



**West Side Event – Patrol Support  
Emergency Action Plan  
WinSport’s Canada Olympic Park**

ISSUE RECORD SUMMARY					
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**Emergency Action Plan**

The goal of this plan for WinSport's Canada Olympic Park West side events is to ensure the highest degree of safety for all persons involved.

**1.0 Paramedical Services**

EMS Patient Transport:

- If 911 is called WinSport patrol & security must be made aware, call 403-247-5454.
- All patient care transport units in the province of Alberta are provided by Alberta Health Services Emergency Medical Services (AHS EMS).
- AHS EMS provides full ALS care for all persons based on their normal service contract. Standard response time to WinSport's Canada Olympic Park may be up to 30 minutes. WinSport will utilize the SEND (Secondary Emergency Notification of Dispatch) protocol when requesting EMS.
- Once arrived, ambulance transport to Foothills Medical Center (FMC) is approximately 8 minutes and transport to Alberta Childrens Hospital (ACH) is also approximately 8 minutes. Transport to FMC for adult patients is not guaranteed and is determined by AHS EMS dispatch and EMS destination criteria protocols.

**2.0 Event Medical Response Procedures**

WinSport patrol team consists of first responders operating at a Advanced First Aid (AFA) scope of practice. All team members are trained to the AFA level at a minimum. If you have asked for these services patrol team members will be at the venue throughout the event and will help make sure transport to an appropriate hospital will be performed by Alberta Health Services Emergency Medical Services (AHS EMS) if needed.

- If you have requested patrol, patrol team members will determine if a patient is in need of immediate care, needing EMS services.
- The individual who calls patrols assistance will provide exact patient location, initial observations describing the mechanism of injury and current patient position.

Estimated patient care and transport sequence timeline for a load and go patient (critical condition) injured on course is as follows:

- Up to 15 minutes for initial treatment and patient packaging if needed
- Up to 10 minutes for transport to patrol med room if needed or stabilize in place while waiting for ambulance
- 5 minutes for transfer of patient to AHS transport unit
- Total time from injury to hand-off to AHS EMS is estimated at 30 minutes dependant on EMS response times.

WinSport patrol will be equipped with, individual first responder kits, a gator or a van for transport to the med room.

WinSport patrol team work collaboratively to provide medical response to the event course or spectators depending what you have asked for in your contract. There will always be at least two first responders for each event.

Patrol will have a radio to coordinate medical response with event staff and security.

WinSport security has two guards scheduled 24 hours a day. During large events, an external company is contracted to assist.

- If you have trained First Aid personal or your own medical and they are comfortable performing medical to their scope they can do so as an initial response.
- If 911 is called before calling dispatch, WinSport Patrol and Security must be made aware, they will direct the ambulance where to go, make sure to call 403-247-5454. If you do call 911 before security make sure to stay on the line with them until they tell you it is ok to hang up.
- In the event of a security related situation or potentially violent guest call security.
- There is a PA system in the case there needs to be a park wide communication, such as a missing person.

When an injury or illness occurs patrol will use the following medical protocol:

- The involved area will close for the safety of patrol to proceed to the patient.
- Patrol will provide medical response as per WinSport patrol manual.
- Patrol will complete documentation as required.
- The event will continue once patrol is available again.

Overview of the continuum of care for WinSport's Canada Olympic Park is as follows:

Minor injuries or illness:

Examples: strains, sprains, headache, minor allergic reactions, compensating patient, etc.

- Establish patient consent
- Assessment and prioritization of care as required
- Injury stabilization as required
- Transport by gator or van if required
- Documentation

Moderate injuries or illness:

Examples: stable concussion, simple extremity fractures, knee/shoulder ligament injuries, c-spine precautions, stable head injury, shortness of breath, mild/moderate asthma, moderate allergic reaction, mild hypoglycemia, minor chest pain, compensating patient, hypertension, minor hemorrhage etc.

