



Policies and Procedures Manual

Health and Safety: Emergency Response Policy & Procedures

Purpose:

During an emergency, the safety of CCS staff, volunteers, students, program placements and clients is of primary importance. Whenever a situation such as a fire, natural disaster, bomb threat, utility failure, medical emergency, violent or threatening situations, etc occurs and an evacuation or 'shelter in place' is required for any reason, this policy will be applied.

Note: Emergencies involving threats or violence are covered under the following policies: (Health and Safety), (Workplace Violence and Harassment), (Withdrawal of Client Service).

Policy Statement:

This policy will provide a series of protocols to follow in the event of an emergency as described above. These protocols will be reviewed annually and drills conducted regularly.

Protocols:

Emergency Evacuation from Worksite:

A member of the Senior Management Team shall be designated the Emergency Contact. The Emergency Contact shall be available by cell phone in the event of an emergency evacuation. In consultation with the Emergency Contact or their designate, the Program Manager/Supervisor (or designate) at each CCS location will make a determination as to the safest means for staff and volunteers to leave the location.

Staff or Volunteers who are off-site assisting clients (e.g. transportation) should call the designated Emergency Contact to discuss options for providing appropriate emergency response service to the client before departing.

The Program Manager/Supervisor or designate at each location will be responsible for ensuring that appropriate emergency measures are in place according to their particular requirements. CCS employees who have up-to-date CPR/First Aid training will identify themselves to the Program Manager/Supervisor or designate at each location.

In order to promote emergency evacuation 'readiness', CCS will conduct emergency evacuation drills at all work locations, on all shifts on an annual basis.

18 King Location (Main Offices-Upper Level, Caledon Specialist Clinic- street level):

Evacuation warden or designate will be responsible for ensuring that all clients, volunteers, staff and program/student placements exit the building safely. Evacuation routes are posted throughout the main office including: Jobs Caledon, the lunchroom, the Transportation Office and the Caledon Specialist Clinic and are updated regularly. All staff should familiarize themselves with the posted evacuation routes. New staff/volunteers/student and program placements will be informed during their orientation.

Those evacuating from 18 King Street are to meet at the corner of Willow Street and David Street. Attendance will be taken by the section Evacuation Wardens at each location. All missing persons will be reported to the fire chief by the section Evacuation Warden.

The Exchange (55 Healey Road, Unit 1)

- Evacuation Warden or designate (wearing orange vests) will instruct everyone to exit the building.
- Tend to individuals requiring extra assistance.
- Evacuate the area in an orderly manner and move to designated area as directed by Evacuation Wardens or designate.
- DO NOT GO BACK INTO THE BUILDING.
- If exiting the building through the front door, meet at the flag pole on the green space located on the south side of the building (in front of Fine Point Furniture). If exiting the building through the back door, take the safest route (left or right) to meet at the flag pole located on the south side of the building.
- In the case of an evacuation of the entire building, proceed to the parking lot (on the east end of the building) to the building with the green roof (Active Green and Ross) located across Hardwick Road.
- Attendance will be taken by the Evacuation Warden or designate.
- EVERYONE IS TO WAIT AT THE MEETING PLACE UNTIL NOTIFIED BY THE EVACUATION WARDEN OR DESIGNATE THAT IT IS OKAY TO GO BACK INTO THE BUILDING.

Chez Thrift

- The Store Manager or designate will alert everyone in the building that evacuation is required.
- Tend to individuals requiring extra assistance.
- Evacuate the area in an orderly manner and move to designated area as directed by site supervisor.
- DO NOT GO BACK INTO THE BUILDING.
- If exiting the building through the front door go to the boulevard area at the front of the parking lot located on the west side of the building.
- If exiting the building through the back door go to the edge of the parking lot against the back fence located on the east side of the building.

- Attendance will be taken by the Manager or Store Operations Lead.
- EVERYONE IS TO WAIT AT THE MEETING PLACE UNTIL NOTIFIED BY OFFICIALS THAT IT IS OKAY TO GO BACK INTO THE BUILDING.

