



## Emergency Preparedness Policy and Procedure March 2012

**westofwindsor.com**

Approved by: WEST Board of Directors

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# Policy Statement

## 1. **Policy**

- 1.1. WEST Inc. is committed to protecting the health and safety of its employees, volunteers, clients, visitors, and guests on, in or around the premises.
- 1.2. Women's Enterprise Skills Training of Windsor Inc. (WEST) has a legal responsibility to maintain a safe working environment for all staff. This obligation also extends to the participants, clients, and visitors of WEST.
- 1.3. The Emergency Preparedness Policy and Procedure describes in detail, the roles and responsibilities of the Director of Emergency Operations, the Emergency Management Committee and all staff and volunteers at WEST in the event of an emergency, and outlines how they may support The City of Windsor if the emergency warrants community assistance.
- 1.4. The Emergency Management Plan unifies the efforts of WEST Inc. departments, senior management, and staff to provide a comprehensive approach to respond to and reduce the impacts of emergencies.
- 1.5. WEST Inc. shall implement its Emergency Management Plan in the event of any emergency that threatens the safety, health, and environment of WEST staff, clients, volunteers, and visitors.

## 2. **Purpose**

- 2.1. The intent of the Emergency Response Plan is to ensure human safety; minimize damages to property; assure rapid and responsive communication to all parties involved and remain compliant with [Ontario Regulation 191/11 Accessibility for Ontarians with Disabilities Act, 2005](#).

## 3. **Scope**

- 3.1. The Emergency Response Plan shall apply to WEST Inc., its employees, volunteers, visitors, customers and guests on, in, or around the premises of WEST Inc. at all times.

## 4. **Definitions**

- 4.1. "**Emergency**" is defined as a serious, unexpected, and often dangerous situation requiring immediate action (Oxford Universities Press, 2011).
- 4.2. "**Emergency Management**" is the universal term for the systems and processes for mitigating, preparing for, responding to and recovering from emergencies and disasters.

- 4.3. “**Emergency Response Team**” individuals authorized by the Director of Emergency Operations that possess the knowledge, experience and training to safely respond to an emergency situation utilizing the incident command system.
- 4.4. “**Emergency Operations Center**” refers to the WEST Boardroom where there Emergency response team will meet in the event of an emergency.
- 4.5. “**Level 1 Response (Day-to-Day Emergency)**” is an incident that can be handled by the normal operational staff of WEST Inc. where operational procedures and local resources are adequate. The Emergency Management Committee is activated if required.
- 4.6. “**Level 2 Response (Major Emergency)**” is an incident that would require several functional units within the plan to be activated and coordinated (e.g. major fire, dangerous weather, civil disturbance, building collapse). The Emergency Management Committee will meet at the designated Emergency Operations Centre (EOC) to provide support and coordination.
- 4.7. “**Level 3 Response (Disaster)**” is an emergency of such magnitude that it affects the City of Windsor in whole or in part requiring the city to enact a State of Local Emergency (e.g. tornado, chemical evacuation, major blizzard). As in the Level 2 Response, WEST Inc. will activate the Emergency Management Committee if required; to not only provide support and coordination to WEST but to also coordinate its efforts with the City of Windsor’s Emergency Operations Centre.
- 4.8. “**Preparedness**” is the development and implementation of emergency policies, procedures and plans to ensure an effective response to the impact of hazards.
- 4.9. “**Response**” is the action taken immediately before, during or directly after an emergency occurs.

## 5. **Responsibilities**

5.1. The **Director of Emergency Operations** is the Joint Health and Safety Committee Management Representative and will:

- Appoint the *Emergency Management Coordinator* and ensure appropriate membership of the *Emergency Management Committee*.
- Provide appropriate funding levels for emergency management planning.
- Provide the direction and control of emergency operations at WEST Inc.
- Authorize the implementation of the Emergency Management Plan.
- Authorize expenditures required to respond to any emergency.
- Ensure all persons with responsibilities under the Emergency Management Plan receive appropriate training.

5.2. The **Emergency Management Committee** will:

- Assist the Director of Emergency Operations to co-ordinate and direct emergency response operations to achieve the objectives of the Emergency Management Plan.

- Provide recommendations to the Emergency Management Policy, Emergency Management Plan and related procedures.
- Ensure communication and implementation of Emergency Planning and Procedures to all members of the University community.
- Recommend new emergency situations to be covered by the Emergency Management Plan or other changes to the mandate of this Policy.
- Participate in drills and/or exercises and recommend improvement.
  - Upon implementation of a Level 2 or Level 3 emergency response, all members of the Emergency Management Committee will report to the Emergency Operations Centre (EOC).
  - Co-ordinate the activities of their unit in accordance with their responsibilities as indicated in the Emergency Management Plan and their respective unit's plan or as determined by the Director of Emergency Operations.
- Arrange periodic drills to test the effectiveness of current evacuation procedures.

