

MICHENER SERVICES – PDD

Ministry of Seniors and Community Support

Facility Emergency Response Plan

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IMMEDIATE ACTIONS

CRITICAL INFORMATION

FACILITY EMERGENCY RESPONSE TEAM

INITIAL CALL OUT LIST

TITLE	Name/Address	Designate/Alternate
CHIEF OPERATING OFFICER	Wayne Backer	Lorraine Zoskey
EMERGENCY RESPONSE COORDINATOR (INCIDENT COMMANDER)	Derrick Richards	
IT COORDINATOR	Doug Lawtey	Sean Barrow
ALBERTA INFRASTRUCTURE (for South Site buildings)	Hank Vandermeulen	Don Graham
EDON MANAGEMENT (for north site buildings)	Wolfgang Janssen	Dwayne Dent Don Ross
HOME SUPPORT SERVICES	Lorraine Zoskey	Rita O'Connor
HEALTH SUPPORT SERVICES	Bev Heemeryck	Barb Christopherson
HUMAN RESOURCES	Kathy Kirbyson	Michelle Parker
POLICY DEVELOPMENT COORDINATOR	Roberta Hoffman	

ADDITIONAL EMERGENCY CONTACTS

CONTRACTS	Bob Yeats	
FINANCE	Dave Waddell	Kathy Kroening
PROGRAM SUPPORT SERVICES	Dick Feser	Nettie Konihowski-Schaber
PUBLIC COMMUNICATIONS	John Morran	Stephen Golub
RESIDENTIAL SERVICES OFFICE	Glyness Pagan	On duty RSO

MICHENER CONTACTS

TITLE/NAME	Name/Address		Designate/Alternate
PHARMACY SERVICES	Kathy To		Judy Lorenz
SPECIALTY SERVICES	Dennis Nault		
CENTRAL STORES	Ron Kish		Marlene Strangways
DIETARY SERVICES	Ruth Ironside		Call in sheets at RSO and Serveries – updated twice/month
LAUNDRY SERVICES	Bob Yeats		Wendy Skinner
HOUSEKEEPING SERVICES	Blanche Bjurstrom		Glen McBride
ACQUISITION SERVICES/COMMUNICATION EQUIPMENT	Evelyn Oosterhoff		Sylvia Hoey
HOME SUPPORT RECEPTION CENTRE	Dawn Maetche	Sandy Walker	Kelly Simcoe
VOLUNTEER SERVICES	Carmen Kostiuik		Tanja Baker

DEPARTMENT CONTACTS

Deputy Minister Seniors and Community Sup	Robert Bhatia	Dave Arsenault, ADM
Senior Mgmt. – PDD Central Region	Wayne Morrow	Blaine Gillis
Ministry Business Continuity Contacts -	Sonya Perkins	Kevin Molcak
Critical Incident Stress Resources	Shepell.fgi 1-800-268-5211	LifeMark Health 1-877-469-9914
Risk Management and Insurance Alberta Finance & Enterprise Edmonton	David Buzzeo Senior Claims Examiner	Sarah Brown Claims Manager
Justice and Attorney General Department Legal Counsel Barrister & Solicitor Edmonton	Mark Greene	Civil Law Branch

EXTERNAL CONTACTS

TITLE/NAME	24 HR #	OTHER
Fire Department -	911	346-5511
Ambulance Service -	911	346-5511
Police / RCMP -	911	343-5575
Hospital – Red Deer Regional	343-4422	
Power Utility - ENMAX / City Power outage	310-2010	348-5700
Gas Utility- Direct Energy	1-866-420-3174	
Water Utility-	342-8238	
Emergency Management Alberta –	1-866-618-2362	340-5102 780/422-9000
Alberta Environment – Central Region	1-800-222-6514	340-7052
Alberta Human Resources & Employment – Edmonton		
Worker’s Compensation Board (WCB) -		780 422-6031
Transport Canada - Dangerous Goods – Emergency CANUTEC	(613) 996-6666	Cellular: * 666 (Canada only)
Corporate Human Resources (CHR) -	780/422-5887	
Occupational Health and Safety – Locally	403-755-6180	780/415-8690

1.0 INTRODUCTION

1.0 INTRODUCTION

Michener Services has the responsibility to deal with any emergency affecting, or likely to affect, the people and property situated within its limits. The Michener Services Facility Emergency Response Plan (FERP) provides arrangements and procedures for carrying out this responsibility.

Authority to implement the emergency plan, in part or in whole, rests with the Chief Operating Officer.

When the capacity to deal with the emergency exceeds Michener Services capabilities, the Chief Operating Officer will (in consultation with the Facility Emergency Response Team - FERT) activate support response from the City of Red Deer as well as other towns and municipalities as required.

DEFINITIONS

*An **Emergency** shall mean a present or imminent situation or condition that requires prompt action to prevent or limit; the loss of life or harm or damage to the safety, health or welfare of people; or damage to property or the environment.*

*An Emergency becomes a **Disaster** when the situation or condition requires us to exhaust all of our available resources.*

1.1 TERMS OF REFERENCE

MICHENER SERVICES FACILITY EMERGENCY RESPONSE TEAM (FERT)

Michener Services recognizes that emergency preparedness is first and foremost to protect our supported individuals and employees. The members of this team will ensure that all steps have been taken to prepare for any emergency or disaster affecting or likely to affect the people and property within its limits.

1.1.1 The name of the committee shall be the Michener Services Facility Emergency Response Team.

1.1.2 The team consists of employees who have executive and non-executive functions that cover as broad a spectrum of the facility as possible. Persons on the team shall have the authority in their areas of expertise to make the decisions necessary to carry out their functions in an emergency response. The Emergency Response Coordinator will chair the team. The Chief Operating Officer will be the final authority.

1.1.3 Purpose and Function is to:

- ❑ develop a written plan for response to Emergencies and Disasters called the “Michener Services Facility Emergency Response Plan”
- ❑ determine the types of possible emergencies and how they would affect us
- ❑ develop contingency plans
- ❑ develop Business Continuity plans for all areas
- ❑ identify each of our roles and our back ups
- ❑ practice the plan and our roles
- ❑ implement the plan as required during an emergency
- ❑ liaise with outside agencies and integrate plans where applicable
- ❑ continually review and revise the plan as required.

1.1.4 Membership

Membership will consist of representation from various areas of the facility as determined by the Chief Operating Officer.

Emergency Initial Call Out list (page 5)

Additional Emergency Contacts (page 5)

Facility Emergency Response Plan FERT meetings (page 15)

1.1.5 Attendance

In order for the team to be effective and consistent, attendance at the meetings is vital. If a member is unable to attend, notify the chair and send your designated back up.

1.1.6 General

- ❑ A recording secretary shall be provided at all meetings
- ❑ Meetings shall be held quarterly
- ❑ Minutes of meetings shall be distributed to all members
- ❑ Proposed agenda items shall be presented to recording secretary 5 days before scheduled meetings

1.2 PURPOSE

The **purpose** of the Michener Services Facility Emergency Response Plan is to ensure:

- The safety and health of employees, supported individuals, and the public.
- The protection of government properties, the environment, business operations, and the delivery of essential government services to Albertans.

1.3 POLICY

Seniors and Community Supports, Michener Services – PDD, the Primary Occupant Department, in cooperation with Alberta Infrastructure for south site buildings and Edon Management for the north site, shall develop, train, exercise, maintain, and implement an emergency response plan for the Michener Services facility to ensure timely and appropriate response to emergencies and compliance with applicable laws and legal codes of practice.

1.4 LEGISLATIVE AUTHORITY

The facility emergency response plan is prepared under the authority of the *Occupational Health and Safety Act*, the *Occupational Health and Safety Code*, the *Safety Codes Act* and the *Alberta Occupiers' Liability Act*.