ReUstore:

- The Store Manager or designate will alert everyone in the building that evacuation is required.
- Tend to individuals requiring extra assistance.
- If time allows, ensure that the utility vehicle (Gator) is not in gear / safely parked.
- Evacuate the area in an orderly manner and move to designated area as directed by the site supervisor.
- DO NOT GO BACK INTO THE BUILDING.
- If exiting the building through the front door go to the front of the property exit gate located on the southeast side of the building.
- If exiting the building through the back door go to the edge of the parking lot against the back fence located on the west side of the building.
- If exiting by either of the side doors located on the north and south sides of the building, proceed by the safest route to the front or back meeting areas.
- Attendance will be taken by the Store Manager or designate.
- EVERYONE IS TO WAIT AT THE MEETING PLACE UNTIL NOTIFIED BY OFFICIALS THAT IT IS OKAY TO GO BACK INTO THE BUILDING.

Transitional Care Centre (TCC) (9 McLellan Road, Alton)

Upon learning that evacuation of the building is required (i.e. alarm, notification by an official), the PSW in the TCC will instruct the TCC clients that there is an emergency and they are to leave the centre. The PSW would then assist/lead the TCC clients to take the closest and safest route out of the building in accordance with procedures and evacuation routes posted by Region of Peel Supportive Housing.

If the PSW is serving an assisted living client, the PSW is to exit the building. They are NOT to return to the TCC.

Upon exiting the building, the PSW will proceed to the designated meeting place outside of the building and await instruction from the appropriate official.

Once they have safely arrived at the designated meeting place, the PSW must contact their Manager/ON Call using the PSW cell phone to notify them of the situation and seek further direction

PSWs are to refer to CCS' Emergency Evacuation policy.

Assisted Living Buildings (Stationview, Riverview, Jane Street, Caledon East)

Upon learning that evacuation of the building is required (i.e. alarm, notification by an official), the CCS PSW will take the closest and safest route out of the building in accordance with procedures and evacuation routes posted by Region of Peel Supportive Housing.

As the clients do not reside in buildings owned and/or operated by CCS, the CCS PSWs are not required or authorized to evacuate clients. If the CCS PSW is tending to a client at the time of the emergency, they are to advise the client to exit safely.

Upon exiting the building, the PSW will proceed to the designated meeting place outside of the building and await instruction from the appropriate official.

Once they have safely arrived at the designated meeting place, the PSW must contact their Program Manager (or Manager on Call) using the PSW cell phone to notify them of the situation and seek further direction

If the PSW is with a client when an emergency situation arises:

- The PSW will act reasonably and responsibly to ensure that the client is safe and/or in a safe location prior to exiting the client's residence.

Staff Providing Service in Client's Private Homes in Community

- In the event an emergency occurs in a client's home while the CCS PSW is providing service, the CCS PSW will evacuate the home immediately, using the closest and safest exit. If it is safe to do so, the CCS PSW may assist the client they are in the midst of serving with evacuating the home.
- Upon exiting the home, the CCS PSW will wait at a safe distance from the building. If 911 has not been called, they should immediately call 911 using the PSW cell phone.
- Once 911 has been called, the CCS PSW will use the PSW cell phone to contact their Program Manager (or Manager on Call) to notify them of the situation and seek further direction.
- The CCS PSW will NOT re-enter the building (or delay their own exit from the building) to help evacuate further individuals.
- The CCS staff will stay with the client until EMS arrives and care of the client has been taken over by EMS.

