

### **EMERGENCY WARDENS**

The City of Brooks Emergency Wardens have been appointed throughout the organization to assist in the safe evacuation of personnel from their designated area during a fire or other emergency.

All persons employed by the City, in a position of authority (i.e., Foreman, Supervisor, Manager, Senior Manager), will automatically assume the responsibility of an Emergency Warden, in the event of an emergency.

#### **Emergency Warden's Responsibilities**

Emergency Wardens are responsible for ensuring everyone has vacated the building and that they meet at the designated muster point. They are responsible for reporting to the Emergency Response Coordinator (ERC). They also need to make sure that no one is entering the building, until cleared to do so by the ERC.

The following provides a general summary of duties and activities that may be performed by Emergency Wardens depending on the type of emergency:

#### **Before an Emergency**

- Know your area, the people in it, and at least two (2) safe exits.
- Familiarize yourself with the fire protection equipment in your area and the location of the fire alarm pull-stations, if the building is equipped with them.
- Monitor emergency exits and other access/egress areas for obstructions.
- Take action to repair/replace any damaged and/or non-functioning emergency response equipment immediately.

<b>Title: Responsibilities for Emergency Responders</b>
<b>Organization: City of Brooks</b>
<b>Location: 323 – 1<sup>st</sup> Street East Brooks, AB T1R-1B7</b>

### **During an Emergency**

- Advise all personnel within your work area to evacuate using the nearest safe exit and meet at the appropriate muster point.
- Call 9-1-1, if appropriate.
- Maintain an orderly and controlled evacuation.
- Conduct a sweep of your area to ensure evacuation is complete.
- After confirming that rooms have been vacated, close doors.
- Check washrooms, rest areas, and/or any place where alarms may not be audible.
- Ensure building entrances are not congested by directing persons away from the entrance(s).
- Leave the building and join your group at the appropriate muster point.
- Get a head count; if anyone from your group is unaccounted for, notify the Emergency Response Coordinator (ERC) immediately.
- Cooperate with Emergency Services Providers (i.e., incident command, enforcement and fire officials).
- Ensure no one is entering the building, until cleared to do so by the ERC.

**Note:** Emergency Wardens should NEVER put themselves in unnecessary danger when fulfilling their responsibilities as Wardens.

### **After an Emergency**

- Participate in emergency response debriefings.

### **FIRST AIDERS**

First aid is the initial care of the ill or injured. It begins when the first aider arrives at the scene of an incident and continues until the patient recovers, or medical aid arrives. (Medical aid is treatment by a health care professional – ambulance attendant, registered nurse or doctor.)

The following is a list of First Aider responsibilities:

- Assess the situation quickly;
- Ensure personal safety of self, injured/ill worker and patrons;
- Identify the nature of the injury or illness;
- Manage the patient promptly and appropriately;
- Organize bystanders;
- Get help;
- Gather and provide necessary information and, where possible, keep a written record;
- Stay with the patient until help arrives; and,
- Complete a City of Brooks First Aid Record.

### **9-1-1 CALLER**

If the Fire Department, RCMP or an Ambulance is required at the JBS Canada Centre, the 9-1-1 call will be made by the lead operator, or someone else with a cell phone. Once the call to 9-1-1 has been made, it will be confirmed with the control point via radio, so they are aware that a call has been made and can help direct emergency personnel to the proper location in the facility.

In the case of a first aid/medical emergency, the 9-1-1 caller should be on scene in order to have someone near the victim that can help answer questions about the victim's condition.



<b>Title:</b> Emergency Response Communication - Internal
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<b>Organization:</b> City of Brooks
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<b>Location:</b> 323 – 1 <sup>st</sup> Street East Brooks, AB T1R-1B7
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#### **EMERGENCY RESPONSE COMMUNICATION – INTERNAL**

The City's Chief Administrative Officer (CAO) and Deputy CAO are responsible for all aspects of media relations and communication during an emergency. They will employ appropriate communication strategies to ensure both employees and the general public is made aware of any danger to the safety of individuals and to offer situational updates, if appropriate.

#### **Telephone & Public Announcement (PA) System**

Each of the City facilities (Centennial Regional Arena [CRA], City Hall, City Shop, JBS Canada Centre [JBSCC] and, Protective Services Facility) have telephones at the reception areas. The CRA and JBSCC have control points that have the ability to page within their facilities. The PA system allows for paging to "all" or "individual" telephones, as well as being able to page throughout each facility and shop area.

#### **Two-Way Radios**

Two-Way Radios are used as a means of communication between staff members. With the exception of City Hall, all City departments have access to two-way radio communication. Base stations have been placed at the Protective Services Facility and at City Shop (Works & Utilities and Parks). Two-way radios have been placed in select vehicles in the following departments: Works & Utilities, Recreation Services, Fire Department, Municipal Enforcement and Parks. In addition to these radios, there are staff that carry a handheld two-way radio for immediate communication use.

#### **Company Issued Phones**

Senior Managers, Managers, Supervisors and front-line staff in various departments have been issued company phones. These phones have the capability to make and receive telephone calls, with some phones also being able to send/receive e-mails and send/receive text messages. Phones have been issued as a means of improving communication throughout the organization.

#### **Active911**

The City's Fire Department and Municipal Enforcement use Active911 technology for their Emergency Communication System. The Active911 System supports iOS, Android and Windows platforms. Alerts can also be sent to non-smartphones via SMS messaging, voice paging and email. When a 9-1-1 call is made, the 9-1-1 dispatch sends call information to the Active911 servers. These servers then pass all the information to the devices that are on the account allowing easy response coordination. This System allows us to see who is responding to an alert, routing information, map markers, and pre-plans within the Active911 app. The System also has the ability to find the nearest map marker to the alert or measure the distance between point A and point B. Where mutual aid is required, the System allows one (1) department to share map data, pre-plans or alerts with neighboring departments to help with response coordination of mutual aid calls.

<b>Title:</b> Emergency Response Communication - External
<b>Organization:</b> City of Brooks
<b>Location:</b> 323 – 1 <sup>st</sup> Street East Brooks, AB T1R-1B7

**EMERGENCY RESPONSE COMMUNICATION – EXTERNAL**

**External Emergency Response Agencies**

The CAO and Deputy CAO will be the governing authority over communication with personnel of local, municipal and provincial response agencies. Under their direction, communication liaisons will be assigned as appropriate to the emergency. As an example, the Fire Chief will be recruited in fire emergencies and the Manager of Corporate Safety Services will be contacted in the case of incidents that must be reported to Alberta Workplace Health and Safety.

**City Spokesperson**

In an emergency situation, the CAO and Deputy CAO may appointment a City Spokesperson, if warranted.

The spokesperson will be responsible for answering media inquiries, writing news releases, and organizing news conferences, where applicable.

**Media Communications**

All media inquiries should be forwarded to the City's main switchboard where they will then be redirected to the designated spokesperson.

**Local Radio Networks**

Where appropriate, the City representatives will forward emergency bulletins to local radio networks.

**Employees who have not received media training and are not designated spokespersons** must politely decline to respond to media inquiries, while at the same time, offering to arrange for a City representative to contact the media representative.

<b>Title:</b> Legislative Requirements
<b>Organization:</b> City of Brooks
<b>Location:</b> 323 – 1 <sup>st</sup> Street East Brooks, AB T1R-1B7

## LEGISLATIVE REQUIREMENTS

### AFTERMATH OF AN EMERGENCY

Although the circumstances surrounding each workplace emergency may be different, there are a number of events that may occur after an emergency.

Depending on the circumstances, if the RCMP have attended to the emergency, they may secure the scene and take witness statements, photographs, videos, and/or measurements. It is also a common practice for police officers to notify the Government of Alberta, Occupational Health and Safety Department of any reportable incidents that may have occurred (Reporting of the incident to Occupational Health and Safety by police officers DOES NOT relieve the employer of the reporting obligations imposed by law). Upon investigation, the RCMP will consider whether there is any basis to conduct a criminal investigation into the incident.

Officers from Alberta Occupational Health and Safety may arrive on the scene and conduct a detailed investigation.

### **Obligation Not to Disturb the Scene**

If a reportable incident takes place at a workplace in the Province of Alberta, no person is to interfere with, disturb, destroy, alter or carry away any wreckage, article or thing from the scene of the accident unless an OHS Officer or a Peace Officer have given permission to do so.

As per legislation [*AOHS Act, Section 40(9)*], you can not disturb the scene of a reportable incident or injury unless:

- a) you have to attend to someone who has been injured or killed;
- b) you have to take some action to prevent further injuries or incidents; and,
- c) you have to protect property that is endangered as a result of the injury or incident.

### **Reporting Responsibility**

The Manager of Corporate Safety Services will be held responsible to notify the Government of Alberta's Occupational Health and Safety Contact Centre in the event a reportable incident, where the City of Brooks is responsible for the work site. In the Manager's absence, the Corporate Safety Services Officer will assume this responsibility.

The incident is to be reported immediately or as soon as possible given the circumstances.

<b>Title: Emergency Response Equipment &amp; Information</b>
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<b>Organization: City of Brooks</b>
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<b>Location: 323 – 1<sup>st</sup> Street East Brooks, AB T1R-1B7</b>
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## **EMERGENCY RESPONSE EQUIPMENT & INFORMATION**

### **FIRST AIDERS**

In an effort to ensure adequate coverage and timely first aid response, the City has trained significantly more staff in first aid than the *AOHS Code* requires. In all cases, where the City has coordinated training courses for certification, participants are trained at the Standard First Aid Level.