1.5 RESPONSIBILITIES

Deputy Minister

The Deputy Minister of Seniors and Community Supports is responsible for ensuring the Michener Services Facility Emergency Response Plan is prepared, validated, maintained and implemented.

Michener Services

Michener Services Chief Operating Officer is responsible for appointing a Facility Emergency Response Coordinator and providing leadership and coordination of the development, training, exercise, validation, maintenance and implementation of the Michener Services Facility Emergency Response Plan (FERP).

Alberta Infrastructure/Edon Management

Alberta Infrastructure/Edon Management shall participate and collaborate with Michener Services in the development, exercise, validation, maintenance, and implementation of the FERP.

Facility Emergency Response Coordinator (FERC)

The Facility Emergency Response Coordinator is responsible for directing and coordinating the planning, development, training, exercising, maintaining and implementing the Michener Services Facility Emergency Response Plan.

Facility Emergency Response Team (FERT)

The FERT is responsible for the planning, development, training, exercise, validation, and maintenance of the Michener Services Facility Emergency Response Plan. It is also responsible for implementing the FERP in the event of an emergency.

All Government Employees

All employees of the Government of Alberta, contractors and agencies occupying the Michener Services facility shall act in compliance with the plan at all times and shall participate in drills and exercises as part of the validation and maintenance of the FERP.

This Plan was approved by

Original Signed by

Date: April 1, 2010

Wayne Morrow
CEO Central Region Community Board

1.6 DISTRIBUTION

Copies of Michener Services Facility Emergency Response Plan are distributed according to the following list. Each copy is numbered, where it is kept is identified and the person responsible for that copy is named.

MANUAL #	LOCATION
2	Chief Operating Officer
5	Home Support Mgr. Southfield
6	Home Support Mgr., Medley
8	FERT Kit, Chief Financial Officer
11	FERT kit – Medical/Health Services
12	FERT kit – Manager, Human Resources
13	Back up kit – Manager, Human Resources
14	FERT kit – Dir. Program Support Services
16	FERT kit – Alta. Infrastructure
17	Back up kit – Alta. Infrastructure
18	FERT kit- Manager Contracts
20	FERT kit – Information Technology
21	Back up kit – Information Technology
22	FERT kit RSO
25	FERT kit – Policy Development Coord.
26	FERT kit – OH&S Specialist
27	FERT kit – Stored at 24 Michener Street
28	FERT kit – Stored at Red Deer College
29	FERT kit- Stored at Camp L. G. Barnes
30	PDD Central Board 5 th Floor, 5010 – 43 St. Red Deer T4N 6H2
31	Ministry Business Continuity Team 8 th Floor, Standard Life Bldg, 10403 Jasper Ave Edmonton T5J 4R7
34	Public Communications
35	Public Communications, 5010 Building Red Deer
36	Alberta Infrastructure Main office copy
37	Edon Management, 210 Medley
44	Back-up Kit, Program Support Services

2.0 ORGANIZATION

ROLES AND RESPONSIBILITIES

2.0 ORGANIZATION: ROLES AND RESPONSIBILITIES

Commentary

There are two major functions associated with facility emergency preparedness and response:

- 1. Planning and development of a plan*
- 2. Training, exercising, validating, maintaining and implementing the plan.*

2.1 FACILITY EMERGENCY RESPONSE TEAM (FERT)

The Chief Operating Officer of Michener Services appoints a Facility Emergency Response Coordinator (FERC). The FERC assembles a Facility Emergency Response Team (FERT) consisting of representatives from several departments within Michener Services, Alberta Infrastructure (south site) and Edon Management (north site).

The FERT is responsible for all aspects of facility emergency response planning and implementation. This includes, developing and writing the Facility Emergency Response Plan, and training, testing, implementing and maintaining the plan.

There may be times when an emergency is so severe that it overwhelms the capabilities of the FERT. In those situations, the off-site support team (ministry level) may provide support to the FERT by managing all issues related to the emergency beyond the scope of responsibilities of the FERT and by providing support to the Incident Command Centre (ICC) as requested. An effective emergency management plan encompasses all main functions: emergency preparedness, mitigation, response and recovery (including business continuity).

ATTENDING MEETINGS & MAINTAINING THE PLAN

Individuals listed in the Initial Call Out List and the Additional Emergency Contacts list, will attend the FERT meetings.

2.2 FACILITY EMERGENCY RESPONSE TEAM (FERT) LOCATION

The FERT operates from the Incident Command Centre (ICC). The location of the ICC will be located at one of the following locations:

Beaver Hall - 204 Meadowview Road
South Site -24 Michener Street
Red Deer College
Camp L.G.Barnes

For safety reasons, the Facility Emergency Response Coordinator may decide to change the ICC location at the time of the emergency, as it is impossible to know in advance where an emergency may occur.

2.3 FERT DUTIES AND RESPONSIBILITIES

2.3.1 Facility Emergency Response Coordinator (FERC)

The FERC is responsible for the following **pre-emergency** activities:

- Directing the planning, development, training/exercising, testing and yearly maintenance/ update of the Facility Emergency Response Plan
- Serving as the coordinator of the FERT.
- Rotating stock and taking inventory of the emergency kits located at 24 Michener Street, Red Deer College and L.G.Barnes at least once a year (personal kits will be the responsibility of the holder).

The FERC is responsible for the following **emergency response** activities:

- Maintaining contact with the FERT and all response elements;
- Advising the Facility Emergency Response Team of the nature of the emergency and the activities and requirements at the site
- Activating Incident Command Centre and establishing communications with participating elements
- Providing direction, control and coordination of the Facility Emergency Response Team and ensuring proper set-up and operation of the Incident Command Centre in accordance with direction from the Chief Operating Officer
- Directing implementation of the FERP
- Serving as the facility's Incident Commander during emergency response operations
- Working with the Incident Commander of Red Deer Emergency Services when they arrive on scene
- Notifying senior management
- Maintaining ongoing communication and liaison with:
 - Local emergency services agencies
 - Michener Services senior management
 - Business continuity contacts.
 - Others as required.

- Providing direction to staff following an evacuation or once life safety response operations are completed
- Supporting the orderly transition from emergency response operations to business recovery/continuity operations
- Ensuring post-incident debriefings are conducted and final report prepared and submitted
- Other duties as required.

The Facility Emergency Response Team (FERT) is responsible for the following pre-emergency activities:

- Participating in the planning and development of the facility and security related aspects of the FERP.
- Participating in the training, exercising, testing and maintaining the facility and security related aspects of the FERP.

2.3.2 Chief Operating Officer

The Chief Operating Officer is responsible for the following **emergency response** activities:

- Implementing the emergency plan and Response Team overall coordination;
- Designating/confirming a Facility Emergency Response Coordinator;
- Coordinating Communication/Communicating with media (e.g. delegate communication with the media);
- Liaising with the CEO of Central Board - PDD
- Liaising with the Mayor of Red Deer;
- Authorizing implementation of evacuation, reception and re-entry;
- Providing direction to and obtaining advice from members of the Facility Emergency Response Team;
- Locating/identifying internal/external Reception Centre for evacuation;
- Initiating damage estimation in accordance with Alberta Infrastructure/Edon Management, through Emergency Management Alberta;
- Allocating funding;
- Addressing legal issues

2.3.3 Chief Financial Officer

Financial Services is responsible for the following **emergency response** activities:

- Authorizing and coordinating funding;
- Requesting disaster rehabilitation and compensation grants, loans and requests as necessary and record keeping for claims against Michener Services;

2.3.4 Alberta Infrastructure/Edon Management

Alberta Infrastructure is responsible for:

- Security for food and Pharmacy;
- Altering access to buildings (pass cards)

Alberta Infrastructure for south site, Edon Management for north site, is responsible for the following **emergency response** activities:

- Arranging for emergency water supply and sewage systems;
- Arranging and coordinating all emergency and construction work (e.g. temporary roads) including the supervision of assigned volunteer workers;
- Assessing associated damage;
- Ensuring that there is safe access to the site before re-entry is approved;
- Altering access to buildings (keys);
- Coordinating the control and operations of the facility systems and services;
- Coordinating the control of facility access and security;
- Liaising with the FERC or any on-site emergency services agencies to provide information on physical facility operations and security as required.
- Other duties as assigned by the FERC.