Fire Response Procedure

In the event of a fire occurring in the workplace, the following procedure must be adhered to:

- If you become aware of a fire and it is small enough to safely put out, you can quickly and safely reach a fire extinguisher and you have been trained in using the fire extinguisher, use the extinguisher to put the fire out;

- If you are aware of a fire that cannot be safely extinguished, leave the area immediately and pull the nearest fire alarm to alert others in the building;
- Upon hearing the fire alarm, leave your workstation immediately and head to the nearest safe exit;
- Head directly to the designated meeting place for your specific work location.
- The designated meeting location will be outlined on your worksite's Evacuation Floor Plan, posted in an accessible manner at several spots throughout the workplace;
- Do not use the elevator to exit the building. Use the nearest, safest stairwell if necessary;
- Do not leave the designated meeting place until the workplace Evacuation Warden has taken attendance and accounted for your presence and safety;
- Do not enter the building again until you have been authorized to do so by the Evacuation Warden-Communication Captain, who will obtain confirmation from the Fire Department;

Each worksite with multiple employees has designated Evacuation Wardens. These worksites include: 18 King Street, The Exchange, Chez Thrift and the ReUstore. The responsibilities of the Evacuation Warden role are as follows:

Responsibilities of the Evacuation Warden or Designate

1. Evacuation Wardens or designate will wear an Orange Vest, stored at their respective workstations.
2. They will ensure all persons are evacuated from their assigned section of the building: they will assist persons with disabilities and visitors as necessary. They will close all the doors if possible.
3. They will proceed to designated exit, will lock the exit door if time allows.
4. They will meet everyone at the designated meeting spot and take attendance. If someone is missing they will report to the Communication Captain.
5. They will instruct everyone to return to the building when directed by the Communication Captain who will be instructed by the Fire Department.

Employees working at Peel Assisted Living Buildings or the ReUstore are required to adhere to the Emergency/ Fire Evacuation protocols as established by the Region of Peel.

Power Outage Response Procedures

Most power outages will be over almost as soon as they begin, but some can last much longer - up to days or even weeks. Power outages are often caused by freezing rain, sleet storms and/or high winds which damage power lines and equipment. Cold snaps or heat waves can also overload the electric power system.

During a power outage, the workplace may be left without heating/air conditioning, lighting, hot water, or even running water. If the workplace only has landlines/ cordless phones, it could also be left without phone service.

To prepare for and deal effectively with power outages, the following procedures are to be followed:

Preparation:

- Have flashlights and fresh batteries at each work site, stored in a designated and accessible spot
- Be aware of your work site's evacuation route(s) and plans
- Ensure your work location has working emergency lights
- Aisles, exits and entrances are to be kept clear and unobstructed to prevent trips and falls that could occur during a power outage

Responding During a Power Outage:

- Remain calm
- If the power outage occurs during daylight hours, some work activities may be able to continue if there is sufficient natural light available in your work location
- Do not use candles for illumination. These are a fire hazard
- Avoid using elevators. Take the stairs instead.
- Passengers in elevators during a power outage should follow procedures posted in the elevator; emergency phones may be used to call for help. Do not attempt to climb out of the elevator
- Automatic door openers may not function during a power outage. Follow procedures outlined in the Accessibility and Interruption of Service procedures for notifying clients, staff, volunteers and program/student placements of the disruption
- Do not leave the workplace without proper authorization from your Manager/Supervisor

Medical Emergencies

If a Client Experiences a Medical Emergency

CCS staff members involved in client care giving roles (i.e. PSW's, Transportation Drivers, Specialist Clinic Coordinator, Health Services Managers) are trained in First Aid/CPR. PSWs on duty are provided with a cell phone that they are required to carry on their person at all times during their shift. Transportation Drivers are provided with a "10-4" walkie talkie that can also operate as a cell phone.

- For serious injuries and illness, staff must use appropriate first aid, call or have someone phone 911 for an ambulance
- For those clients receiving PSW services, the PSW should provide a copy of the client's Medication Administration Record Sheet (MARS) (where applicable) and a copy of the "Client Fact Sheet" to the paramedics
- Notify the manager/designate as soon as practicable
- Notify the designated family member/caregiver/advocate of the client as soon as practicable
- Staff are encouraged to err on the side of safety in calling for medical assistance.

- Once the immediate medical emergency situation has concluded (i.e. the client has been attended to by emergency medical services/taken to hospital) staff are required to complete the CCS Incident Investigation Form and submit it to their Manager.