A list of certified First Aiders is posted in each of the primary facilities near the first aid kits.

### **FIRST AID EQUIPMENT & SUPPLIES, INCLUDING AUTOMATED EXTERNAL DEFIBRILLATORS (AEDs)**

First aid equipment and supplies are ready for use should they be needed. Consideration has been given to ensure they are protected from the elements so that their usefulness is not affected by exposure to heat, cold, wind and moisture. First aid kits are checked on a regular basis and depleted or expired supplies are replaced accordingly.

First aid kits, which meet legislative criteria, are located in all the City's primary facilities. In addition to first aid kits, some facilities also have automated external defibrillators (AEDs) on site. First Aid Kits have been placed in/on all powered mobile equipment and in fleet units that transport crews.

There are five first aid kits located at this facility. They can be found at the Control Point; Lifeguard Station; Tractor Room; Maintenance Shop/Flex Hall; and, in the Events Office. There are three AEDs located at this facility: one is in the main lobby of the JBS Canada Centre; the second is in the trauma bag (found in the guard station of the EID Aquatic Centre); and the third is mounted outside the operator's break room by the entrance to the Fieldhouse.

### **TRAUMA BAGS**

There is one (1) trauma bag at this facility and it can be found in the guard station of the EID Aquatic Centre.

The trauma bag contains the following items: antiseptic cleansing towelettes (15); sterile adhesive dressings (20); sterile gauze pads (12); 4"x4" sterile compress dressings (3); 6"x6" sterile compress dressings (3); abdominal dressings (2); conform gauze bandages (3); cotton triangular bandages (6); safety pins (6); scissors (1); tweezers (1); adhesive tape (1); crepe tension bandages (4); resuscitation barrier devices (2); pairs of disposable surgical gloves (6); first aid instruction manual (1); inventory of kit contents (1); waterproof waste bags (2); ice packs (5); blanket (1); splint (1); and, an eye wash (1).

### **TRANSPORTING INJURED WORKERS**

The City of Brooks will be responsible to ensure workers, who are injured or ill, are transported to the nearest health care facility as appropriate.

If a worker is injured or becomes ill and needs to have medical treatment, the worker may be transported to the medical services in a City of Brooks or personal vehicle, provided that the condition IS NOT severe. If the decision to transport is by a city or personal vehicle, consideration should be given to having the injured worker accompanied by at least one (1) first aider, other than the driver. In the event, the decision to transport or not is questionable, a provincially licensed ambulance service **MUST BE CALLED**.

**In the event of a chronic (severe) injury or illness, a provincially licensed ambulance service **MUST BE USED**. A call to 9-1-1 will result in the ambulance closest to the scene being dispatched, if available (Brooks).**

<b>Title:</b> Emergency Response Equipment & Information
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<b>Organization:</b> City of Brooks
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<b>Location:</b> 323 – 1 <sup>st</sup> Street East Brooks, AB T1R-1B7
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### EMERGENCY SHOWERS & EYEWASH STATIONS

The JBS Canada Centre has an Emergency Shower/Eyewash Combination Unit on the property in the aquatics area. This is a plumbed model that resembles the adjacent photo.

Personal Eyewash Stations have been strategically placed in the City facilities where the need is warranted.



### SAFETY DATA SHEETS (SDSs)

Safety Data Sheets (SDSs) are made available for reference in electronic format using the City's MSDSonline eBinder. All SDSs can be searched for through the City portal, or by searching a specific facility (i.e., City Hall, City Shop, CRA, Facilities, JBS Canada Centre, Protective Services).

If a copy of a SDS is required, it can be printed right from the City's MSDSonline eBinder.

### EMERGENCY LIGHTING

The JBS Canada Centre has emergency lights that are run on battery packs. The battery packs will last approximately twenty (20) minutes, which gives the employees enough time to ensure that the facility has been evacuated properly. Please remain calm and gather everyone in attendance to the Flex Hall to wait for further instructions.

Keep flashlights and batteries in key locations throughout your work areas. Do not use candles or other types of open flame to provide light in the area/facility.

### EMERGENCY EXITS

Exit signs have been installed over every path to an exit in the facility. The signs include red text on a contrasting white or transparent (clear) background with the word EXIT spelt out. The signs are battery powered, with the building's emergency power system when normal power fails.

### MUSTER POINTS

Muster points have been pre-determined to allow for an organized and timely evacuation. These areas have been selected because of their locations and distinct characteristics.

**Primary Muster Point:** Southeast corner of the property (parking lot).

**Secondary Muster Point:** Northwest corner of the property, next to the JBS Canada Centre sign. →

In the case of **severe weather**, **natural disaster** or a **gas leak**, please remain inside the JBS Canada Centre.



- The Muster point for the **JBS Canada Centre Staff** and **Patrons** will be the **Flex Hall**.

**Note:** In the event the primary and secondary muster points cannot be used, an **Alternate Muster Point** will be determined and communicated during the evacuation procedure.



<b>Title: Emergency Response Equipment &amp; Information</b>
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<b>Organization: City of Brooks</b>
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<b>Location: 323 – 1<sup>st</sup> Street East Brooks, AB T1R-1B7</b>
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#### **EMERGENCY COMMUNICATION SYSTEM**

The Emergency Communication System to summon first aid services to an ill or injured worker includes several possible options. In many cases, calling-out will bring a trained First Aider to the injured/ill worker. When calling-out is not an option, an alternative may be: facility paging or public announcement (PA) system, facility telephone, cell phone and/or two-way radio.

#### **FIRE ALARM PULL STATIONS & FIRE ALARM SYSTEM**

The JBS Canada Centre is equipped with fire alarm pull stations that when activated will trigger the audio alarm to sound and the visual alarms to flash. The audible alarm can be distinguished above and apart from the normal sound level within the workplace. It is a distinctive high pitched three-pulse temporal pattern that can be easily heard within the interior and exterior of the affected zone(s).

The fire alarm signifies that an **EVACUATION IS REQUIRED** due to a potential emergency.

Depending on what the emergency is, we may not be able to pull the fire alarm system to notify staff that an evacuation is required. If this is the case, staff may be advised through the telephone or public announcement (PA) system, two-way radios or by Emergency Wardens that an evacuation is required.

#### **FIRE SPRINKLER SYSTEM**

The JBS Canada Centre is equipped with a fire sprinkler system.

A fire sprinkler system is an active fire protection measure, consisting of a water supply system that provides adequate pressure and flow rate to a water distribution piping system, onto which fire sprinklers are connected. A fire sprinkler is the component of a fire sprinkler system that automatically discharges water when the effects of a fire have been detected (predetermined temperature has been exceeded).

#### **FIRE EXTINGUISHERS**

Portable fire extinguishers have been installed throughout the City of Brooks facilities – adjacent to corridors and hallways that provide access to exits and in areas where fire hazards have been pre-identified. Portable extinguishers have also been placed in/on some of the City owned Equipment and Fleet Units.

City fire extinguishers are the ABC Type. ABC extinguishers are dry chemical multi-purpose fire extinguishers that have the ability to extinguish Class A, B and C fires.

- Class A for trash, wood and paper;
- Class B for liquids and gases; and,
- Class C for energized electrical equipment.

Staff ARE NOT to use portable fire extinguishers, unless they have been trained. Although NOT REQUIRED to do so, trained personnel should only attempt to put a fire out if they have a clear exit from the room that remains open and accessible at all times. Extinguishers will work for approximately thirty (30) seconds – if you have not put the fire out in that time – leave the area immediately. Once you leave a burning room, do not re-enter. Close the door to a room with a fire. Leave the door unlocked as the fire department will need to enter. If you know the type of fire and contents of the room, please advise an Emergency Warden.

<b>Title: Emergency Response Procedures for “Evacuation”</b>
<b>Organization: City of Brooks</b>
<b>Location: 323 – 1<sup>st</sup> Street East Brooks, AB T1R-1B7</b>

### EMERGENCY RESPONSE PROCEDURES FOR “EVACUATION”

An evacuation order may be required for any one of several reasons.

If the fire alarm sounds, all occupants of the building are expected to evacuate the facility immediately. This directive is both for the safety of the occupants, as well as the first responders, as it ensures that first responders will not have to re-enter the building to search for individuals who have not evacuated. All employees are expected to know the primary and secondary muster points in advance of a call for evacuation.

#### Immediate Actions

If the fire alarm should sound, the following procedures must be followed:

1. Prepare to evacuate the facility. Stay calm; do not rush or panic.
2. Safely stop your work. Leave all power sources (i.e., computers, light switches) in their current position (on/off), unless they could create an additional hazard (i.e., drill press, bench grinder, welding equipment).
3. Take coat and keys if immediately available.
4. Evacuate building through the nearest exit. Use stairs – **Do not use elevators!**
5. Close all doors along your exit route.
6. Move away from the building and proceed to the appropriate **Muster Point**. If directed by Emergency Wardens, follow their instructions.
7. Do not re-enter the building until the “All Clear” is given from the Emergency Response Coordinator (ERC).

#### Muster Points

Muster points have been pre-determined to allow for an organized and timely evacuation. These areas have been selected because of their locations and distinct characteristics.