2.3.5 Managers, Home Support Services

Home Support Services is responsible for the following **emergency response** activities:

- Providing supervision
- Identifying human resources within Home Support Services;
- Arranging for the provision of emergency accommodation, feeding and clothing;
- Arranging and coordinating evacuation;
- Identifying need for assistance from the Volunteer Coordinator.
- Providing contact with each home
- Assigning a manager to receive inquiries/notify parents and guardians
- Arranging set up of a family Reception Centre (as required)

2.3.6 Manager, Program Support Services

Program Support Services is responsible for the following **emergency response** activities:

- Providing transportation for evacuation;
- Coordinating passenger transportation and coordinating City of Red Deer resources if required;
- Identifying potential alternate location requirements

2.3.7 Manager, Human Resources

Human Resources is responsible for the following **emergency response** activities:

- Identifying internal and external human resources;

- Providing current list of OH&S designated first aiders;
- Coordinating staff inquiries;
- Liaising / communicating with Union Stewart/AUPE/Corporate Human Resources
- Setting up Human Resources Reception and Allocation Centre (see Appendix D)
- Maintaining appropriate records of human resource usage and cost during an emergency;

2.3.8 Health Services

Health Services is responsible for the following **emergency response** activities:

- Setting up Triage Station and coordinating Triage
- Setting up First Aid station
- Coordinating medical personnel
- Communicating with other medical facilities
- Activating Critical Incident Stress Resources
- Modifying move list as individual's health dictates
- Notifying Medical suppliers
- Activating Pharmacy as required – preplanning with other Pharmacies

2.3.9 RSO

RSO is responsible for the following **emergency response** activities:

- Providing communication to Chief Operating Officer/designate;
- Receiving direction from Chief Operating Officer/designate;
- Notifying the FERT
- Taking responsibility for Home Support Services until the Home Support team member arrives (see Home Support Services Checklist and complete)

2.3.10 Manager, Contracts

Manager, Contracts is responsible for the following **emergency response** activities:

- Responsible for communication systems (additional cell phones and radios are available through the Communications Group)
- Coordinate distribution of goods and supplies
- Security in conjunction with Alberta Infrastructure/Edon Management
- Arranging for movers as required
- Coordinating services with Dietary, Housekeeping and Laundry as required
- Arranging additional beds, linens and laundry services as required.
- Risk Management.

2.3.11 Information Technology

Information Technology is responsible for the following **emergency response** activities:

- Supplying and setting up equipment in the Incident Command Centre
- Supplying support staff for ICC
- Maintaining normal IT operations

2.3.12 Policy Development Coordinator

The Policy Development Coordinator is responsible for the following **pre-emergency** activities:

- Updating the FERP yearly;

The Policy Development Coordinator is responsible for the following **emergency response** activities:

- Acting as Scribe (keeping a written record of decisions and actions during the response (Events Log)
- Administrative assistant to the FERC
- Amending FERP and aligning of policies and procedures after an emergency

2.3.13 Occupational Health & Safety Designated First Aiders

OH&S designated First Aiders are responsible for the following **emergency response** activities:

- Providing initial first aid response to the extent of their abilities and training until advanced medical responders are available.
- Reporting to the Incident Commander on status of casualties who have been given first aid.
- Reporting to the medical responders on the condition of any casualties who have been given first aid.
- Other emergency response duties as assigned by the Incident Commander.

2.3.14 Public Communications

Public Communications is responsible for

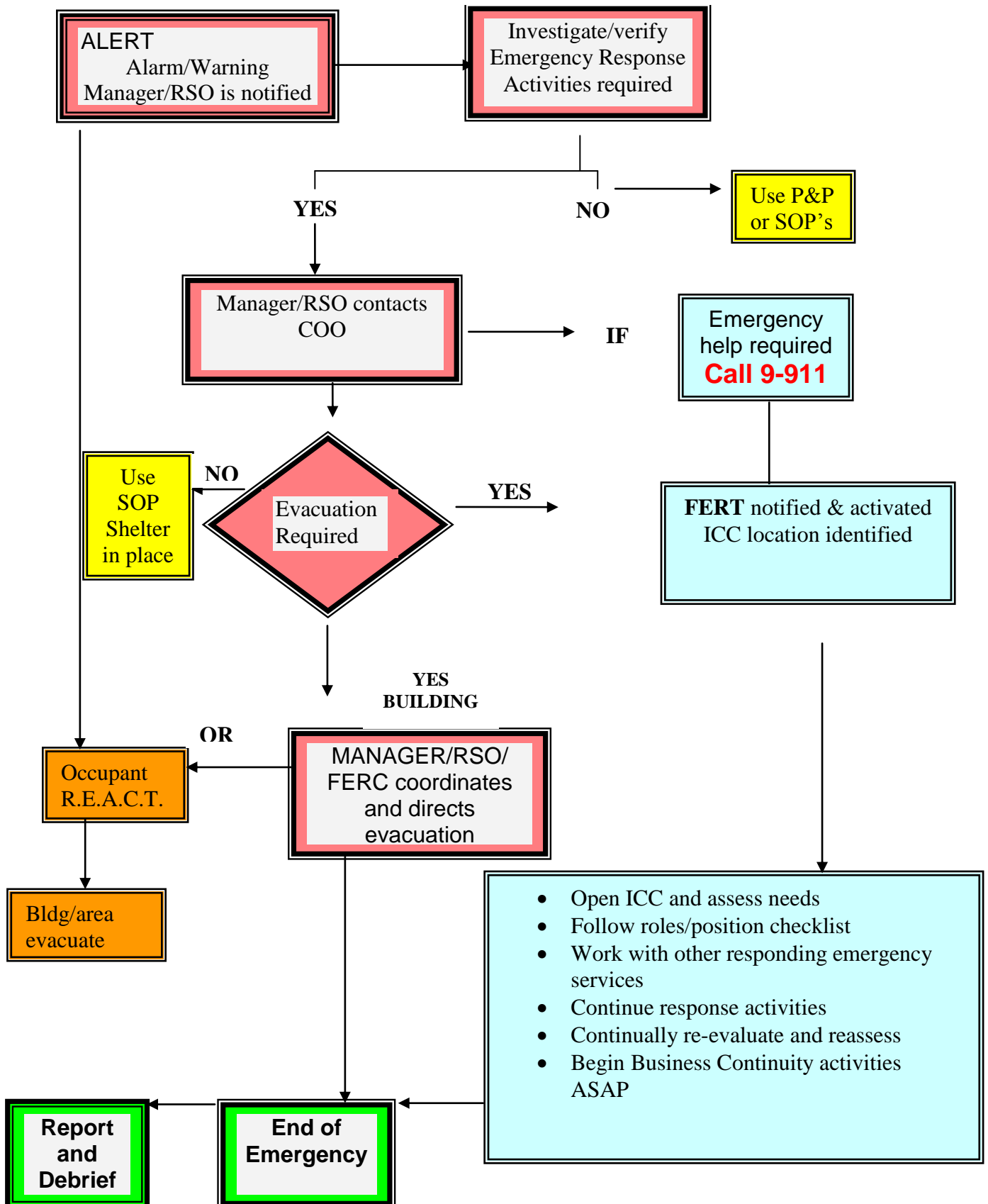
- Identifying the Public Information Officer

Communications is responsible for the following **emergency** activities:

- Preparing and disseminate external and internal information (arrange for update on hotline)
- Liaising with Media
- Updating 1-877-733-6733(1-877-PDD-MPDD) Hotline with information

3.0 GENERAL RESPONSE PROCEDURES

Michener Services – PDD General Response Procedure Flowchart



3.1 RATIONALE FOR GENERAL RESPONSE PROCEDURE

Commentary

General response procedures are required since it may be necessary to respond to an extraordinary emergency or hazard that has not been previously addressed in the FERP. The activities described in Section 3.0 General Response Procedures are the fundamental steps used to respond to any type of incident. Understanding these general procedures, through training and regular exercises, will help the FERT work out response procedures for any unforeseeable or extraordinary incidents when they occur.