If Staff/Volunteers/Student/Program Placements or Visitors Experience a Medical Emergency

Each CCS location has Staff members who are trained in First Aid, in accordance with the Ontario Occupational Health and Safety Act (OHSA).

- For serious injuries and illness, trained staff must use appropriate first aid, call or have someone phone 911 for an ambulance
- Notify the manager/designate as soon as practicable
- Notify the individual's Emergency Contact as soon as practicable
- Once the immediate emergency situation has concluded, staff are required to complete the CCS Incident Investigation Form and submit it to their Manager

If the Medical Emergency Occurred to a Staff Member, Student or Program Placement as a Result of Work Being Performed

In the event that the injury or illness of the staff/student/program placement occurred as a result of work being performed by the individual, the incident will also be reportable to the WSIB (Workplace Safety Insurance Board). In this case:

- Forward the completed CCS Incident Investigation Form to Human Resources within 24 hours, with the exception of student placements.
- For student placements, the completed CCS Incident Investigation Form must be forwarded to the Volunteer Resources Specialist within 24 hours, so that she may contact the student's educational institution who will then file a claim with WSIB.

In the event the medical emergency falls into the category of a **Critical Injury** as defined by the Ontario Occupational Health and Safety Act (OHSA), CCS is also required to notify, within 48 hours, a Regional Director of the **Ministry of Labour** giving the circumstances of the occurrence. The Manager, Human Resources is available to provide guidance to CCS Management in completing this process.

Ministry of Labour Health & Safety Contact Centre:

Toll Free: 1-877-202-0008 Fax: 905-577-1316 TTY: 1-855-653-9260

According to the Ontario Occupational Health and Safety Act (OHSA), a critical injury is defined as an injury of a serious nature that:

1. Places life in jeopardy
2. Produces unconsciousness
3. Results in substantial loss of blood
4. Involves the fracture of a leg or arm, but not a finger or toe
5. Involves the amputation of a leg, arm, hand or foot, but not a finger or toe
6. Consists of burns to a major portion of the body
7. Causes the loss of sight in an eye

Refer to 'Workplace Accident Response Procedures' for additional information.

Violent or Threatening Situations

"Shelter in Place" Procedure

A 'shelter in place' of a building is an emergency procedure intended to secure and protect occupants who are in the proximity of an immediate threat. This procedure is used when it may be more dangerous to evacuate a building than stay inside. By controlling entry/exit and movement within a facility, emergency personnel are better able to contain and handle any threats.

A notification to occupants to 'shelter in place' may be sent by Management or emergency personnel. Individuals may receive notification to 'shelter in place' through various means.

It is essential for the safety of occupants and emergency responders that individuals comply with instructions provided by emergency personnel at all times.

Upon Alert to 'Shelter in Place':

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 and chairs
- If you are in a corridor go into the closest office not already secured and lock or barricade the door and windows
- Close curtains or 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.

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 corridors
- Do not call 911 unless you have immediate concern for your safety, the safety of others, or feel you have critical information that will assist emergency personnel in the response

Considerations:

- Follow instructions from emergency personnel only
- During a 'shelter in place', if the fire alarm is activated, remain where you are and await further instructions over a PA or portable loudspeaker

- For their own safety, emergency personnel must initially consider all individuals as potential threats. It is important to follow instructions from police at all times to avoid harm and ensure the best possible response.

Following the 'Shelter in Place':

- Cooperate with emergency personnel to assist in an orderly evacuation
- Proceed to the designated assembly area if advised
- The police may require individuals to remain available for questioning following a 'shelter in place' occurrence.

Bomb Threat Response Procedure

Adapted from Peel Regional Police fact sheet: 'Bomb Threat Assessment'

<http://www.peelpolice.on.ca/en/crimeprevention/resources/bombthreatassessment.pdf>

Bomb threats are delivered in a variety of forms, but the most common threat is delivered by telephone in a direct call or left on voice mail or a fax machine.