- Establish patient consent
- Assessment and prioritization of care as required by patrol team
- Assessment and treatment by patrol team
- Transport decision (team transport or AHS EMS response, as determined patrol)
- Transfer patient care to AHS ambulance personnel
- Documentation

Critical injury or illness:

Examples: altered LOC, non-patent airway, severe external or internal hemorrhage, hypotension, unstable head injury, open fractures, flail chest, pelvis instability, bi-lateral femur fractures, high C-spine injury, severe shortness of breath, asthma, anaphylaxis, seizures, moderate to severe chest pain, de-compensating patient, etc.

- Establish patient consent, if possible
- Assessment and prioritization of patient care by patrol
- AHS ambulance request (as determined by patrol)
- Patrol maintain patient ABC's
- Load and go or stay and treat decision with:
  - Patient status update to Alberta Health Services EMS transport unit
  - Alert to snow machine with rendezvous location
  - Stabilize patient as able
  - Package and transport
  - Transfer care to Alberta Health Services EMS transport unit

### **3.0 Event Medical Evacuation Procedure if Patrol is on site**

- Patrol will determine if a patient needs immediate care in hospital
- Patrol will alert WinSport Dispatch of need for EMS transport with appropriate patient care information
- WinSport dispatch initiates 911 call, coordinates with site security to provide ambulance escort AHS EMS ambulance is dispatched.
- Patrol will transfer patient to AHS EMS and obtain details of which hospital the patient is being transported to. Patient is transported to appropriate hospital as per AHS EMS protocol.
- EMS will transport patient to the most appropriate medical facility as determined by EMS dispatch and EMS destination criteria protocols. FMC and AHS are approximately 8 minutes away, and Rockyview General Hospital is approximately 20 minutes away.
- Event will remain stopped until patrol are available and on standby.

#### 4.0 WinSport Patrol Medical Direction:

Medical Direction for WinSport's Canada Olympic Park for WinSport patrol is provided by the Medical Director for the Patrol Team, information below:

Dr. Harsimranjit Singh

[hsingh@ucalgary.ca](mailto:hsingh@ucalgary.ca)

(403) 478-8891

#### 5.0 Public Medical Guideline

Given an injury or illness that affects a member of the public involved with the event at WinSport's Canada Olympic Park the following general medical protocol will be applied:

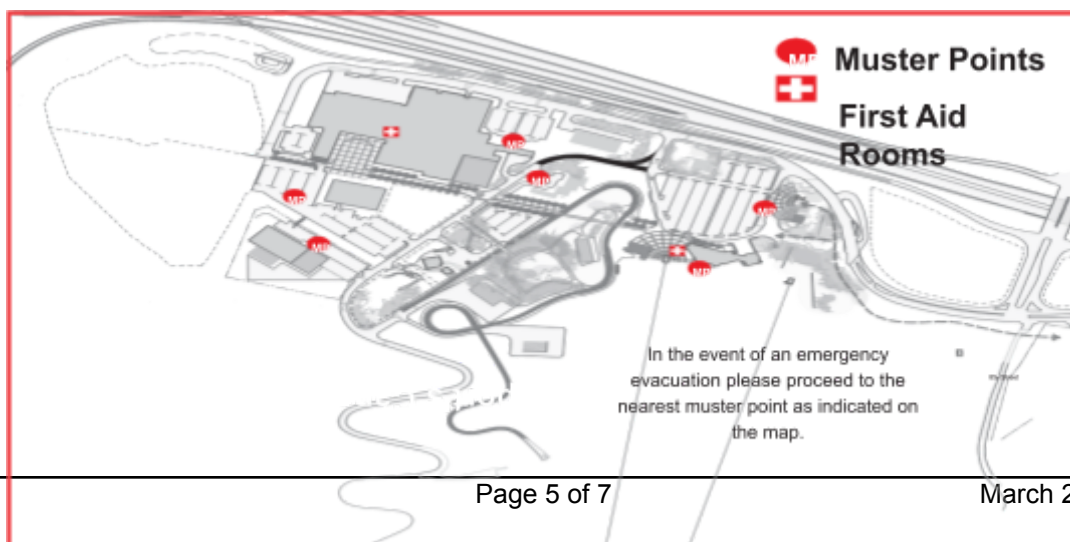
- Public medical response can be initiated by contacting WinSport dispatch to inform Patrol and Security at 403-247-5454
- Event staff can provide initial response to spectators/public if needed but will hand care over to patrol as quickly as possible to call 911 or perform first aid.
- AED's are labeled in each building.