General response procedures are as follows:

1. Any employee receiving an alarm or warning, notify your Manager or RSO;
2. Manager/RSO will verify that there is an incident and investigates.
 - If there is no emergency situation, the Manager/RSO will direct that the facility return to standard operating procedures (SOPs).
 - If there is an emergency situation, the Manager/RSO will notify the Chief Operating Officer and the Facility Emergency Response Coordinator, who will notify the key response personnel listed in the Initial Call Out List as well as the necessary emergency services agencies.
3. The FERC will decide whether or not to evacuate the building/facility and will order the evacuation. (The exception is a fire evacuation, which is activated by an automatic fire alarm system and occupants immediately evacuate.) The FERC will then assemble the Facility Emergency Response Team.
4. When the emergency is over, a debriefing will be held and a final report written.

3.2 DETERMINING EMERGENCY LEVELS

Commentary

*Emergencies vary in threat, potential, and impact. One way of determining an appropriate response is to classify emergencies by their severity. A simple system for classifying the severity level of an emergency is described below. The system has three levels of emergency: Level I is the least serious, Level III the most serious. Each level contains criteria for judging an emergency. It is not necessary for an emergency to satisfy **all** criteria in a level in order to be classified at that level. It is only necessary for one of the criteria to be met.*

3.2.1 LEVEL I:

- Low impact on people, property and facility operations
- Minor injuries, minor property or environmental damage
- Little or no media or regulatory attention
- Limited disruption of facility operations
- Facility personnel can handle the emergency
- No external assistance required

Examples: Small fire, short-term utility loss

3.2.2 LEVEL II:

- Moderate to high impact on people, property and facility operations
- A serious injury or fatality and/or moderate damage to property and/or environment
- Potential for significant disruption of services provided from the facility
- Evacuation and/or shutdown of facility may be required
- Incident has attracted attention of local (municipal, county) politicians
- Potential media attention
- The FERT requires assistance from local emergency services agencies
- Ministry support may also be required

Examples: Controlled fire, explosion or substance release affecting more than one department, bomb threat, suspicious package, etc.

3.2.3 LEVEL III:

- High to very high impact on people, property and business operations
- Multiple serious injuries or fatalities
- Significant damage to department property and/or environment, public or private property
- High level of political, media, and regulatory attention
- Evacuation and relocation of department's services is required
- Disruption of all services provided from the facility

- May require complete shutdown of facility for up to two days
- Response will require involvement of local emergency services agencies and departmental management
- The FERT will proceed without being contacted if communications are out. Rally to Fire hall

Examples: Uncontrolled fire, major explosion, and structural collapse.

3.3 WARNING/ALERTING

3.3.1 All Emergencies

When an emergency occurs within Michener Services, the area Manager/RSO will be notified.

3.3.2 Actions on Alarms

When emergency alarms are sounded or an evacuation is ordered, staff will evacuate the building to their regroup area. The Facility Emergency Response Team will meet at 24 Michener Street or the designated area. Facility emergency operations are coordinated from this location. After assessing the situation, the FERC, in consultation with the emergency services agency ICs determines the appropriate responses.

3.4 ACTIVATION

3.4.1 Facility Emergency Response Coordinator (FERC)

Upon notification of an emergency situation affecting the facility, the FERC will:

1. Assesses the level of emergency based on information available (see Section 3.2).
2. Takes necessary actions to initiate response activities (in conjunction with COO/Manager/RSO, activate and identify the location of the Incident Command Centre).
3. Directs emergency response operations of the FERT and coordinate response with local emergency services agencies.

3.4.2 FERT Members

Upon notification of an emergency situation affecting the facility, the FERT members will:

1. Report to the ICC as assigned by the FERC.
2. Carry out duties as assigned by the FERC.
3. If a local emergency has been announced or in the case of the loss of communications, the FERT members will report to 24 Michener Street, 1 hour after announcement if not contacted. If 24 Michener Street is affected then report to Beaver Hall, 204 Meadowview Road.

3.5 COMMUNICATIONS SYSTEMS

Communications between facility personnel and representatives of local emergency services agencies will most often be face to face or by telephone, as the community and the facility may not have common communications equipment such as radios or pagers. Table 3.5.1 lists the communications devices used in our facility, and include instructions for operating or using the equipment, or who to contact to get access to the communications device.

3.5.1 Internal/External

SYSTEM	CONTACT INFO / INSTRUCTIONS FOR USE
Local E-mail	IT Services
Portable radios	RSO
Messenger(s)	As assigned
Cell phones, pagers, blackberries	Manager Contracts/Communications Group

3.6 RESPONSE OPERATIONS

Manager/RSO conducts initial emergency response operations until FERC arrives on the scene. The FERT members remain available to work with local emergency services agencies and provide assistance in any way possible.

It should be noted that decisions made by responders during emergency operations might affect the complexity of recovery operations. Whenever possible, decisions made during response operations should take into account the implications these decisions will have on recovery.

Ministry resources may be called upon when needed to support the FERT in emergency response. Contact the Cross Government Business Continuity Team See Appendix C.

3.7 EVACUATION PLANS AND ASSEMBLY POINTS

Evacuation Plans are posted in all buildings on site, which include assembly points (regroup areas).

3.8 POST-EMERGENCY ACTIVITIES

3.8.1 Post-Incident Recovery

This section offers guidance on initiating procedures that will assist in returning the facility to normal operations.

Post-incident recovery activities should be initiated as soon as possible – preferably **while response operations are still underway**. Michener Services Business Continuity Plan covers details for carrying out all required post emergency activities.

Recovery operations may include:

- Information Technology
- Clean up.
- Public relations
- Employee assistance
- Litigation
- Insurance claims, Risk Management
- Repair of property damage
- Restoration of services
- Provision of an alternative facility, if required.