Basically, there are two types of calls, each with a different purpose:

Specific Threat:

- The caller has definite knowledge that an explosive device has been placed at the target area.
- Wants to minimize personal injury;
- The caller may be the person who made the device, placed the device or became aware of specific details.
- Information such as a description of the device, the exact location, the time it is to function, the reason it was placed, or a genuine concern for life, may be provided;
- The more information provided, the greater the likelihood that an explosive device has been placed.

Non-Specific Threat:

- The caller wants to create an atmosphere of anxiety and panic which may result in the disruption of normal activities at the location to which the threat is directed.
- Generally, the caller provides no specific information other than the threat itself.

Response Procedure:

When a bomb threat is received:

1. Take all bomb threats seriously
2. Listen
3. Be calm and courteous
4. Do not interrupt the caller
5. Obtain as much information as possible

6. Initiate 'call trace action' (if available) while the call is ongoing (or if you have call display record the number)
7. Signal your Manager or colleague while the call is still ongoing. Your Manager should contact the local police service
8. Complete the form provided below and give it to your Manager.

Checklist Adapted from the Canadian Bomb Data Center, RCMP

Telephone trace number:

Details to be recorded:

Date of Call:

Time of Call: _____ A.M. • P.M. •

Duration of call:

Exact wording of the threat:

Questions to Ask the Caller:

What time will the bomb explode?

Where is it?

What does it look like?

Where are you calling from?

Why did you place the bomb?

What is your name?

Identifying characteristics:

Gender (does the voice sound): Male Female Not Sure

Estimated age:

Accent: English French Other (specify) Not Sure

Voice: Loud Soft Other (specify) Not Sure

Speech: Fast Slow Other (specify) Not Sure

Diction: Good Nasal Lisp Other (specify) Not Sure

Manner: Emotional Calm Vulgar Other

Background noises

Voice was familiar (specify)

Caller was familiar with the area (specify)

Do not evacuate before a search is conducted to ensure the bomb is not located on the evacuation route.

Search Procedures should include:

For Non-Specific Threats:

-A team approach to conducting the search.

-Have people familiar with the area conduct a search for unusual or suspicious items. (i.e. have people search the areas near their work stations)

-Areas of public access such as reception areas, washrooms, entrances, exits should be searched first.

-If a suspicious item is discovered, do not touch or tamper with the item and initiate evacuation plan.

For Specific Threats:

- Conduct a cursory examination of the specified target area.
- Initiate evacuation plan as soon as the suspicious item is identified.
- Do not touch or tamper with the suspicious item.

Police will normally become involved at the investigation stage rather than the search stage.

Natural Disasters:

Severe Storms (Snow, Ice, Thunder, Wind)

Refer to CCS policy on Inclement Weather.

Tornado Response Procedure:

Adapted from the Government of Ontario;

<http://www.ontario.ca/law-and-safety/tornados-safety-information> and from the Government of Canada; www.getprepared.gc.ca

A tornado/twister is a powerful rotating wind that can form quickly and move fast. Tornadoes can be created by severe thunderstorms or can appear after a heavy rain or hail in a sky that is green, yellow or black. Depending on the tornado's size and strength, they can cause minor to severe property damage and minor to life-threatening injuries. A tornado is deceptive. It may appear to be standing still but is, in fact, moving toward you.

Tornado warnings/alerts are issued by Environment Canada when a tornado may be imminent or has already been detected. The following response steps are recommended by the Government of Ontario;

If you are indoors during a tornado:

The safest place to be is in a basement or cellar. If your work location does not have one, go to a room on the lowest level of the building away from windows, doors and outside walls. Find a room with as many walls as possible between you and the outside. Get under a sturdy piece of furniture – use your arms to protect your head and neck. Do not open windows.