**Primary Muster Point:** Southeast corner of the property (parking lot).

**Secondary Muster Point:** Northwest corner of the property, next to the JBS Canada Centre sign. →

**Note:** In the event the primary and secondary muster points cannot be used, an **Alternate Muster Point** will be determined and communicated during the evacuation procedure.



<b>Title: Detailed Emergency Response “Evacuation Procedures”</b>
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<b>Organization: City of Brooks</b>
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<b>Location: 323 – 1<sup>st</sup> Street East Brooks, AB T1R-1B7</b>
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**DETAILED EMERGENCY RESPONSE “EVACUATION PROCEDURES”**

The JBS Canada Centre will be evacuated if at any time the staff and patrons of our facility are at risk of personal injury. This includes situations where the Lifeguard(s) have to leave the pool area unattended to deal with a situation.

1. The decision to evacuate the pool must be made by the Deck Supervisor, or Aquatic Supervisor in the pool area and the Recreation Foreman/Operators regarding all other areas. “9-1-1” should be called immediately.
2. If the situation is related to first aid in the pool area and poses no threat to the safety of the other patrons, the patrons are to be evacuated to the change rooms. The decision to send the patrons home or to resume regular swims will be made by the Aquatic/Deck Supervisor and/or the Recreation Foreman/Operators.
3. During the winter season, removing wet patrons into the cold weather will cause numerous other problems. In case of a fire, all patrons are to quickly grab their belongings and move as far away as possible, within the facility from the fire. Get them to dry and dress if time allows and move them outside to some form of shelter, either a vehicle or the school across the street.
4. During a gas leak, all patrons are to be moved to the Flex Hall. They should then dress in preparation for a potential evacuation of the facility. Everyone will then wait for further instruction from the Fire Department before moving out of the facility.
5. Staff members are to check the facility to make sure that everyone is out of the building. They should close and lock all doors behind them to make sure that the public is unable to access the facility. Facility keys should be immediately available to hand over to the Fire Department, as they will need them to access the building.
6. Once the evacuation has begun, all available staff will set up a perimeter around the facility to keep the public back from the area. The staff will remain at these stations until the Fire Department or the Police relieve them from their duties. One (1) staff member will remain with the patrons at all times.
7. Once relieved of their duties from the perimeters, these Staff members will assist with the facility’s evacuees.
8. When the facility has been cleared for access by the Fire Department, supervisory staff member(s) will complete an Emergency Response Drill/Emergency Reporting Form and an Incident Investigation Report, detailing the events of the situation.

<b>Title:</b> Emergency Response Procedures for “ <b>Shelter-in-Place</b> ”
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<b>Organization:</b> City of Brooks
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<b>Location:</b> 323 – 1 <sup>st</sup> Street East Brooks, AB T1R-1B7
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**EMERGENCY RESPONSE PROCEDURES FOR “SHELTER-IN-PLACE”**

Sudden occurrences such as tornados, severe winter storms, hazardous material accidents or other dangerous incidents may dictate “Sheltering-in-Place” as the best response.

The purpose of this procedure is to ensure that all staff are able to relocate to a “safe area”, within the building, without delay. Different Shelter-In-Place scenarios may require different actions, and in some cases will require occupants to take shelter in various locations throughout the facility.

In the case of **severe weather**, **natural disaster** or a **gas leak**, please have **Staff** and **Patrons** remain inside the facility and muster in the **Flex Hall**; staff will receive instructions regarding the emergency once everyone is accounted for.

<b>Title: Emergency Response for “Bomb Threat”</b>
<b>Organization: City of Brooks</b>
<b>Location: 323 – 1<sup>st</sup> Street East Brooks, AB T1R-1B7</b>

#### EMERGENCY RESPONSE FOR “BOMB THREAT”

Receipt of a bomb threat is usually by telephone. While a threat may be received by mail or e-mail, it is very uncommon.

**Note:** A [Bomb Threat Checklist](#) is available on the next page of this plan. Try to use this document during a called-in threat.

#### **Immediate Actions**

1. Listen and remain calm.
2. Do not interrupt the caller.
3. Attempt to keep the caller talking.
4. Record as much information as you can while the call is in progress.
5. Signal someone to call the RCMP at “9-1-1”.

#### **After the Call**

1. Immediately call RCMP and follow their instructions.
2. Complete the Bomb Threat Checklist.
3. As you answer the questions listed on the checklist, attempt to collect all of the impressions and information about the caller that you can. These include such items as assumed age and sex of the caller, distinguishing speech characteristics, noticeable or predominant background noise and any other facts that were obtained that could be useful.
4. Write the exact words spoken by the caller in response to the questions on the checklist, immediately while recall is fresh. Note which line the call is on and, if possible, whether the call was local or long-distance.
  - (a) If the threat is delivered by phone, IMMEDIATELY contact an **Emergency Warden** and await instructions. If the call has not been blocked, the number where the call originated from can be retrieved by looking at the caller ID (on an office phone). This will be the case for both local and long-distance calls.

#### **BOMB THREAT EVACUATION PROCEDURES**

#### **Immediate Actions**

If you are advised to leave the facilities, evacuate to the nearest safe exit and proceed to the appropriate muster point.

Take your belongings (briefcase, lunch container, purse, small packages, etc.) with you. This will decrease the number of packages to be examined by search teams if a suspicious item has not already been found.





# City of Brooks

## Bomb Threat Checklist

**REMEMBER: BE CALM, BE COURTEOUS, AND NOTIFY MANAGEMENT THAT CALLER IS ON THE LINE.**

Name of Operator:				
Time:		Date:		
Assumed Age of Caller:		Assumed Sex of Caller:		
<b>DISTINGUISHING SPEECH CHARACTERISTICS</b>				
<input type="checkbox"/> Fast	<input type="checkbox"/> Slow	<input type="checkbox"/> Distinct	<input type="checkbox"/> Distorted	<input type="checkbox"/> Nasal
<input type="checkbox"/> Slurred	<input type="checkbox"/> Other: (Please explain)			
<b>BACKGROUND NOISE</b>				
<input type="checkbox"/> Factory Machines	<input type="checkbox"/> Trains	<input type="checkbox"/> Animals	<input type="checkbox"/> Music	<input type="checkbox"/> Office Machines
<input type="checkbox"/> Quiet	<input type="checkbox"/> Voices	<input type="checkbox"/> Airplanes	<input type="checkbox"/> Party Atmosphere	<input type="checkbox"/> Street Traffic
<input type="checkbox"/> Other: (Please explain)				
Phone number of the call, if possible:				
<b>NOTE: DO NOT HANG UP ON THE CALLER, AS IT MAY BE POSSIBLE TO TRACE THE OPEN LINE.</b>				
<b>MESSAGE PROVIDED BY THE CALLER</b>				
Exact Words Used:				
<b>REMEMBER: PRETEND TO HAVE DIFFICULTY HEARING AND TRY TO KEEP THE CALLER TALKING. IF THE CALLER SEEMS AGREEABLE TO FURTHER CONVERSATION, ASK QUESTIONS LIKE:</b>				
When will the bomb go off?				
Certain hour?		Time:		
Will we be able to evacuate by that specific time?				
Where is the bomb located?		Building:		Area:
What kind of bomb?				
What does it look like?				
<b>* If building is occupied, inform caller that detonation could cause injury or death. *</b>				
What will cause it to explode?				
Why was the bomb placed?				
Did you place the bomb?				
How did you know about the bomb?				
Where are you now?				
Did caller appear familiar with the facility by his description of the bomb location?				

**Forward this document to Corporate Safety Services**

**Title: Emergency Response Plan for “Anhydrous Ammonia Release”**

**Organization: City of Brooks**

**Location: 323 – 1<sup>st</sup> Street East Brooks, AB T1R-1B7**

## EMERGENCY RESPONSE PLAN FOR “ANHYDROUS AMMONIA RELEASE”

### Health Hazard

**Ammonia is a very strong base and reacts corrosively with all body tissues.** The gas is pungent and can be suffocating. It is extremely irritating to the mucous membranes and lung tissue. A sore throat, coughing, shortness of breath and labored breathing can develop. Repeated or prolonged exposure to concentrations greater than the three hundred (300) ppm (parts per million) IDLH level for ammonia (NIOSH/OSHA, Pocket Guide to Chemical Hazards, 1978) may cause permanent injury or death. Repeated, prolonged or contact with high concentrations can cause corrosion, frost bite, redness, pain and serious skin burns. Corrosion, pain, redness, ulceration of the conjunctive, cornea, lens, and opacities may occur. Burns, nausea, vomiting and severe irritation occur.

**Note: IDLH means Immediately Dangerous to Life or Health.**

### Emergency & First Aid Procedures

**Inhalation: Immediately** remove person to fresh air and keep comfortable for breathing. In case of severe exposure or if irritation persists, breathing difficulties or respiratory symptoms arise, seek medical attention. If not breathing, administer artificial respiration, as needed.

**Skin Contact: Immediately** rinse skin and contaminated clothing with plenty of water before removing clothes. Clothing that has been contacted by liquid ammonia may freeze to the skin. Thaw frozen clothing from skin before removing. Flush skin with copious amounts of tepid water for a minimum of 20 minutes. Do not rub or apply topical, occlusive compounds, such as ointments, certain creams, etc., on affected area. For liquid ammonia contact, seek immediate medical attention. For severe vapor contact or if irritation persists, seek medical attention.

**Eye Contact: Immediately** rinse continuously with copious amounts of tepid water for a minimum of 20 minutes. Eyelids should be held apart and away from eyeball for thorough rinsing. Do not rub or apply topical, occlusive compounds, such as ointments, certain creams, etc., on affected area. Seek medical attention.