4.0 BUSINESS CONTINUITY

BUSINESS CONTINUITY

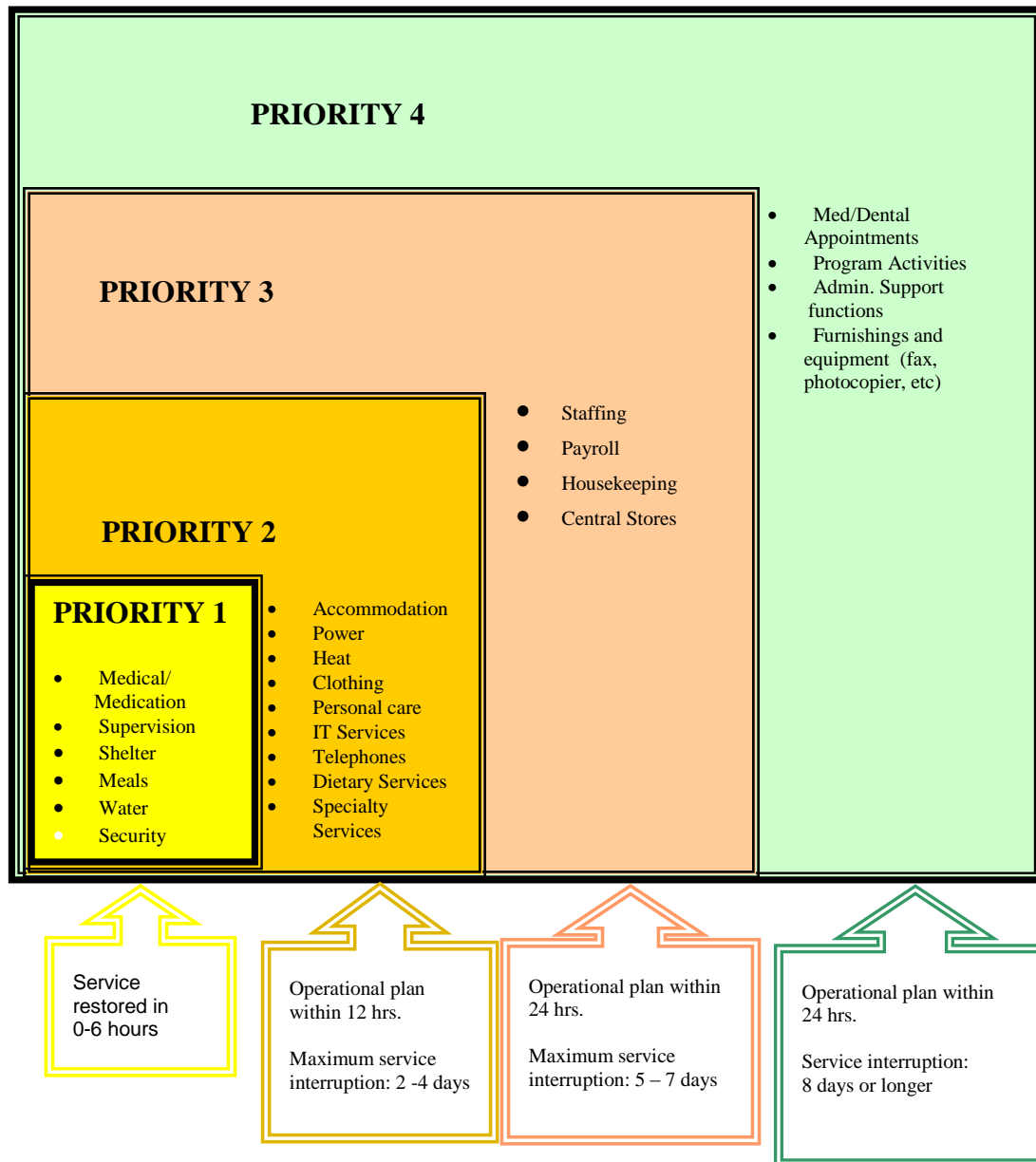
POLICY

Michener Services Business Continuity Plan will ensure the continued delivery and availability of essential services to the people supported and staff.

The Facility Emergency Response Coordinator will activate the Business Continuity Plan during or immediately after an emergency. This plan is aimed at permitting the rapid and cost effective resumption of necessary services for the duration of the service interruptions.

Business Continuity Plans will be reviewed and updated annually by the Facility Emergency Response Coordinator.

Specific Business Continuity plans are located in Appendix B



Note: Specialty Services include: Rehabilitation Services, Volunteer Coordinator, Psychologist, Dysphagia

5.0 HAZARD SPECIFIC RESPONSE PROCDEURES

5.0 HAZARD-SPECIFIC RESPONSE PROCEDURES

5.1 SITUATION: MAJOR FIRE

5.1.1 PURPOSE

Fire response procedures are designed to protect the health and safety of the individual's who live at Michener, facility staff and the 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 to be responded to as real.

5.1.2 GENERAL INFORMATION

- All staff are trained to follow the REACT plan posted in their areas
- Do not attempt to remove any equipment or vehicles from the facility.
- Allow personnel from emergency services agencies to carry out their assigned duties.
- Obtain permission to re-enter the facility from Red Deer Emergency Services

5.1.3 PROCEDURES

General Response Actions

1. Upon notification, the Manager/RSO will verify the situation.

Facility Emergency Response Coordinator (FERC)

1. Identify and designate a facility Incident Command Centre;
2. Communicate the location to the FERT;
3. Brief FERT and senior representatives of responding local emergency services agencies as they arrive on site;
4. Work with local emergency services agencies to bring the emergency situation under control;
5. Open and maintain a time and event log;
6. Verify Benchmarks with local emergency services agencies;
7. In consultation with the COO advise occupants that they may re-enter the facility;
8. Once re-entry is complete, coordinate a debriefing and identify need for Critical Incident Stress Management resources.
9. Review post-incident reports

Manager/RSO

1. Upon verification that smoke or flames showing, ensure Red Deer Emergency Services have been contacted
2. Report status to the FERC
3. Receive head counts from supervisor/designate.
4. Report head counts to the FERC
5. When emergency is over and announced, coordinate the safe re-entry of staff into the facility
6. Participate in a debriefing meeting to evaluate the evacuation procedures
7. Submit a post-incident report to the COO / FERC.

Alberta Infrastructure/Edon Management in conjunction with COO

1. Ensure the safety of facility system operations and the provisions of adequate facility security.
2. Obtain resources necessary to secure facility
3. In the case of a fatality, assist in providing necessary security until Police and Medical Examiner have completed their investigations;
4. Ensure integrity of the emergency site until all other investigations are complete;
5. Other duties as assigned by the FERC.
6. Once re-entry is complete, participate in a debriefing meeting.

5.2 SITUATION: SEVERE WEATHER

5.2.1 PURPOSE

The protocols described in this section are designed to provide guidance for developing a planned response to severe weather. The purpose is to minimize the potential risk to personnel and property. Severe weather may cause power outages, blocked roads and damage to facilities and facility systems, which can affect the safety of people.

5.2.2 GENERAL INFORMATION

Natural Hazards, such as tornadoes, windstorms, ice storms and blizzards 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 severe weather. Environment Canada issues weather watches and warnings to advise of weather conditions that may affect personal safety and/or property. Watches and warnings are issued via Environment Canada's Weatheradio or at www.weatheroffice.ec.gc.ca 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. Weatheradio broadcasts weather information 24 hours a day; this includes current conditions, and severe weather watches and warnings. Commercial radio and television stations will interrupt regular programming to issue weather watches and warnings.

- A "tornado watch" means conditions are favourable for the development of tornadoes within the areas and times specified in the watch.
- A "tornado warning" means one or more tornadoes are occurring in the area specified. The expected direction, development, and duration will be given in the warning.
- If the facility is in the path of a tornado, emergency precautions should be taken immediately

5.2.3 PROCEDURES

Severe Weather - Advance Warning Provided

1. When advance notification is given, the Manager/RSO will advise the COO of severe weather watch/warning;
2. The COO will determine if the ICC needs to be activated;
3. The Manager/RSO will inform occupants of the weather watch/warning and advise them of procedures to take (for a tornado it may be necessary to instruct occupants to move away from exterior walls, windows and large glass areas) and to be prepared for evacuation when order is given;
4. All occupants should be informed to try to stay calm and follow directions;
5. Once the storm appears to have passed, the ICC will obtain advice and direction from local emergency services agencies and return the facility back to normal operations;
6. If required, the Business Continuity Plan will be activated.

Severe Weather - No Advance Warning Provided

1. If severe weather affects the facility without advance warning, the Manager/RSO will notify the COO to decide whether immediate relocation to a safe location is required and then proceed to activate the ICC.
2. The ICC will determine if there is a need to send facility occupants to other locations or employees home.
3. All occupants should be informed to try to stay calm and follow directions;
4. Once the severe weather appears to have passed, the ICC will obtain advice and direction from local emergency services agencies and returns the facility back to normal operations.
5. If required the Business Continuity Plan will be activated.