Members can be assigned to act in any given capacity for the duration of any emergency. The powers and responsibilities of the Emergency Management Committee are for the duration of the emergency unless otherwise directed

### 5.3. All Staff and Volunteers of WEST Inc. will:

- Be prepared for emergencies.
- Evacuate a building or area upon activation of a fire alarm system, other alarm systems or upon direction from emergency personnel.
- During other emergencies follow the direction of emergency personnel.
- Attend required training courses.
- Read emergency information brochures.
- Know the location of the nearest emergency escape route/fire exit and fire alarm pull station.
- Know the City of Windsor emergency telephone number 911

## 6. **Emergency Procedures**

### 6.1. Fire

6.1.1. If you hear a fire alarm all individuals on, in or around the premises, including employees, customers, visitors, contractors, etc. will:

- Remain calm and encourage others to remain calm.
- Evacuate the building immediately, using the nearest and safest exit.
- Close all doors behind you as you leave.
- Report to the designated "Emergency Evacuation Area" in the City Parking Lot located at the Pelisser entrance.
  - Immediately report any employee(s), customer (s), visitor(s), contractor(s) or individual(s) who have remained in the building or refused to leave.
- Dial 911 to notify the authorities and follow any and all instructions. Provide your name, correct address of the fire and the location of the fire in the building.
- Use the fire extinguisher *only if you have been trained and authorized to do so.*
- *Do not return until it has been declared safe to do so by the Fire Department.*

6.1.2. If you are unable to leave your work station, or have returned to it due to fire or heavy smoke:

- Remain calm.
- Close all doors to prevent the entry of smoke and fire.
- Dial 911 to notify the authorities and inform them of who and where you are.
- Signal to the Fire Fighters, by any means possible, to draw attention to you.
- If possible, seal all cracks where smoke can get in.
- Crouch low to the floor if smoke begins to enter your area.
- Move to the nearest protected location in the room or area.
- Wait to be rescued and remain calm.
- Do not leave the area.
- Do not panic or jump.
- Listen for instructions or information which may be given by authorized personnel.

## 6.2. Natural Disasters

A “weather watch” means that conditions are favourable for severe weather to develop.

A “weather warning” means that severe weather has been sighted in the vicinity.

- Remain calm and encourage others to remain calm.
- Account for all employees, volunteers, visitors, customers and guests ensuring that everyone is safely inside the facility.
- Close all windows, curtains and blinds.
- Instruct all individuals to move away from windows and doors.
- If necessary, gather individuals into the basement. If a basement is unavailable, gathering in bathrooms or other enclosed area will suffice.
- Listen to weather reports for updates and instructions.
- Do not leave the basement or enclosed area until the weather warning has been lifted.

## 6.3. Chemical, Biological, Radiological and Nuclear Hazards

In the event that a contaminant, virus, or other harmful agent poses an immediate threat, all individuals, including employees, volunteers, clients, visitors, and guests are to:

- Notify the Executive Director or Programs Manager in the absence of the ED, of the situation immediately.
- Remain calm and encourage others to remain calm.
- Evacuate the building immediately.
- Report to the designated "Emergency Evacuation Area".
- Dial 911 to notify the authorities and follow any and all instructions.

## 6.4. Bomb Threat

In the event of a bomb threat, all threats will be treated as real in order to protect lives and property.

- Remain calm and encourage others to remain calm.
- Evacuate the building immediately.
- Report to the designated "Emergency Evacuation Area".
- Dial 911 to notify the authorities and follow any and all instructions.

#### 6.5. Water, Heat or Utility Disruptions

In the event of a power outage:

- Remain calm and encourage others to remain calm.
- Gather flashlights and other needed supplies.
- Check on all employees, volunteers, clients, visitors, and guests to ensure their safety.
- If the power outage is prolonged, the Executive Director shall consider sending everyone home for the remainder of the day.

In the case of other utility disruptions, all attempts will be made to determine the cause of the disruption and the probable length of shutdown. Where required, the local utility provider shall be contacted to assess and resolve the situation. If the shutdown is prolonged, dismissing employees for the day shall be considered by management.

#### 6.6. Missing Person Procedure

The purpose of the Missing Person Procedure is to ensure that all necessary steps are taken when an employee, volunteer, client, visitor, or guest cannot be accounted for during an emergency.

- The Emergency Management Committee will engage in a systematic search, both inside and outside the premises, when safe to do so and may request the assistance of employees.
- Search areas shall include rooms, bathrooms, offices, and all other areas in, on, or around the premise.
- Should a search of the premises prove unsuccessful, the Emergency Response & Assessment Team shall notify the authorities by calling 911.
- Provide a description of the missing person, or a photograph where available. The authorities will assume control of the search at this point.
- All previously contacted persons and law enforcement shall be notified if the missing person turns up due to search, or of their own accord.