**Ingestion: Rinse mouth. Do not** induce vomiting. If conscious, give large amounts of water to drink. May drink orange juice, citrus juice or diluted vinegar (1:4) to counteract ammonia. If unconscious, **do not** give anything by mouth. Seek medical attention.

### Physical Hazards

Ammonia with a source of ignition, will burn in the range of fifteen to twenty-five percent (15-25%) in air. **Ammonia is highly caustic both in the gas or liquid form.** Appearance and odor: colorless gas and liquid with extremely pungent odor. **Ammonia reacts violently with chlorine, bromine, mercury, silver, silver solder and hypochlorites to form explosive compounds.** Any exposure above two-thousand (2,000) ppm is very severe, and an exposure of above ten-thousand (10,000) ppm is immediately fatal.

### Evacuation Procedures

**In the event of a major chemical leak or spill at this facility, “9-1-1” is to be immediately notified.**

**Ammonia Leak/Spill** – In the event an ammonia leak/spill is suspected, the affected area should be evacuated and responders need to ensure that they are wearing appropriate breathing apparatus and/or PPE.

<b>Title: Emergency Response Plan for “Anhydrous Ammonia Release”</b>
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<b>Organization: City of Brooks</b>
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<b>Location: 323 – 1<sup>st</sup> Street East Brooks, AB T1R-1B7</b>
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Any area with a concentration of ammonia gas **greater than twenty-five (25) ppm**, should be evacuated and responders should be wearing air-purifying respirators/self-contained breathing apparatus equipment.

**Note:** If the following information can be obtained – **quickly and without compromising human health and safety** – it should be communicated to the 9-1-1 Dispatcher.

- Location of the spill or leak;
- Chemicals involved; and,
- Quantity of spill.

The route of egress from the area/building will then be determined with full consideration given to the above information. If possible, the safe place of refuge will remain within the interior of the building and under the direction and control of the **most qualified** JBS Canada Centre Staff member.

There is a gas monitoring system located on the outside of the Ammonia Room. It measures the airborne concentration of ammonia in ppm. If the sensor reads more than twenty-five (25) ppm a release valve will release the ammonia outside into the atmosphere. Staff will call their Supervisor, who in turn will contact the Ice Plant Contractor.

### **First Choice – Muster Point**

If patrons can be mustered inside the building, they are to be directed to the **Flex Hall**, where they will await further direction. JBS Canada Centre Staff will accompany them to the area and all emergency exits in the Hall will be manned to prevent anyone from exiting into the outdoor environment.

In the event that the air quality in the facility is compromised, a full-scale evacuation will be implemented.

Prior to announcing the full-scale facility evacuation, the wind direction needs to be assessed and determined. This assessment will be performed by the person-in-charge or by a competent individual under the direction of the person-in-charge **or preferably**, by the Brooks Fire & Rescue Services personnel if they have arrived on scene.

The evacuation will be to direct people away from the source of ammonia, so that the assembly area is upwind from the release. A distance and direction away from the release will be maintained where the concentration of ammonia is less than twenty-five (25) ppm, as measured with the gas monitor.

### **Maintenance Responsibilities**

**If it is safe to do so**, exhaust fans should be turned on and intake makeup air units are to be turned off. This will help dilute the concentration of ammonia gas inside the building.

<b>Title: Emergency Response Plan for “Chlorine Gas Release”</b>
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<b>Organization: City of Brooks</b>
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<b>Location: 323 – 1<sup>st</sup> Street East Brooks, AB T1R-1B7</b>
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## EMERGENCY RESPONSE PLAN FOR “CHLORINE GAS RELEASE”

### Health Hazard

Chlorine is a greenish yellow gas with a very pungent, irritating odor that attacks the body’s tissues, especially the respiratory system in very low dosages. Chlorine will cause burning of the eyes, nose, mouth, throat and lungs. The systems can vary from mild irritation of the respiratory tract and eyes, to pulmonary edema, and death. Symptoms of exposure are burning of the nose, eyes and throat, cough, nausea/vomiting, skin burns, dizziness, shortness of breath and unconsciousness.

### Emergency & First Aid Procedures

**Inhalation:** Remove victim to fresh air. **DO NOT** allow victim to move about unnecessarily. Symptoms of pulmonary edema can be delayed up to 48-72 hours after exposure. Give artificial respiration only if breathing has stopped. Seek medical attention.

**Skin Contact: GAS:** Quickly remove victim from source of contamination and briefly flush with lukewarm, gently flowing water. Seek medical attention.

**Skin Contact: LIQUEFIED GAS:** Avoid direct contact. Carefully cut around clothing that sticks to the skin and remove the rest of the garment. Loosely cover the affected area with a sterile dressing. Seek immediate medical attention. Completely decontaminate clothing, shoes and leather goods before reuse or discard.

**Eye Contact: GAS:** Remove source of contamination or move victim to fresh air. Flush the contaminated eye(s) with lukewarm, gently flowing water for 30 minutes forcibly hold eyelids apart to ensure complete irrigation of eye tissue. Seek immediate medical attention.

**Eye Contact: LIQUEFIED GAS:** Avoid direct contact. Wear chemical and thermal protective gloves, if necessary. **DO NOT** attempt to rewarm. Cover both eyes with a sterile dressing. Seek immediate medical attention.

**Ingestion: DO NOT** induce vomiting. If vomiting occurs, lean victim forward to prevent breathing in vomit and rinse mouth. Give a cup of water to dilute if patient is conscious. **DO NOT** give anything by mouth to an unconscious or convulsing person. Seek immediate medical attention.

**Additional Information:** This chemical is very toxic. Take proper precautions to ensure your own safety before attempting rescue.

### Physical Hazards & Special Precautions

Chlorine is a non-combustible gas/liquid; however, it is a strong oxidizer and reacts violently to form explosive compounds when mixed with many common substances such as acetylene, ether, turpentine, ammonia, alcohol, amines, fuel gas, hydrogen/hydrocarbons, petroleum based products and finely divided metals.

In the presence of Chlorine gas, carbon steel ignites at four hundred and eighty-three degrees Fahrenheit (483°F.), and finely divided metal ignites even more rapidly. Chlorine reacts violently with aluminum, titanium, and tin.

Chlorine gas is about two to three (2-3) times as heavy as air; hence it settles toward the ground and collects in any low spots it can reach. This means trying to remove it with ventilation is very difficult.

<b>Title: Emergency Response Plan for “Chlorine Gas Release”</b>
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<b>Organization: City of Brooks</b>
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<b>Location: 323 – 1<sup>st</sup> Street East Brooks, AB T1R-1B7</b>
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### Liquid Chlorine Spills

If a large amount of liquid chlorine is spilled, it may be necessary to neutralize the liquid to prevent a major continuous release of gas. **Water should not be sprayed on the leak since this will increase the vaporization rate of chlorine gas.** Prevent the leak from entering any waterways. If available, granular soda ash should be used to blanket the liquid spill. Soda ash will retard the vaporization rate and neutralize vapors as they are emitted.

In case of a fire, if possible remove cylinders from the fire scene immediately to prevent over-pressurization of a cylinder due to excess heat. Fusible safety relief plugs in cylinders melt at temperatures between one hundred and fifty-eight degrees Fahrenheit (158°F.) and one hundred and sixty-five degrees Fahrenheit (165°F.). Notify fire fighters upon arrival and **before response** of any cylinders in the area of the fire. If non-leaking cylinders can be removed from the area, cold water may be used to cool the cylinders. **Do Not apply water to an area of the cylinder near the point of leaking Chlorine!**

### Evacuation Procedures

**In the event of a major chemical leak or spill at this facility, “9-1-1” is to be immediately notified.**

**Major Chlorine Leak/Spill** = Any area with a concentration of chlorine gas **greater than one (1) ppm**, should be evacuated and responders should be wearing air-purifying respirators/self-contained breathing apparatus (SCBA) equipment.

**Note:** If the following information can be obtained – **quickly and without compromising human health and safety** – it should be communicated to the 9-1-1 Dispatcher.

- Location of the spill or leak.
- Chemicals involved.
- Quantity of spill.

The route of egress from the area/building will then be determined with full consideration given to the above information. If possible, the safe place of refuge will remain within the interior of the building and under the direction and control of the **most qualified** JBS Canada Centre Staff member.

There is a monitor in the Chemical Room, just outside of the Gas Chlorine room. This monitor will display lights if there is any chlorine gas in the Gas Chlorine room. These lights will change color, depending on the concentration of the chlorine gas; from yellow to red, and if the light turns red an alarm will also sound throughout the swimming pool area. The Lifeguard Station will notify the Control Point, who will start the evacuation procedures to the Flex Hall.



<b>Title: Emergency Response Plan for “Chlorine Gas Release”</b>
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<b>Organization: City of Brooks</b>
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<b>Location: 323 – 1<sup>st</sup> Street East Brooks, AB T1R-1B7</b>
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### **First Choice – Muster Point**

If patrons can be mustered inside, they are to be directed to the **FLEX HALL**, where they are to await further direction. JBS Canada Centre Staff will accompany them to the area and all emergency exits in the Hall will be manned to prevent anyone from exiting into the outdoor environment.

In the event that the air quality in the facility is compromised, a full-scale evacuation will be implemented.