*** Note: In the case of a tornado/severe windstorm - a safe location may be a basement if the building has a basement. For a facility without a basement, staircases or interior rooms may be considered.**

5.3 SITUATION: MEDICAL RESPONSE (SERIOUS INJURIES/FATALITIES)

5.3.1 PURPOSE

The purpose of a planned response to medical emergencies is to ensure timely medical attention. Medical emergencies may occur to individuals during the emergency at the incident location, or to response workers injured in the performance of their duties.

This section describes how medical emergencies will be dealt with at the facility by the FERT. Occupational Health and Safety designated First Aiders and medical personnel will provide emergency first aid to injured persons in the facility.

5.3.2 PROCEDURES

1. When an injured person is reported to the Incident Command Centre:

- Call (911) if required.
- The ICC will dispatch first aider/medical personnel to the site
- Instruct the caller to:

not move the Injured persons unless they are in imminent danger

stay with the injured person until help arrives in the form of a facility First Aider or emergency medical personnel from local emergency services agencies

brief the First Aider or local emergency services agencies on the condition of the injured person. Also explain what, if anything, has been done for them

2. Do not endanger your own life in an attempt to assist another and provide instructions;

3. The ICC will ensure the incident scene is secured until investigations are completed;

4. The ICC/OH&S and the Worksite Supervisor ensure:

- That statements are taken from those involved
- That pictures of the scene are taken as required
- That statements for Government OH&S, WCB, police, etc. are prepared
- Human Resources are notified of injured person
- Identification of victim(s) if possible
- Notification of next of kin
- Personal support services for immediate family are provided.

5. The COO notifies the CEO Central Region - PDD if there are serious injuries or fatalities.

5.4 SITUATION: BOMB THREAT

5.4.1 PURPOSE

The purpose of a planned response to a “Bomb Threat” is to minimize the potential risk to personnel and assess potential property damage. It is also to help facility personnel to not over-react to a bomb threat.

5.4.2 PROCEDURES

When A Suspicious Package Is Received/Reported

1. The Manager/RSO will notify the COO;
2. The Manager/RSO will meet and escort police to the area where the package was found and to the person who received the package
3. If directed to do so by the police, the Manager/RSO communicates the evacuation order to the affected area
4. Police and other emergency services agencies will handle the incident
5. When police issue an **ALL CLEAR** the Manager/RSO will notify the affected areas.
6. The COO notifies the CEO Central Region – PDD and Alberta Infrastructure/Edon Management and the Deputy Minister of Seniors & Community Supports and keeps them informed.

If a Suspicious Package Is Reported but not Found

1. Police will determine whether or not it is safe to have staff remain in the facility and advise the Manager/RSO accordingly.
2. When the police provide the **ALL CLEAR**, the Manager/RSO will relay this information to facility occupants and the COO;
3. the COO will notify the CEO, Central Region.

Note: All threats including bomb threats, genuine or otherwise, must be documented and reported to the police and security for follow up.

The FERC will coordinate a debriefing meeting and the preparation of a post evaluation report (including lessons learned and actions to improve the response plans.)

FORM 5.4 - TELEPHONE THREAT CHECKLIST

Date _____
 Time _____
 Caller's Male Female
 Sex _____
 Approximate Age _____
 Accent _____

- λ Listen and remain calm
- λ Do not interrupt caller
- λ Attempt to keep caller talking
- λ Record as much information as you can while call is in progress
- λ **Signal someone to call Police (9-911)**

Threat (Exact Wording) _____

Questions: Who are you looking for? _____

Why do you want to do this? _____

Where are you calling from? _____

What is your name? _____

Bomb Threat: What time will the bomb explode? _____

Where is it located? _____

What does it look like? _____

Why did you plant the bomb? _____

Did caller reveal any identifying particulars? (i.e. nickname, familiarity with staff, etc.) _____

Did caller appear familiar with Michener property/specific work areas Yes No

- | VOICE: | SPEECH: | LANGUAGE: | MANNER: | BACKGROUND: |
|------------------------------------|---------------------------------|--------------------------------------|----------------------------------|--|
| <input type="radio"/> Loud | <input type="radio"/> Fast | <input type="radio"/> Excellent | <input type="radio"/> Calm | <input type="radio"/> Office Machines |
| <input type="radio"/> Soft | <input type="radio"/> Slow | <input type="radio"/> Good | <input type="radio"/> Angry | <input type="radio"/> Factory Machines |
| <input type="radio"/> High Pitched | <input type="radio"/> Distinct | <input type="radio"/> Fair | <input type="radio"/> Rational | <input type="radio"/> Street Traffic |
| <input type="radio"/> Deep | <input type="radio"/> Distorted | <input type="radio"/> Poor | <input type="radio"/> Irrational | <input type="radio"/> Airplanes |
| <input type="radio"/> Raspy | <input type="radio"/> Stutter | <input type="radio"/> Foul | <input type="radio"/> Coherent | <input type="radio"/> Trains |
| <input type="radio"/> Pleasant | <input type="radio"/> Nasal | <input type="radio"/> Use of certain | <input type="radio"/> Incoherent | <input type="radio"/> Animals |
| <input type="radio"/> Intoxicated | <input type="radio"/> Slurred | <input type="radio"/> Words/phrases | <input type="radio"/> Deliberate | <input type="radio"/> Bedlam |
| <input type="radio"/> _____ | <input type="radio"/> _____ | <input type="radio"/> _____ | <input type="radio"/> Emotional | <input type="radio"/> Party Atmosphere |
| | | <input type="radio"/> _____ | <input type="radio"/> Righteous | <input type="radio"/> Music |
| | | <input type="radio"/> _____ | <input type="radio"/> Laughing | <input type="radio"/> Voices |
| | | <input type="radio"/> _____ | <input type="radio"/> _____ | <input type="radio"/> Mixed |
| | | | | <input type="radio"/> Quiet |
| | | | | <input type="radio"/> _____ |

REMARKS: _____

Name of Recorder: _____
 MC0120 (04.09)

Date: _____

5.5 SITUATION: HAZARDOUS MATERIAL RELEASE

5.5.1 PURPOSE

The purpose of a planned response to a “Hazardous Material Release” is to minimize the potential risk to personnel, and to contain and remediate the hazard. In addition the planned response is intended to protect, as much as possible, the individuals living at Michener, employees and the general public in the event of such an incident.

5.5.2 GENERAL INFORMATION

Michener Services – PDD North site is in close proximity to a Dangerous Goods Route through the City of Red Deer. Spills of hazardous materials over a certain threshold require that the spill be reported to Alberta Environment for investigation. Threshold limits for different chemicals are identified in the Alberta Environmental Protection Act.

5.5.3 PROCEDURES

General Response Actions for “On Site Releases”

1. Notify the Manager/RSO who will call Red Deer Emergency Services (9-911) if not already done so;
2. Manager/RSO will inform COO/FERC
3. The FERC will call in the FERT if required
4. The FERC will notify Alberta Environment if required and the product distributor
5. It may be necessary to evacuate the entire building/area
6. The COO will notify the CEO of the Central Region PDD, Deputy Minister of Seniors and Community Supports and Alberta Infrastructure/Edon Management
7. When the **ALL CLEAR** is provided by Red Deer Emergency Services, the FERC will inform the facility occupants
8. The FERC will coordinate a debriefing meeting and prepares a post-incident report.

General Response Actions for “Off Site Releases”

Follow Evacuation procedures as directed by R.C.M.P.

5.6 SITUATION: PROLONGED UTILITY FAILURE or MAJOR EQUIPMENT FAILURE

5.6.1 PURPOSE

The purpose of a planned response to “Loss of Utilities or Major Equipment Failure” is to minimize the potential risk to personnel and property. A prolonged loss of utilities or a major equipment failure may affect the safety of facility occupants and disrupt the facility’s business operations at Michener Services – PDD and government business operations in other facilities.