At 18 King Street, Caledon Specialist Clinic, The Exchange, ReUstore, Chez Thrift:

A notification of a tornado warning may be issued to employees by Management, or emergency personnel. Communication should be made in the most efficient and quick method as possible in the situation, such as an announcement over the paging system; in-person notification of employees by the Manager in their immediate vicinity; calling employees in the other offices in the building including Transportation and the Caledon Specialist Clinic and e-mail notification.

When evacuating to a safer location, assistance must be provided to any employees, volunteers or clients who have a disability.

CCS Employees at Peel Assisted Living buildings:

Peel Assisted Living is responsible for the development, implementation and updating of emergency procedures for the building and its residents. CCS Health Services Managers are responsible for ensuring their employees who work in Assisted Living locations are aware of the emergency procedures for those sites.

If you are outdoors during a tornado:

- Seek shelter immediately if a warning has been issued.
- Don't wait until you see the tornado to get inside.
- If you can't get inside, lie flat in a ditch or low level and cover your head with your hands.
- Don't go under an overpass or bridge. You're safer in a low, flat area.
- Watch out for flying debris.

If you are driving during a tornado:

- If you spot a tornado in the distance go to the nearest solid shelter.
- If the tornado is close, get out of your car and take cover in a low-lying area, such as a ditch.
- Do not chase tornadoes - they are unpredictable and can change course abruptly.

Flood Response Procedure:

Adapted from the Government of Canada; <http://www.getprepared.gc.ca>

Floods are the most frequent natural hazard in Canada. They can occur at any time of the year and are most often caused by heavy rainfall, rapid melting of a thick snow pack, ice jams, or more rarely, the failure of a natural or man-made dam.

Flood Causes:

- A heavy rainfall can result in flooding, particularly when the ground is still frozen or already saturated from previous storms.
- Flash flooding - in which warning time is extremely limited - can be caused by hurricanes, violent storms or dams breaking.
- Many Canadian rivers experience flooding at one time or another. The potential for flood damage is high where there is development on low-lying, flood-prone lands.

In Ontario, there are two types of Provincial Flood Messages:

- The **Provincial Flood Watch**, which provides consistent and timely technical information about the potential for flooding
- The **Provincial Watershed Conditions Statement**, which provides information on provincial watershed conditions as they relate to flood potential, and an outlook on expected spring flood conditions

There are three types of Local Flood Messages:

- **flood warning:** flooding is imminent or already occurring
- **flood watch:** there is the potential for flooding
- **watershed conditions statements:** flood Outlook (an early notice of the potential for flooding based on heavy rain, snow melt etc.) and water safety information.

The local Conservation Authority is responsible for Flood Messaging. The local municipality is responsible for on the ground Flood Response.

Preparing for a Flood that has been Forecasted or that is Imminent:

- Staff, volunteers, program/student placements' safety is first priority. If you cannot assist with any of the preparation measures below without putting yourself in danger then do not do so and evacuate the work location immediately.
- Do not store important documents in basements (if the workplace has one)
- Move important documents to storage spots that are above ground level
- Take special precautions to safeguard electrical, natural gas or propane heating equipment.
- If there is enough time, consult your electricity or fuel supplier for instructions on how to proceed.
- Move furniture, electrical appliances and other belongings to floors above ground level (if possible or relevant to the worksite. If there is only one floor in the building, move the items to spots that are above ground level such as higher shelves or on top of a filing cabinet, etc)
- Remove toxic substances such as pesticides and insecticides from the flood area to prevent pollution.
- Do NOT attempt to shut off electricity if any water is present. Water and live electrical wires can be lethal. Leave the work site immediately and do not return until authorities indicate it is safe to do so.

During a Flood:

- Keep a radio on to find out what areas are affected, what roads are safe, where to go and what to do if the local emergency team asks you to leave the area.
- Vacate the worksite when you are advised to do so by local emergency authorities. Ignoring such a warning could jeopardize your safety or the safety of those who might eventually have to come to your rescue.
- Follow the routes specified by officials. Don't take shortcuts. They could lead you to a blocked or dangerous area.