### **Full-Scale Evacuation – Muster Point**

Prior to announcing the full-scale facility evacuation, the wind direction needs to be assessed and determined. This assessment will be performed by the person-in-charge or by a competent individual under the direction of the person-in-charge **or preferably**, by the Brooks Fire & Rescue Services personnel if they have arrived on scene.

The evacuation will be such to direct people away from the source of chlorine, so that the assembly area is upwind from the release.

### **Maintenance Responsibilities**

**If it is safe to do so**, exhaust fans should be turned on and intake makeup air units are to be turned off. This will help dilute the concentration of chlorine gas inside the building.

<b>Title: Emergency Response Plan for “Ventilation System Failure in Pool Area”</b>
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<b>Organization: City of Brooks</b>
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<b>Location: 323 – 1<sup>st</sup> Street East Brooks, AB T1R-1B7</b>
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**EMERGENCY RESPONSE PLAN FOR “VENTILATION SYSTEM FAILURE IN POOL AREA”**

In the event the **Pool Ventilation System is Failing**, employee(s) should:

- Stop activity in the area.
- Evacuate, following the evacuation procedures. Make sure that all doors are locked and closed behind you to prevent further access to the area.
- Contact your supervisor and advise them of the situation.
- Contact the Facilities Department to begin the process of getting the air handling equipment back online.
- Keep public and staff in area that is ventilated.
- Turn off all spray toys, water slide, bubblers, jets and waves.

The Pool is not to be re-opened until the Ventilation System has been back in operation for the amount of time it was down times two (x2), to a maximum of thirty (30) minutes. This was arrived at due to knowing the turnover rate of the space is estimated at ten point two four (10.24) minutes and these times will allow the space to recover properly.

Examples

- Five (5) minutes ventilation down – Ten (10) minutes total closure.
- Ten (10) minutes ventilation down – Twenty (20) minutes total closure.
- Fifteen (15) minutes ventilation down – Thirty (30) minutes total closure.
- Twenty (20) or more minutes ventilation down – Thirty (30) minutes total closure.

<b>Title: Emergency Response for “Dealing with a Difficult Customer/ Patron”</b>
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<b>Organization: City of Brooks</b>
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<b>Location: 323 – 1<sup>st</sup> Street East Brooks, AB T1R-1B7</b>
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#### EMERGENCY RESPONSE FOR “DEALING WITH A DIFFICULT CUSTOMER/PATRON”

In the event a customer/patron becomes difficult to deal with and is exhibiting angry or hostile behavior, personnel should apply the following guidelines to de-escalate the situation.

#### Employee(s):

- **Listen:** Listening is the number one step in dealing with "difficult" customers/patrons. Everyone wants to feel heard. No progress can take place until the other person feels acknowledged. While you are listening, really focus on what the other person is saying, not what you want to say next.
- **Stay calm:** When a situation is emotionally charged, it is easy to get caught up in the heat of the moment. Monitor your breathing. Try to take some slow, deep breaths.
- **Do not judge:** You do not know what the other person is going through. Chances are, if a person is acting unreasonable, they are likely feeling some sort of vulnerability or fear.
- **Reflect respect and dignity toward the other person:** No matter how a person is treating you, showing contempt will not productively help resolve the situation.
- **Look for others around you who might be able to help:** If there is an irate customer, quickly scan to see if a colleague is close by, then politely excuse yourself and ask your co-worker for assistance.
- **Do not demand compliance:** For example, telling someone who is upset to be quiet and calm down will just make them irate. Instead, ask the person what they are upset about and allow them to share their concerns.
- **Saying, "I understand,"** usually makes things worse. Instead, say, "Tell me more so I can understand better."
- **Avoid smiling:** It may look like you are mocking the person. Similarly, humor can sometimes lighten the mood, but more often than not, it is risky and it may backfire.
- **Do not act defensively:** This is tough. You are naturally not enjoying the other person saying nasty things or things that you know are not true. You are going to want to defend yourself. But the other person is so emotionally revved up, it is not going to help. Remember, this is not about *you*. Do not take it personally.
- **Do not return anger with anger:** Raising your voice, pointing your finger, or speaking disrespectfully to the other person will add fuel to an already heated situation. Use a low, calm, even monotone voice. Do not try to talk over the person. Wait until the person takes a breath and then speak.
- **Do not argue:** Do not argue or try to convince the other person of anything.
- **Keep extra space between you and the other person:** Your instinct may be to try to calm the other person down by putting your arm on theirs, or some other similar gesture that may be appropriate in other contexts. But if someone is already upset, avoid touch, as it might be misinterpreted.
- **Apologize:** Saying, "I am sorry," or, "I am going to try to fix this," can go a long way toward defusing many situations.
- **Set limits and boundaries:** While some of the above tips have encouraged listening and letting the angry person vent, you also have the right to be assertive and say, "Please do not talk to me like that."
- **Trust your instincts:** If your gut is saying, *this situation is escalating*, tell the customer/patron that you personally cannot help them, but you will get your manager to come and assist them instead. This will give you time to leave the immediate vicinity to alert others of the situation, obtain assistance and/or call **9-1-1**.
- **One response does not fit all:** You must remain flexible. Although these guidelines have proven effective in de-escalating tough situations, every person is unique and may respond differently.

Violence usually occurs when a person feels all other options are exhausted. Knowing how to anticipate a potentially violent customer can help save you and others from a destructive encounter. Look for restlessness, muscle tension, abrupt movements or rapid breathing. Facial cues such as furrowed eyebrows or flared nostrils are also good indicators of potential aggression. If the customer seems to be acting differently from all others, they could be agitated. If the customer/patron becomes physically violent, or you suspect they will, call **9-1-1** for assistance.

<b>Title: Emergency Response for “Emergency Lock-Down”</b>
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<b>Organization: City of Brooks</b>
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<b>Location: 323 – 1<sup>st</sup> Street East Brooks, AB T1R-1B7</b>
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#### **EMERGENCY RESPONSE FOR “EMERGENCY LOCK-DOWN”**

A lock-down of the JBS Canada Centre is an emergency procedure intended to secure and protect staff and patrons who are in the proximity of an immediate threat. This procedure will be used should it be more dangerous to evacuate the building than stay inside. By controlling entry/exit and movement within the facility, emergency personnel are better able to contain and handle any threats.

Notification to staff to lock-down the facility may be sent through emergency text messaging, over the PA system, or by word of mouth from Emergency Wardens.

It is essential for the safety of staff and emergency responders that individuals comply with instructions provided by emergency personnel at all times. For their own safety, emergency personnel must initially consider all individuals as potential threats. It is important to follow instructions from RCMP at all times to avoid harm and ensure the best possible response.

#### **Upon Alert to Lock-Down**

- If you are in a room or office, stay there, secure the door and windows and await further instructions or escort from emergency personnel.
- If the door does not lock consider barricading the door with tables, desks and/or chairs.
- If you are in a hallway go into the closest office or meeting room not already secured and lock or barricade the door and windows.
- Close blinds where possible.
- Stay away from windows and doors.
- Stay low and quiet; cell phones should be put on quiet or vibrate mode. Do not make non-essential calls.
- If the fire alarm is activated, remain where you are and await further instructions from emergency personnel only.

#### **Actions to Avoid**

- DO NOT open the door once it has been secured until you are officially advised “all clear” or are certain it is emergency response personnel at the door.
- DO NOT travel down long hallways.
- DO NOT use or hide in washrooms.
- DO NOT assemble in large open areas (e.g., muster points).  
**Note: Not to be confused with Following the Lock-Down.**
- DO NOT call 9-1-1 unless you have immediate concern for your safety, the safety of others, or feel you have critical information that will assist emergency personnel; keep phone lines clear.

#### **Following the Lock-Down**

- Cooperate with emergency personnel to assist in an orderly evacuation.
- Proceed to the designated muster point or assembly area, if required.
- The RCMP may require individuals to remain available for questioning following a lock-down.
- City staff may be present as you exit the building to provide additional information.

<b>Title: Emergency Evacuation &amp; Response for “Fire/Explosion”</b>
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<b>Organization: City of Brooks</b>
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<b>Location: 323 – 1<sup>st</sup> Street East Brooks, AB T1R-1B7</b>
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## EMERGENCY EVACUATION & RESPONSE FOR “FIRE/EXPLOSION”

### Immediate Actions

In general, the following is applicable in responding to a fire or fire alarm:

- Contact “9-1-1” immediately.
- Evacuate immediately on the sounding of the fire alarm by means of the nearest exit.

### Do

- Close, but do not lock doors to rooms that have been evacuated.
- Shutdown any equipment that may create an additional hazard to the situation or to Emergency Responders (e.g., drill press, bench grinder, welding equipment).
- Meet at the designated Muster Point.
- Follow the directions of the Emergency Wardens.
- Allow Emergency Services Agencies to carry out their assigned duties.

### Do Not

- DO NOT use the elevators unless authorized by the Emergency Response Coordinator (ERC), Emergency Wardens, or Emergency Services Personnel (i.e., RCMP, Fire Department).
- DO NOT leave the Muster Point until authorized to do so by the ERC.
- DO NOT use portable fire extinguishers, unless trained to do so.
- DO NOT attempt to remove any equipment/vehicles from the shop or yard unless authorized by the ERC.