#### 6.7. Non-Compliance

All individuals occupying space controlled by WEST Inc. are subject to the requirements of this policy. Violations of this policy or the refusal to evacuate any building or area or the refusal to follow the directions of emergency personnel during an emergency is unacceptable and will be subject to the appropriate corrective administrative discipline.

#### 6.8. Emergency Survival Kit

One of the best ways to prepare for an emergency, regardless of the type, is to prepare an Emergency Survival Kit. As a best practice, emergency survival kits should include enough supplies for employees, volunteers, visitors, customers and guests to survive for 72 hours.

Important items to include in the kit are:

- Candles;
- Matches sealed in a water proof bag;
- Fire retardant blankets;
- Flashlight(s);
- Ample batteries;
- Telephone(s) that will work in a power outage;
- A well-stocked first aid kit;
- Non-perishable food;
- Manual can opener;
- Whistle to serve as an extra communication device;
- Cases of bottled of water.

Other items can include spare clothes and personal hygiene items.

## **7. Business Continuity Planning**

Women's Enterprise Skills Training of Windsor Inc. (WEST) has adopted this Business Continuity Planning Policy to ensure that the appropriate critical areas (including personnel and physical equipment) are identified and supported during any disruption so that our organization may continue to operate.

WEST is committed to the ongoing success of our operation and will ensure that our doors will be open for business regardless of the situation.

### **7.1. Members of the Business Continuity Planning Team**

7.1.1. The BCP Team is a taskforce of WEST employees with responsibilities for the development of business continuity plans.

7.1.2. The team is comprised of the following WEST staff:

- Rose Anguiano Hurst, WEST Executive Director
- Joan Simpson, Joint Health and Safety Committee Management Representative
- Vidhya Selvaraj, Joint Health and Safety Committee Employee Representative
- Naheed Ahmed-Salman, Childminding Coordinator

### **7.2. Business Continuity Plan/ Planning Team Members**

#### **7.2.1. BCP Team**

- a. Establish a chain of command based on an updated organizational chart to ensure that all employees are aware of the reporting structure, and the



employees that will be tasked with covering extra duties in the event of managerial absences.

- b. Determine the necessity of backup systems / equipment.
- c. Establish a plan for the implementation of necessary communications to employees, and when specific actions will be taken.
- d. Make sure that everyone knows their roles – managers, employees, union, health and safety committees etc. to avoid confusion.

#### 7.2.2. **Human Resources and Finance Department**

- a. Keep an up-to-date list of all employees for communication purposes.
- b. During the disruption, track which staff members are available to come to work.
- c. Review potential contractual or legal implications of established service level agreements and penalties for non-performance of business arrangements.
- d. Ensure the continued operation of payroll, finance and accounting systems.
- e. Establish an up-to-date list of contact information for staff and clients.

#### 7.2.3. **Executive Director**

- a. Be prepared to make decisions about when to stay open, when to close to visitors, or when to close WEST completely.
- b. Ensure the security of the building in the event of mass absenteeism.
- c. Determine equipment that is essential to the business processes of WEST and ensure that these will be accessible and operational.
- d. Ensure that core business activities can be sustained over several months.
- e. Ensure access to equipment, facilities, utilities, first aid supplies, office supplies, computers, machinery, tools, vehicles and communications equipment.

### **8. Emergency Response Plan – Alternative Formats**

WEST Inc. is dedicated to ensuring the Health and Safety of all of our employees, volunteers, visitors, customers and guests. As such, we will provide our Emergency Response Plan in a format that takes into consideration individual needs.

It is critical that all of our employees, volunteers, visitors, customers and guests know and understand our Emergency Response Plan, if the information provided to you is unclear or in a format that prevents you from fully knowing and understanding our process, please contact the following person as soon as possible:

Rose Anguiano Hurst, WEST Executive Director  
Telephone: 519 256 6621 ext. 222  
Email: director@westofwindsor.com  
In person: 647 Ouellette Ave. Suite 201  
Windsor, ON N9A 4J4

WEST Inc. will work with the individual, as soon as practicable, to identify solutions and options that take into consideration their needs. Alternative options include but are not limited to:

- Enlarged text;
- Braille format;

- Communication support either in person or over the phone;
- Documents provided via email.

If requested, and upon approval by the individual, the individual Emergency Response and Fire Evacuation Plan shall be shared with the person designated to provide assistance to the individual.

## **9. Administration**

This document was created on March 27, 2012 and is to be used as the Emergency Response Plan for WEST Inc. its employees, management team, volunteers, participants, clients and guests.