Never cross a flooded area

- If you are on foot, fast water could sweep you away.
- If you are in a car, do not drive through flood waters or underpasses. The water may be deeper than it looks and your car could get stuck or swept away by fast water.
- Avoid crossing bridges if the water is high and flowing quickly.

- If you are caught in fast-rising waters and your car stalls, leave it and save yourself and your passengers

After a Flood:

CCS employees, volunteers, student/program placements may only return to the workplace when authorized to do so by CCS Management.

CCS Management will adhere to the advice of the relevant authorities as to whether it is safe to return to the work site after a flood has occurred.

Earthquake Response Procedure:

Adapted from the Government of Canada; <http://www.getprepared.gc.ca>

Around 5000 earthquakes are recorded in Canada each year. Most of these are small ones. Areas of Canada most prone to earthquakes include: British Columbia (most at risk from a major earthquake), the St. Lawrence and Ottawa River Valleys and parts of the three northern territories.

Small or moderate earthquakes last only a few seconds and represent **no emergency risk**. Ceiling lights may move and some minor rattling of objects may occur. You may feel a slight quiver under your feet if you are outside. If you are close to the source, you may hear a loud bang followed by shaking.

Large earthquakes can last up to several minutes. The ground or floor will move, perhaps violently. You will likely feel shaking followed by a rolling motion, similar to being at sea. If you are far away from the source you may see swaying buildings or hear a roaring sound. You may feel dizzy and be unable to walk during the earthquake. If you are on the upper floors of a building such as a high-rise, you may experience more sway and less shaking. Lower floors will shake more rapidly. Furnishings and unsecured objects could fall, slide across the floor or be thrown across the room. Windows may break; fire alarms and sprinkler systems may be activated. Lights and power may go off.

If you are indoors during a Large Earthquake: **DROP, COVER and HOLD ON**

Stay inside.

Drop under heavy furniture such as table, desk, bed or any solid furniture.

Cover your head and torso to prevent being hit by falling objects.

Hold on to the object that you are under so that you remain covered. Be prepared to move with the object until the shaking has finished.

If you cannot get under something strong or you are in a hallway flatten yourself or crouch against an interior wall and protect your head and neck with your arms.

If you or a client is in a wheelchair, lock the wheels and protect the back of the head and neck.

If you are outdoors during a Large Earthquake:

Stay outside.

Go to an open area away from buildings. The most dangerous place is near exterior walls.

If you are in a crowded public place, take cover where you won't be trampled.

If you are in a vehicle during a Large Earthquake:

Pull over to a safe place where you will not block the road so that emergency vehicles can get by.

Avoid structures that could collapse such as bridges, overpasses, underpasses or buildings.

Stop the vehicle and stay inside.

Listen to your car radio for instructions from emergency officials.

Do not attempt to get out of your vehicle if downed power lines are across it. Wait to be rescued.

Place a HELP sign in your window if you need assistance.

AVOID the following during an earthquake:

Doorways - Doors may slam shut and cause injuries.

Windows, bookcases, tall furniture and light fixtures - You could be hurt by shattered glass or heavy objects.

Elevators – if you are in an elevator, hit every floor button and get off as soon as you can.

Downed power lines – stay at least 10 metres away to avoid injury.

After a Large Earthquake:

Follow the **Emergency Evacuation Protocol** as described earlier in this policy.

Post-Emergency Actions:

The Emergency Contact Manager will, in consultation with Program Managers/Supervisors and/or the Caledon Specialist Clinic Coordinator, prepare a report for the CEO or designate as soon as possible after the occurrence, including recommendations for improvements or changes to policies and/or protocols.

The Senior Management Team shall review the report and where appropriate, ensure that the approved revisions are implemented.

Temporary Suspension of Operations/ Service Disruptions:

In the event of an emergency serious enough to prevent the continuation of operations, the CEO or their designate may make the decision to temporarily close down operations at some or all locations. The Manager/Supervisor of each affected program Area will be notified as soon as possible after the decision is made. The notification will include an estimation of the anticipated length of time the suspension of operations will last, the name and cell phone number of the Emergency Contact Manager, plus any other pertinent information relevant to ensuring the safety of individuals at the locations.