**Note:** The Fire Department will inform the ERC when the building is safe for re-entry.

### General Information

Fire response procedures are designated to protect the health and safety of employees and the general public. These procedures are essential in emergency response operations to ensure a timely and suitable response to emergencies and to clearly define lines of authority and communication. All facility occupants share responsibility for the coordinated response and evacuation to fire. All fire alarms are real until proven otherwise.

Fire Procedures and Evacuation Procedures have been developed for the JBS Canada Centre. All personnel should be aware of what immediate actions they should take, how they should evacuate from their work areas and where they should muster.



<b>Title: Emergency Response for “Medical Emergency”</b>
<b>Organization: City of Brooks</b>
<b>Location: 323 – 1<sup>st</sup> Street East Brooks, AB T1R-1B7</b>

#### **EMERGENCY RESPONSE FOR “MEDICAL EMERGENCY”**

##### **First Person on the Scene**

Any person who is the first to arrive at the scene of an injury or sudden illness **MUST**:

##### **Assess the situation quickly – check for danger.**

- Check if there is any danger to yourself, the casualty or others before rendering any assistance; and,
- If safe to do so, remove the danger OR remove the casualty from danger.

##### **Identify the nature of the injury or illness as far as possible.**

- Check if the casualty is conscious/unconscious;
- Is the injury or sudden illness life threatening or time critical?
- Does the casualty need urgent medical attention?

##### **Arrange for assistance and/or emergency services to attend.**

- If the injury or sudden illness is life threatening or time critical, call “9-1-1” immediately or get the nearest available person to do so – **avoid leaving the casualty alone.**

##### **Stay with the casualty and assist as best you can until able to hand over to a First Aider or Emergency Medical Responder.**

- If trained in first aid or CPR render assistance as per training.
- If not trained in first aid, keep the casualty safe and calm and monitor condition. Request assistance from others at the scene as necessary.
- When trained First Aider or Health Care Professional arrives at the scene, give them as much information about the incident and the casualty’s condition as you can (hand-over).
  - Information that should form the hand-over includes:
    - The name and contact number of the injured or ill person;
    - Details about the nature of the injury;
    - Details of the time and date of the incident; and,
    - Details of treatment given (if any).

##### **Give further assistance if necessary or as directed.**

- If requested by a trained First Aider or Health Care Professional to give additional assistance, follow instructions as required. **A Health Care Professional will direct you when to leave the scene.**

##### **Notification & Reporting Injuries & Illnesses**

If the first person on the scene uses any first aid equipment or has provided any type of assistance, this **MUST** be recorded on a First Aid Record and then submitted to Corporate Safety Services.

If the first person on the scene or any other person responding to an incident is a witness to the accident or responds immediately after it has occurred, they should complete a Witness Statement to accompany the Incident Investigation Report form. This must be given to the casualty’s supervisor/manager as soon as practicable.

<b>Title: Emergency Response for “Natural Gas Leak”</b>
<b>Organization: City of Brooks</b>
<b>Location: 323 – 1<sup>st</sup> Street East Brooks, AB T1R-1B7</b>

#### EMERGENCY RESPONSE FOR “NATURAL GAS LEAK”

##### How to Detect a Natural Gas Leak?

- **Smell:** Transmission natural gas has a stale petroleum/hydrocarbon smell. Before the natural gas is delivered, mercaptan is added to it. This gives the gas a sulphur or “rotten egg” smell allowing for easy detection.
- **Sight:** Natural gas is colorless, but vapor and “ground frosting” may be visible when high pressure gas escapes. A gas leak may also be indicated by bubbles in wet or flooded areas, distinct patches of dead vegetation, dust blowing from a hole in the ground or flames if the leak has ignited.
- **Sound:** A hissing or roaring noise along the right-of-way of a pipeline could also indicate a natural gas leak.

##### What to Do if You Suspect a Leak Inside the Facility?

- Evacuate the building by way of the nearest safe exit.
- DO NOT use elevators.
- Open all doors and windows if you can do so safely.
- DO NOT use electrical switches, telephones, appliances, overhead door openers, etc.
- DO NOT use lighters or matches and do not smoke.
- Go to the appropriate muster point and await further instructions.
- DO NOT re-enter the area until the “All Clear” is given from the Emergency Response Coordinator (ERC).

**Note:** The Emergency Response Coordinator (ERC) will call ATCO Gas or “9-1-1”, once safely outside.

##### What to Do if You Suspect a Leak Outside the Facility?

- Move away from the area immediately and stay clear.
- Contact an Emergency Warden and advise of the situation.
- DO NOT start any motors or motor vehicles near the area of the gas odor.
- DO NOT use lighters or matches and do not smoke.
- Go to the Flex Hall and await further instructions. (Staff should be dressed in preparation for a potential evacuation of the facility.)
- DO NOT exit the building unless the “All Clear” is given from the Emergency Response Coordinator (ERC).

**Note:** The Emergency Response Coordinator (ERC) will call ATCO Gas or “9-1-1”.

**Title: Emergency Response for “Power Outage”**

**Organization: City of Brooks**

**Location: 323 – 1<sup>st</sup> Street East Brooks, AB T1R-1B7**

#### **EMERGENCY RESPONSE FOR “POWER OUTAGE”**

**In the event of a POWER OUTAGE that takes place outside of daylight hours, personnel should:**

**“Please, REMAIN CALM!”**

There are many factors that can cause power outages. Some of them are:

- High winds blowing trees and branches onto power lines or blowing lines into trees.
- Vehicles striking and breaking utility poles. Utility poles could also be broken from high winds.
- Animals climbing poles and contacting both pole and power line.
- Snow and ice build-up that causes power lines to break or touch tree branches.
- Problems at substations.

When it comes to power outages, the setup at each City of Brooks facility is different. It is important to know what to do at each facility should a power outage occur.

- Check all circuit breakers, fuses and other controls to be sure that the problem is not with your equipment.
- Check neighboring buildings to check power outage area size or magnitude.
- Call and report the power outage to **FORTIS Alberta Inc.** at **310-9473**. If severe weather strikes, such as an ice storm or blizzard, it may be several hours or days before power is restored to your neighborhood.

The JBS Canada Centre has emergency lights that are run on battery packs. The battery packs will last approximately 20 minutes, which gives the employees enough time to ensure that the facility has been evacuated properly. Please remain calm and gather everyone in attendance to the main reception area to wait for further instructions.

#### **Important Items to Remember**

- Keep flashlights and batteries in key locations throughout your work areas. Do not use candles or other types of open flame to provide light in the area/facility.

#### **Employee(s):**

**Ensure the entire Facility is checked for patrons.**

- It is important to keep everyone together.
- Call your supervisor and advise them of the situation.
- If the power outage will be out for a short time give patrons the choice of a free pass or to stay.
- If the power will be down for a longer period of time escort/direct everyone to the change rooms; send a couple of flashlights with responsible people and hand out free passes.
- Continue to check the entire facility to see if anyone requires assistance. This includes the arena, washrooms, meeting rooms, etc.

<b>Title: Emergency Response for “Robbery”</b>
<b>Organization: City of Brooks</b>
<b>Location: 323 – 1<sup>st</sup> Street East Brooks, AB T1R-1B7</b>

### **Emergency Response for “ Robbery”**

Report any incidents of robbery to the RCMP. Robbery Prevention techniques differ, depending on the environment and situation. Two (2) strategies are listed below:

#### **Robbery at the Control Point (Reception Desk)**

- Report all suspicious persons or activity to your supervisor.
- Keep your work area well-lit; a well-lit area makes it increasingly difficult for a perpetrator to disguise them self.
- Make regular deposits; staff are advised not to keep large amounts of money in the till.
- With the exception of counting change to customers, no money is to be counted at the control point.
- In the event that you are robbed, comply with everything the robber instructs you to do. Do not argue, attempt to fight or subdue and always take the threat of a weapon seriously... even if one is not visibly present. By doing everything you are instructed to do, you will give the robber a feeling of control, which will reduce the potential for possible injury or loss of life.
- During a robbery take notice of the suspect’s description and make detailed notes immediately after the person has left.
- Call “9-1-1” at first given safe opportunity and request the RCMP.
- After the robbery, lock-down the area and do not disturb anything the person may have touched. There could be fingerprints or other evidence left behind by the robber that the RCMP Investigator will need.

#### **Personal Robbery**

- Know your destination and have a planned route.
- Report all suspicious persons or activity to your supervisor/manager.
- Always remain aware of your surroundings.
- If someone suspicious approaches you, attempt to get other people’s attention.
- Keep doors locked and windows up when driving.
- Keep your valuables out of site.
- Always park in well-lit areas.
- Always check the area around your vehicle and surrounding area before exiting it.
- If using a bank machine always count money inside your locked vehicle or an area that will provide you some security.

<b>Title: Emergency Response for “Suspicious Activity”</b>
<b>Organization: City of Brooks</b>
<b>Location: 323 – 1<sup>st</sup> Street East Brooks, AB T1R-1B7</b>

## EMERGENCY RESPONSE FOR “SUSPICIOUS ACTIVITY”

### General Information

“Suspicious activity” is any observed behavior or item that could indicate a person or object may be involved in or part of a crime or dishonest activity.