#### 6.0 Evacuation Plan

An evacuation may be triggered by the fire alarm or public access system.

- Stop all activity
- Bring only essentials items with you
- Do not return for anything
- Calmly move towards the nearest exit, do not use elevators
- Check doors for heat as you approach
- Proceed to musterpoint and wait for further instruction from security or patrol.
- Notify security and dispatch by calling 403-247-5454.
- Do not return to the building without an all clear from WinSport security.

The park map below details musterpoints throughout the property.



## **7.0 Fire Prevention and Suppression**

All temporary or permanent structures that are powered and/or heated will have a fire extinguisher located adjacent to the entry door to that structure.

In the event that signs of combustion are observed (smoke or flames) that structure will be cleared of occupants immediately, the fire extinguisher may be deployed by 1 occupant to protect egress from the structure and to knock the flames down if safe to do so.

The first occupant to exit the structure will notify the exact location and status of the emergency situation to dispatch by calling 403-247-5454.

If needed to use, fire extinguishing technique is below:

- Pull the safety pin
- Point the nozzle towards the fire
- Press the trigger gently to release just enough of the contents from the extinguisher to reach the flames
- Point the discharge from the extinguisher at the base of the flames
- Sweep back and forth extinguishing the closest visible flame to the farthest.

If hay bales are present during an event, they must be spaced a minimum of three (3) meters from any permanent or temporary structure, or near any heat source. Refer to this link for hay bale fire code:

<https://www.calgary.ca/safety/fire-codes/hay-bales-display.html>

## **8.0 Missing person**

There are numerous children and persons at COP throughout the year. Missing persons should be reported to dispatch and security at 403-247-5454, who will help inform everyone on site to help start a search. They will follow the WinSport Missing Person Protocol.

## **9.0 Communication Plan**

WinSport has a crises communication plan and any media request related to an onsite emergency or injury must be coordinated with WinSport senior management. Event Staff, WinSport Officials, along with the Event Director (with the local authorities if required) will formulate the Official Public Statement to be distributed through the media centre located

in the Frank King Day Lodge if needed. The Official Public Statement will then be distributed to all key parties.

*All staff and volunteers are asked to forward media requests for information and interviews to the Media Centre. Do not comment on the situation.*

All members of the team involved in the Crisis Management process must keep a personal 'log' of conversations/radio or telephone calls/notifications/actions taken in the event of an emergency.

**10.0 Important Phone Numbers:**

- Alberta Health Services transport unit- dial 911
- Foothills General Trauma Centre- 403-944-1110
- Sheldon M. Chumir Health Centre, Urgent Care– 403-955-6200
- Kenron Pharmacy, Homecare and Sports Medicine- 403-289-7224
- Emergency Dental, Beltline Dental Care- 403-264-6565
- Calgary Health Link (telephone health advice & navigation)- 1-866-408-5465 or 811
- Non-Emergency line (Police), 403-266-1234
- WinSport Dispatch– 403-247-5454
- WinSport Security– 403-660-9322
- Brian Kitching, WinSport Sr Manager Security - 403-803-4164
- Jesse Werner, WinSport Sr Manager Risk & Safety- 403-615-4959
- Maria Patterson, WinSport Patrol Manager- 403-990-9075
- WinSport Patrol– Channel 6 on WinSport radio
- WinSport Helpdesk (IT)– 403-247-5467, press 1 for on call
- Dale Oviatt, WinSport Sr Manager, Communications– 403-461-9074
- Brittany Sutherland, Sr Manager, Events - 403-975-3467

**11.0 Additional Safety Notes**

WinSport takes pride in providing a world class venue where safety is a priority for all guests and staff. There are policies that are strictly enforced such as the code of conduct where you can find on the website as well as the link below. All event staff, athletes, participants must adhere to this code of conduct. If a participant is found to have violated an event rule, the event staff will impose the consequence. If a participant is found to have violated a WinSport rule, WinSport will impose the consequence, while working collaboratively with event staff.