The decision to close services and worksites will be relayed to CCS clients, staff, volunteers and student/program placements via the following methods:

- Director, Fundraising and Communications or their designate will update the CCS website, Facebook page and Twitter feed with a message to advise

clients, volunteers, staff and student/program placements about the closure and any essential services that will still be running;

- Director, Finance and Infrastructure or their designate will update the main CCS phone message to advise callers of the closure;

Clients, staff, volunteers and student/program placements must check the CCS main phone line or the CCS website, Facebook page or Twitter feed to learn whether the agency and their particular program/location have been closed.

Notifying Clients, Staff, Volunteers and Student Placements Already at CCS

Locations:

Each Program Area Manager or their designate shall be responsible for notifying staff, clients, volunteers and students/program placements already at CCS locations as well as those whose arrival is expected or scheduled, of the decision to temporarily suspend operations, the expected duration of the closure and for ensuring that clients and employees of Multi-Service Agencies in the area of the Program Managers are informed of the emergency situation. The Manager or designate at each location will be responsible for ensuring that appropriate emergency measures are in place according to their particular Emergency Response Procedures policy.

18 King Location: Finance & Infrastructure will assume responsibility for placing appropriate signage on entrances, for updating telephone voice recording and for notifying the Communications department to place a notice on the CCS website where appropriate.

Caledon Specialist Clinic: The Specialist Clinic Coordinator or designate will assume responsibility for placing appropriate signage on entrances, for updating telephone voice recording and for notifying the Communications department to place a notice on the CCS website where appropriate. The Specialist Clinic Coordinator or designate shall contact the Specialists/health care professionals and their clients for whom appointments were scheduled and if possible arrange for another appointment.

Transportation: The Manager or designate(s) shall contact clients for whom service was scheduled and where possible arrange another appointment. For emergency appointments, police or another emergency support service should be contacted. The Manager or designate will also be responsible for: ensuring that appropriate signage is in place, the telephone voice recording is updated and notifying the Communications department to place a notice on the CCS website where appropriate.

LIFE For Youth and LINC Classes: Suspension of operations may require the cancellation of Transportation services to the participants of these two programs.

Assisted Living Locations/Transitional Care Centre: The Manager or designate at each location will be responsible for ensuring that appropriate emergency measures are in place according to Emergency Response Procedures in place for their location. The Manager or designate will also be responsible for: ensuring

that appropriate signage is in place, the telephone voice recording is updated and notifying the Communications department to place a notice on the CCS website where appropriate.

Chez Thrift and ReUstore/LIFE for Youth Classroom: The Supervisor or designate will be responsible for: ensuring that appropriate signage is in place, the telephone voice recording is updated and notifying the Communications department to place a notice on the CCS website where appropriate.

The Exchange: The Manager or designate will be responsible for: ensuring that appropriate signage is in place, the telephone voice recording is updated and notifying the Communications department to place a notice on the CCS website where appropriate.

Seniors Helping Seniors Groups: Groups meeting at affected locations will evacuate the building immediately. Group leader will assist seniors with the evacuation process according to the site's evacuation procedures.

Town of Caledon – Emergency Response Procedure

In the event of a Town of Caledon Emergency Response Procedure, CCS will follow the instructions of the Town of Caledon Community Control Group. This group consists of OPP, Ambulance Personnel, Public Works and the Manager of Development and Communications.

Region of Peel – Emergency Response Procedure

In the event of a Region of Peel Emergency Response Procedure, CCS will follow the instructions of the Region of Peel Community Emergency Management Coordinator. The Region has the same assistance that the Town of Caledon has available to them. Social Services will respond to the needs of individuals who require food, clothing and shelter. CCS is not required to provide these essential items.

Date Revised: July 2015

Date Approved: Jan 2016

Date Revised: November 2016

Date Approved: November 2016