A suspicious item may have the following traits:

- Unauthorized person attempting to enter or entering a nonpublic area;
- Damaging, manipulating, defacing, or destroying part of the facility;
- Seeming nervous and looking over their shoulders;
- Exhibiting unusual mental or physical symptoms;
- Individuals in a heated argument, yelling or cursing at each other;
- Exhibiting threatening or intimidating behavior;
- Abruptly changing behavior when seen;
- Item left behind, taped to furniture, toilets, or hidden in garbage;
- Item of unusual location or shape, thickness, weight, size;
- Item with unusual odors, sounds, powder adhering to the envelope or package, or oily/greasy stains or leaking liquids;
- Item with unusual or unexpected point of origin;
- “Cut and paste” lettering, improvised labels, or obviously disguised script with an item;
- An item of an unusual or unexpected origin;
- An item with small holes, protruding wires, string or metal foil

### Immediate Actions

If you identify suspicious activity such as an object or behavior,

- **Immediately contact an Emergency Warden and call “9-1-1” if the suspicious activity may pose a danger to people or property.**
- For a suspicious object, make sure that the object is isolated, the immediate areas are cleared of people and cordoned off.
- Do not re-enter the area until the “All Clear” is given from the Emergency Response Coordinator (ERC).
- For suspicious persons, provide as much information as possible on the person’s description and their activities to Law Enforcement
- For suspicious persons, do not physically confront the person, or block the person’s access to an exit.

<b>Title: Emergency Response for “Tornado/Severe Windstorm”</b>
<b>Organization: City of Brooks</b>
<b>Location: 323 – 1<sup>st</sup> Street East Brooks, AB T1R-1B7</b>

#### **EMERGENCY RESPONSE FOR “TORNADO/SEVERE WINDSTORM”**

Upon receipt of direction to “Shelter-In-Place” for a Tornado or Severe Windstorm, all City Staff shall:

1. Take shelter in a small interior room, washroom, closet or hallway (ideally on the main level, if possible).
2. Use the closest and safest route.
3. Stay away from outside walls, windows and doors.
4. Do not use elevators.
5. Avoid large rooms, if possible.
6. Stay close to the ground and protect your head from flying objects.

All occupants are to remain in a “Safe Area” location until advised that it is safe to return to their regular work or to leave the building.

**IF A TORNADO STRIKES, DO NOT** go outside to survey the damage. A second tornado sometimes strikes the same area after the first one has moved through.

***If you do not have a “safe area” in your building and do not have time to get to another suitable building...***

1. Get under a piece of sturdy furniture, such as a workbench or heavy table or desk and hold on to it.
2. Use arms to protect head and neck.

#### **If Outdoors**

1. If shelter is not available or there is no time to get indoors, lie in a ditch or low-lying area. Be aware of the potential for flooding.
2. Use arms to protect head and neck.

<b>Title: Emergency Response Info – “Tornado/Severe Windstorm”</b>
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<b>Organization: City of Brooks</b>
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<b>Location: 323 – 1<sup>st</sup> Street East Brooks, AB T1R-1B7</b>
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## EMERGENCY RESPONSE INFO – “TORNADO/SEVERE WINDSTORM”

### General Information

Natural hazards, such as tornadoes and severe windstorms represent an uncontrollable risk that can have a devastating effect on life and property. Environment Canada (EC) is the primary source of information for monitoring the threat of tornadoes and severe windstorms. Environment Canada issues weather watches and warnings to advise of weather conditions that may affect personal safety and/or property.

- A “**tornado watch**” means conditions are favorable for the development of tornadoes within the areas and times specified in the watch.
- A “**tornado warning**” means one (1) or more tornadoes are occurring in the area specified. The expected direction, development, and duration will be given in the warning.
- If the City is in the path of a tornado, emergency precautions should be taken immediately.

Tornado/Severe Windstorm Watch – Emergency Wardens will monitor tornado and severe windstorm watches, once they are apprised of the situation.

### Alert & Response

There are two (2) possible scenarios with regard to a Tornado/Severe Windstorm. One includes, “Warning in Advance”, and the other offers, “No Warning” at all. If a tornado or severe windstorm strikes the facility without advance warning, the Emergency Response Coordinator (ERC) will order immediate relocation to a Safe Area within the JBS Canada Centre.

**Note:** Emergency Wardens should NEVER put themselves in unnecessary danger when fulfilling their responsibilities as Wardens.

1. Once apprised of a Tornado or Severe Windstorm Watch, the Emergency Resource Coordinator (ERC) will assign Emergency Wardens to monitor the weather watch and warnings broadcast by local weather broadcasts or Environment Canada (EC) Weather radio.
2. Emergency Wardens will advise and update the ERC of the tornado/severe windstorm watch.
3. If it is decided that the threat is imminent and it requires relocation to a Safe Area, the ERC will order the Emergency Wardens to begin relocation of the occupants to Safe Areas.
4. The Emergency Warden will direct staff and patrons to relocate to the Safe Area location, moving away from exterior walls, windows and large glass areas (i.e., main lobby area).
5. The Emergency Wardens will conduct a visual inspection of all assigned areas to ensure all persons have evacuated.
6. Emergency Wardens will direct personnel who are outside the building, to move inside to the safe location.
7. If a tornado or severe windstorm strikes the building, the ERC and the Emergency Wardens will provide assistance to local emergency service agencies, including establishing an emergency medical staging area, as required.
8. Once the tornado or severe windstorm appears to have passed, the ERC will obtain advice and direction from local emergency service agencies regarding the threat situation and the safety of the facilities. The ERC will advise the Emergency Wardens of the direction provided by the agencies.
9.
  - (a) If the local emergency service agencies and the ERC determine that the facilities are safe for reoccupation, the Emergency Wardens will direct City Staff to return to their work areas. The ERC will call a debriefing meeting of the Emergency Wardens, and submit a post-incident to Corporate Safety Services; OR,
  - (b) If the local emergency service agencies and/or the City Management Team determine that the facilities are not safe for reoccupation, recovery operations will be actuated.



<b>Title: Emergency Response Info – “Tornado/Severe Windstorm”</b>
<b>Organization: City of Brooks</b>
<b>Location: 323 – 1<sup>st</sup> Street East Brooks, AB T1R-1B7</b>

## **BEFORE A TORNADO/SEVERE WINDSTORM**

### **Watches & Warnings**

Watches and Warnings are issued via Environment Canada’s Weatheradio network and through commercial radio and television stations. Weatheradio is located on the **FM radio band at a frequency between 162.40 and 162.55 MHz**, depending on the listener’s location. The network broadcasts weather information twenty-four (24) hours a day; including current conditions, and severe weather watches and warnings. Commercial radio and television stations will interrupt regular programming to issue weather watches and warnings. Environment Canada has a web-site and weather warnings at: [https://weather.gc.ca/warnings/index\\_e.html](https://weather.gc.ca/warnings/index_e.html)

### **EMERGENCY PREPAREDNESS FOR TORNADOES**

The Government of Canada has information on Tornadoes which can be accessed at:

<https://www.getprepared.gc.ca/cnt/hzd/trnds-en.aspx>

Additional information for what to do during a tornado can be opened at:

<https://www.getprepared.gc.ca/cnt/hzd/trnds-drng-en.aspx>

### **What to Watch For**

1. Look for approaching storms.
2. Look for the following danger signs:
  - A sickly greenish or greenish black color to the sky;
  - Hail (is a real danger sign if a watch or warning has been issued);
  - Unusual high relative humidity;
  - A strange quiet that occurs within or shortly after a thunderstorm;
  - Clouds moving very fast, especially in a rotating pattern or converging towards one area of the sky;
  - A sound like a waterfall or rushing air that turns into a roar as it comes closer. (The sound of a tornado has been likened to that of both railroad trains and jets);
  - Debris dropping from the sky, and or branches or leaves being pulled upwards, even if no funnel cloud is visible; and,
  - An obvious “funnel-shaped” cloud that is rotating.
3. If you see approaching storms or any of the danger signs, be prepared to take shelter immediately.

<b>Title:</b> Emergency Response Info – “Tornado/Severe Windstorm”
<b>Organization:</b> City of Brooks
<b>Location:</b> 323 – 1 <sup>st</sup> Street East Brooks, AB T1R-1B7

**DURING A TORNADO/SEVERE WINDSTORM**

<b>If you are in:</b>	<b>Then:</b>
A structure (e.g., City facility)	Go to a pre-designated shelter area such as a small room, basement, or the lowest building level. If there is no basement, go to the center or an interior room on the lowest level (closet, interior hallway) away from corners, windows, doors and outside walls. Put as many walls as possible between you and the outside. Get under a sturdy table and use your arms to protect your head and neck. Do not open windows.
A vehicle	Get out immediately and go to the lowest floor of a sturdy, nearby building. Mobile homes, even if tied down, offer little protection from tornados.
The outside with no shelter	<p>Lie flat in a nearby ditch or depression and cover your head with your hands. Be aware of the potential for flooding.</p> <p>Do not get under an overpass or bridge. You are safer in a low, flat location.</p> <p>Never try to outrun a tornado in urban or congested areas in a car or truck. Instead, leave the vehicle immediately for safe shelter.</p> <p>Watch out for flying debris. Flying debris from tornadoes causes most fatalities and injuries.</p>

**AFTER A TORNADO/SEVERE WINDSTORM**

- Be aware of new safety issues created by the disaster. Watch for washed out roads, contaminated facilities, contaminated water, gas leaks, broken glass, damaged electrical wiring, and slippery floors.
- Inform local authorities about health and safety issues, including chemical spills, downed power lines, washed out roads, smoldering insulation, and dead animals.