5.6.2 GENERAL INFORMATION

Loss of utility supply may be the result of on-site failure (i.e. line rupture) or may be the result of loss of supply from a utility provider. Michener Services - PDD does have back-up systems, which will affect the impact of certain types of disruptions.

The loss of utility supply, the failure of any major components of the facility’s heating, cooling and ventilation systems or the failure of any major component of the facility’s fire alarm or security systems may not result in an immediate risk to health and safety, nor does such a loss or failure normally present an immediate risk to property. A prolonged outage may cause health and safety problems for facility occupants. It may also cause significant disruptions to critical program delivery and damage to the facility.

5.6.3 PROCEDURES

General Response Actions

1. Staff notify the Manager/RSO who will contact Alberta Infrastructure/Edon Management
2. Alberta Infrastructure/Edon Management will notify the Mgr/RSO of length of service interruption
3. Alberta Infrastructure/Edon Management will verify the extent of the outage (how much of the facility is affected and how long the outage is expected to continue) and advise the Manager/RSO
4. Manager/RSO will contact the COO/FERC
5. The COO/RSO/FERC discusses the situation with Alberta Infrastructure/Edon Management to determine a course of action and may order closure of certain areas of the facility to conserve our resources
6. The FERC will contact the FERT as required.

Loss of Power

(See Alberta.Infrastructure) Michener Services has a power plant on site.

Loss of Natural Gas

Natural gas is required to heat the facility. On cold days, the facility temperature may quickly drop to uncomfortable levels. Extended outages will necessitate the draining of all facility water systems to prevent damage from frozen pipes.

Loss of Water

Water is required for public health (drinking water and washrooms) and for certain facility equipment. Loss of water in excess of 2-3 hours may create a public health issue. Consider bringing in water from an outside source (bottled water or potable water tankers).

Failure of Major Equipment

(All the following items are addressed in the Alberta Infrastructure/Edon Management Standard operating procedures.)

1. Heating:
2. Cooling:
3. Ventilation:
4. Facility computer:
5. Fire alarm panel:
6. Card access security system:
7. Electrical distribution systems:
8. Emergency generator:
9. UPS systems

5.7 SITUATION: HOSTAGE SITUATION/ WORKPLACE VIOLENCE

5.7.1 PURPOSE

The purpose of a planned response to a “Hostage Situation or Workplace Violence” is to protect employees and the general public in the event of such an incident.

5.7.2 GENERAL INFORMATION

If there is a serious or protracted emergency such as a hostage situation, the R.C.M.P. is to be called to respond.

5.7.3 PROCEDURES

The Manager/RSO will be the focal point for immediate response before law enforcement arrives, as well as for recovery activities after the police leave the premises. However while on the scene, law enforcement has complete authority. All facility occupants shall cooperate with police efforts and follow their instructions.

General Response Actions

1. Staff will follow the emergency procedures provided in the Policy & Procedures Manual, “Threats of Violence”

When a Violent Intruder is Encountered in the Workplace

1. The Manager/RSO notifies the COO
2. If directed by the police, Manager/RSO notifies Alberta Infrastructure/Edon Management to secure all areas and notifies work are to evacuate
3. The Manager/RSO assembles witnesses or others with important relevant information for police interviews.
4. The Manager/RSO and Senior Manager of Human Resources will provide information to police as needed
5. When the **ALL CLEAR** is provided by the police, the COO informs the facility occupants and the CEO, Central Region and the Deputy Minister of Seniors & Community Supports
6. After the incident, the COO/Manager/RSO coordinates a debriefing meeting and prepares a post-incident report.

5.8 SITUATION: SUSPICIOUS PERSONS

5.8.1 PURPOSE

The purpose of a planned response to “Suspicious Persons” is to minimize the potential risk to personnel.

5.8.2 GENERAL INFORMATION

Unknown persons may be in the workplace for a variety of reasons:

- New employees.
- Private contractors or company representatives.
- Lost or unauthorized visitors.
- Criminals conducting pre-theft activities to identify potential targets, escape routes and existing security measures.
- Persons with personal agendas against government.

Criminals will try to “blend in” by acknowledging greetings or inquiries from others. Criminals will not run off when challenged unless they feel threatened or they have been recognized. Once on site, criminals look for a “target of opportunity” such as wallets or purses left unattended, laptop computers, etc. Criminals normally take portable, concealable items of high value.

5.8.3 PROCEDURES

General Response Actions

1. Notify the Supervisor/RSO of the whereabouts and actions of suspicious persons
2. RSO/Supervisor will notify security personnel (if they are on site)
3. RSO/Supervisor will contact police as required
4. RSO/Supervisor establishes a log of the incident
5. The FERT will review the incident for improvements to security response

6.0 CHECKLISTS

6.1 RSO/MANAGER

*Assume responsibility for Chief Operating Officer and Manager, Home Support Services functions outlined below until they arrive on-site.

Date: _____ Time in: _____

Chief Operating Officer Notified Time: _____

Instructions given: _____

Operations briefing to be held at (location) _____ (time) _____

Facility Emergency Response Team notified: (see Initial Call Out List page 5 of the plan)

- Emergency Coordinator Time: _____
 - IT Coordinator Time: _____
 - Alberta Infrastructure (south) Time: _____
 - Edon Management (north) Time: _____
 - Home Support Managers Time: _____
 - Health Services Time: _____
 - Manager, Human Resources Time: _____
 - Policy Development Coordinator Time: _____
-
-

Plan initiated at: _____ (time)

Communicate emergency evacuation to those involved

Communicate to homes/areas that plan has been activated and the location of the Incident Command Centre.

Notify appropriate Home Coordinators

- _____
- _____
- _____
- _____
- _____
- _____
- _____

6.2 CHIEF OPERATING OFFICER (COO)

Date: _____

Time In: _____

- Manager/RSO contacted and briefed
- Identify Problem: determine length or possible recovery time (i.e. power)
- Announce emergency evacuation to those involved
- Designate/confirm a Facility Emergency Response Team Coordinator
- Establish:
 - Incident Command Centre (ICC).
 - Reception area for Evacuees
 - Request Human Resources to open the Human Resources Reception and Allocation Centre

- Communicate to homes/areas that plan has been activated.
- Communicate the ICC location
- Establish contacts
 - RCMP
 - Fire
 - Search & Rescue
 - Hospital
 - Media. Assign local/national spokesperson. (COO / CEO)

- Prepare for Traffic Control Assigned to _____
- Establish a press release system (e.g.) communication hourly
assign a media room Assigned to _____

- Suspend non-emergency functions

- Notify:
 - CEO, Central Region
 - Mayor Morris Flewelling
 - Chair, Central PDD Board
 - Deputy Minister Seniors and Community Supports Robert Bhatia
 - MLA Red Deer South Cal Dallas
 - MLA Red Deer North Mary Ann Jablonski

- Notify RCMP/Security/Search & Rescue of abandoned homes

- Allocation of Funds

- Prepare for return phase

- Notify officials of return phase

- Contact mental health counsellors (within 24 hours)

- Initiate damage estimation in accordance with Emergency Management Alberta (turn over ownership of building to Fire, Risk Management, Insurance, Alberta Infrastructure/Edon Management in that order)

6.3 FACILITY EMERGENCY RESPONSE COORDINATOR (FERC)

In conjunction with the Chief Operating Officer:

- Decide whether to activate the Emergency Response Team
- Decide where the ICC will be located

When the Facility Emergency Response Team has confirmed evacuation is necessary, they will:

- Identify the location of the Reception Centre for Evacuees;
- Identify the location of the Human Resources Reception and Allocation Centre;
- Notify affected area (of above information)
- Notify Supervisors/designate of areas being evacuated to report to the Reception area for Evacuees;
- Ensure security of the evacuated area is established and maintained by Michener Services Security in conjunction with the RCMP and other agencies.