<b>Title: Emergency Response for “Active Shooter”</b>
<b>Organization: City of Brooks</b>
<b>Location: 323 – 1<sup>st</sup> Street East Brooks, AB T1R-1B7</b>

### **EMERGENCY RESPONSE FOR “ACTIVE SHOOTER”**

Encountering an active shooter in our place of work is unlikely, but it never hurts to prepare for the unthinkable.

An **active shooter** is an individual, or multiple individuals, actively engaged in killing or attempting to kill people in a confined space or highly populated area. In most cases, active shooters use firearms and choose their victims at random with the objective of killing as many people as possible.

Active shooter situations can change quickly and unfold rapidly. To stop a shooter and minimize harm, an immediate response by staff and deployment of law enforcement resources is critical.

In the instance of an active shooter, every second counts. So, remember these three (3) key steps: **RUN, HIDE, and FIGHT.**

#### **RUN**

When an active shooter is in your vicinity:

- If there is an escape path, attempt to evacuate.
- Evacuate whether others agree to or not.
- Leave your belongings behind.
- Help others escape if possible.
- Prevent others from entering the area.
- Call 9-1-1 when you are safe.

#### **GETTING OUT OF HARM’S WAY NEEDS TO BE YOUR #1 PRIORITY!**

#### **HIDE**

If evacuation is not possible, find a place to hide.

- Lock and/or blockade the door.
- Silence your cell phone.
- Hide behind large objects.
- Remain very quiet.

Your hiding place should:

- Be out of the shooter’s view.
- Provide protection if shots are fired in your direction.
- Not trap or restrict your options for movement.

#### **FIGHT**

As a last resort, and only if your life is in danger:

- Attempt to incapacitate the shooter.
- Act with physical aggression.
- Improvise weapons.
- Commit to your actions.

#### **9-1-1**

When Law Enforcement Arrives:

- Remain calm and follow instructions.
- Keep your hands visible at all times.
- Avoid pointing or yelling.
- Know that help for the injured is on its way.

**YOUR ACTIONS CAN MAKE A DIFFERENCE FOR YOUR SAFETY AND SURVIVAL. BE AWARE AND BE PREPARED...**

<b>Title: Emergency Response for “Violence”</b>
<b>Organization: City of Brooks</b>
<b>Location: 323 – 1<sup>st</sup> Street East Brooks, AB T1R-1B7</b>

## EMERGENCY RESPONSE FOR “VIOLENCE”

### ACT OF VIOLENCE

#### Emergency Lock Down/Shelter-In-Place

1. Take direction from Emergency Wardens or emergency personnel. Note that directions may be given over the PA system so please listen to announcements carefully.
2. Close doors.
3. Close windows and curtains.
4. Cover all door glass, if possible.
5. Turn off the lights.
6. Remain quiet and do not enter the hallways.
7. Crouch down in areas that are out of sight from the doors and windows.
8. If you are in a hallway, seek shelter in the nearest room.
9. If you are in outdoor areas, immediately take cover.

### THREATS OF VIOLENCE

The threat of violence from an individual may be an implied or perceived threat, and may infer a physical or verbal threat to an individual or to the organization as a whole.

1. Make every attempt to appear calm in your motions and in your voice.
2. Attempt to alert others of your predicament.
3. Advise the individual(s) (if you are actually speaking to them) that your main goal is to HELP them, not hinder them.
4. Attempt to distance yourself from them, if possible.
5. Contact an Emergency Warden as soon as possible, (either yourself, or co-worker).
6. Await instructions from emergency personnel.
7. If the person has left the immediate area, IMMEDIATELY LOCK YOUR DOOR, if possible so you are protected.
  - (a) If the threat was made in person, and the person(s) has left the immediate area, try to describe them to the best of your recollection, with details of the threat.
  - (b) If the threat was delivered by electronic means, do not destroy any records of the communication.
  - (c) If the threat was delivered by phone, IMMEDIATELY contact an **Emergency Warden** and await instructions. If the call has not been blocked, the number where the call originated from can be retrieved by looking at the caller ID (on an office phone). This will be the case for both local and long-distance calls.

<b>Title:</b> Lease &/or User Groups
<b>Organization:</b> City of Brooks
<b>Location:</b> 323 – 1 <sup>st</sup> Street East Brooks, AB T1R-1B7

#### **LEASE &/OR USER GROUPS**

The JBS Canada Centre is a facility that is happy to offer a variety of programs, services and events to the residents of the City of Brooks and surrounding region.

Although the facility is enjoyed by many Lease and User Groups, the City of Brooks has the overall responsibility of the JBS Canada Centre. As emergencies stemming from both natural and human causes can occur, it is important that we are prepared for any potential emergency.

Lease and User Groups will be provided with a copy of the JBS Canada Centre (JBSCC) Emergency Response Plan (ERP). It is the City's expectation that these groups will conduct their planning and responses to follow what is outlined in our plan.

The **Tenant/Lessee** and **User Groups** will have the same responsibilities as the **City of Brooks Emergency Wardens** and will assist in the safe evacuation of personnel from their designated area during a fire or other emergency.

The **Emergency Response Coordinator (ERC)** will always be a City of Brooks employee and will be responsible for making decisions and following the steps described in this Emergency Response Plan. The ERC will be the liaison for the City should Emergency Service Providers be called to the site (RCMP, Fire & Emergency Services, and/or Emergency Medical Services [EMS]).

<b>Title: Emergency Response Plan – Additional Information</b>
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<b>Organization: City of Brooks</b>
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<b>Location: 323 – 1<sup>st</sup> Street East Brooks, AB T1R-1B7</b>
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**EMERGENCY RESPONSE PLAN – ADDITIONAL INFORMATION**

**LOCATION & DIRECTIONS**

**Location**

**City of Brooks  
JBS Canada Centre  
323 – 1<sup>st</sup> Street East  
BROOKS, Alberta T1R 1B7**

**Directions**

**Coming from Medicine Hat on Highway #1 (Denny's Restaurant)**

Turn West (Left) on Cassils Road East (1<sup>st</sup> Overpass)  
Turn South (Left) on 2<sup>nd</sup> Street West  
Turn East (Left) on 4<sup>th</sup> Avenue West  
\* The JBS Canada Centre is on the right-hand side of the road.

**Coming from Calgary on Highway #1 (at McDonalds)**

Turn South (Right) on 2<sup>nd</sup> Street West (1<sup>st</sup> Overpass)  
Turn East (Left) on 4<sup>th</sup> Avenue West  
\* The JBS Canada Centre is on the right-hand side of the road.

**Highway #36, heading North towards Highway #1**

Turn right onto Secondary Highway #542, at Meadows Par 3 Golf Course  
Secondary Highway #542 becomes Cassils Road West  
Turn South (Right) on 2<sup>nd</sup> Street West  
Turn East (Left) on 4<sup>th</sup> Avenue West  
\* The JBS Canada Centre is on the right-hand side of the road.

**Highway #36, heading South to Highway #1**

Turn East (Left) onto Highway #1  
Turn South (Right) on 2<sup>nd</sup> Street West (1<sup>st</sup> Overpass)  
Turn East (Left) on 4<sup>th</sup> Avenue West  
\* The JBS Canada Centre is on the right-hand side of the road.

<b>Title: Emergency Response Plan – Additional Information</b>
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<b>Organization: City of Brooks</b>
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<b>Location: 323 – 1<sup>st</sup> Street East Brooks, AB T1R-1B7</b>
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#### **DISTRIBUTION LIST**

Hard copies of the JBS Canada Centre Emergency Response Plan can be accessed at the following locations/positions within the City of Brooks:

1. Chief Administrative Officer (CAO)
2. Manager of Recreation Services
3. Supervisor of Facility Services
4. Supervisor, Recreation Services
5. Aquatic Office
6. Control Point at the JBS Canada Centre
7. Corporate Safety Services (x2)

The Emergency Response Plan is also available for reference electronically by City Staff. The plan is posted for viewing in eCompliance.

Copies of the JBS Canada Centre Emergency Response Plan have also been provided to local Emergency Response Agencies. Controlled copies are on file at the following locations:

1. RCMP – Brooks Detachment; and,
2. Brooks Protective Services Facility (Fire Hall) (x2).

#### **TESTING THE EMERGENCY RESPONSE PLAN**

The JBS Canada Centre Emergency Response Plan is a multi-hazard plan for all types of emergencies to which City Staff may be vulnerable. It was designed to ensure the timely and efficient delivery of emergency response services and recovery operations.

In an effort to ensure staff understand their roles and responsibilities in an emergency, an emergency drill or mock exercise will be conducted at least annually to practice critical portions (such as evacuation) of the plan. The drills will be conducted on an announced or unannounced basis. Established procedures, including having all staff assemble to the appropriate muster point, will be adhered to. Following each drill, exercise or actual emergency, a thorough and immediate review of the response will be conducted and documented. If shortcomings are identified, steps are to be taken to improve response performance. When necessary, provisions should be made for the training of both individuals and departments.

#### **PLAN REVIEW & REVISION**

The JBS Canada Centre Emergency Response Plan will be reviewed, revised and updated at least annually to ensure that it continually reflects the City's emergency management principles, strategies and procedures. Interim revisions and additions may be made without a complete plan review taking place. In such circumstances, plan holders are responsible for ensuring their ERPs are current and up-to-date. Plan holders may be required to return obsolete sections of the manual to Corporate Safety Services for control purposes.

#### **DOCUMENT RETENTION**

All documentation related to emergency response will be kept on file at Corporate Safety Services for a minimum of three (3) years.