Reception area for Evacuees

The function of the Reception area is to provide accommodations and meals. The FERC will identify the primary site. Each supervisor is responsible for his/her specific areas. The Home Support Manager will delegate supervision duties for each area.

Recovery

Re-entry operations will be initiated as soon as possible after the area(s) have been declared safe and ready for occupancy.

6.4 HOME SUPPORT SERVICES

***Manager will be responsible for 6.1 RSO duties during regular office hours**

Date: _____ Time in: _____

- Assume responsibilities for COO until he arrives on site (see RSO Checklist if they aren't on duty)
- Appoint a secretary or scribe to record activities Assigned to _____
- Home Coordinators notified: (see Home Evacuation Checklist) – take emergency kits, rosters, meds

Name: _____	Location: _____	Cell # _____
Name: _____	Location: _____	Cell # _____
Name: _____	Location: _____	Cell # _____
Name: _____	Location: _____	Cell # _____
- Arrange/coordinate evacuation of homes (operations/facilities)
- Arrange/coordinate set up of new area for evacuees. Task assigned to:

Name: _____	Location: _____
Name: _____	Location: _____
- Ensure relocated Home Coordinators are provided with cell phones
- Obtain pre scripted message from Communications personnel (1-877-733-6733)
- Arrange for emergency food and water, laundry supplies
- Arrange for emergency clothing and personal hygiene products
- Notify Mgr. Contracts and Pharmacy of location of evacuated individuals (approx. time for relocation)
- Assign a manager to notify guardians (pre-script)

Name: _____	Location: _____	Cell # _____
-------------	-----------------	--------------
- Set up reception area for evacuees if required. Task assigned to:

Name: _____	Location: _____	Cell # _____
Name: _____	Location: _____	Cell # _____
- Identify Home Support staff needs to the Human Resources Reception and Allocation Centre location _____

Minimum home requirements Staffing boards from divisions
- Prepare for return phase
- Notify all personnel of return phase

HOMES

59 Michener Cres (5903)
63 Michener Green (5904)
67 Michener Green (5913)
71 Michener Green (5905)
75 Michener Green (5912)
79 Michener Green (5911)
83 Michener Green (5906)
87 Michener Green (5910)
91 Michener Green (5909)
95 Michener Green (5907)
99 Michener Green (5914)
103 Michener Green (5915)
107 Michener Cres (5908)
111 Michener Cres (5916)
115 Michener Cres (5917)
119 Michener Cres (5919)
3807 – 50A St. (5921)
3819 – 50A St. (5920)
3915 – 51A St.(5814)
5029 – 38A Ave.(5918)
Woodlea House (1401)
22A1 Michener Way (4824)
22A2 Michener Way (4824)
11A1 Michener Way (7574)
11A2 Michener Way (5880)
11A3 Michener Way (5681)
11A4 Michener Way (5927)
MTE1 - 12 Michener Road (5651)
MTE2 -12 Michener Road ((5652)
MTE3 – 12 Michener Road (5650)
MTW1 – 12 Michener Road (5858)
MTW2 – 12 Michener Road (4893)
MTW3 – 12 Michener Road (4892)
205A Meadowview Road (5881/5826)
216A Medley Drive (5936/5818)
217A Medley Drive (5634/5820)
217B Medley Drive (5821)
218A Medley Drive (5982/5816)
44 Isher Wood Cres. (352-4424/341-5410)

6.5 HEALTH SERVICES

Date: _____ Time in: _____

- Back up doctor's notified:
 - Name: _____ Pager #: _____
 - Name: _____ Pager #: _____

- Notify Manager, Health Support Services
 - Activate Critical Incident Stress Management Resources
 - Nurses available:
 - Name: _____ Location _____ Pager # _____
 - Name: _____ Location _____ Pager # _____
 - Name: _____ Location _____ Pager # _____
 - Set up triage area – assign two nurses Location: _____
 - Name: _____ Location _____ Pager # _____
 - Name: _____ Location _____ Pager # _____
 - Set up First Aid Station. Location: _____
 - Name: _____

- Pharmacist(s) called in
 - Name: _____ Pager # _____
 - Name: _____ Pager # _____

- Modify move list as client health dictates. Notify list holders of changes:
 - Transportation desk
 - Home Support
 - COO
 - Affected homes
- Notify hospital of possible transfer of more critical patients
- Arrange transport for the sick and injured (any Michener Van, ambulance)
- Medical supplier notified
- Dentist notified
- Notify on site lab (DTHR) as required
- Prepare for return phase
- Notify all personnel of return phase

6.6 PROGRAM SUPPORT SERVICES

Drivers called:

Name: _____ Arrival Time: _____

Name: _____ Arrival Time: _____

Name: _____ Arrival Time: _____

Name: _____ Arrival Time: _____

Name: _____ Arrival Time: _____

Name: _____ Arrival Time: _____

Vans issued to:

Name: _____ Work Area: _____

Name: _____ Work Area: _____

Name: _____ Work Area: _____

Name: _____ Work Area: _____

Notify Central Stores

Supplies to move:

From: _____ To: _____

From: _____ To: _____

From: _____ To: _____

From: _____ To: _____

RMRC notified

Cell phones issued to:

Name: _____ Number: _____ Location: _____

Name: _____ Number: _____ Location: _____

Name: _____ Number: _____ Location: _____

Name: _____ Number: _____ Location: _____

6.7 ALBERTA INFRASTRUCTURE/EDON MANAGEMENT

Date: _____ Time in: _____

- Power plant engineer contacted
- Electrician _____
- Plumber _____
- Contractors contacted: _____

- Snow removal required
- Utilities contacted
 - Power Gas
- Shut off services to buildings _____

- Arrange for security of non-occupied buildings (in conjunction with Chief Operating Officer – see COO's checklist)
- Arrange for traffic control if required
- Alter access to buildings (keys, pass cards)
- Fuel for plant Company notified: _____
- Water tower and reservoir checked Level: _____
- Alternate sewer system required Arrangements made _____

- Arrange for damage assessment (in conjunction with Chief Operating Officer – see COO's checklist)
- Utilities restored to buildings _____
- Prepare for return phase _____
- Ensure safe access to site before re entry is approved
- Provide additional Security as requested.
- Arrange for movers as requested

Requested by: _____ Location: _____
Requested by: _____ Location: _____
Requested by: _____ Location: _____

6.8 CONTRACT SERVICES

Dietary - Sodexho

- Contact contractor or designate
- Advise and update them of situation
- Changes to normal routine
- Report to Reception and Allocation
- Implement their emergency plan
- Provide orientation package for staff/volunteers
- Identify security needs
- Identify communication needs

Laundry

- Contact supervisor or designate
- Advise and update them of situation
- Changes to normal routine
- Report to Reception & Allocation
- Implement their emergency plan
- Provide orientation package for staff/volunteers
- Identify communication needs

Housekeeping - Bee Clean

- Contact contractor or designate
- Advise and update them of situation
- Changes to normal routine
- Report to Reception & Allocation
- Implement their emergency plan
- Provide additional orientation package for staff/volunteers
- Identify communication needs

Movers

- Arrange for furniture and equipment to be moved as required

	From	To
Items: _____	_____	_____
Items: _____	_____	_____
Items: _____	_____	_____
Items: _____	_____	_____

6.9 PUBLIC COMMUNICATIONS

Date: _____

Time: _____

- Make Contact with Chief Operating Officer

Instructions: _____

- Make Contact with Manager/RSO (develop pre-scripted message for guardians)

Instructions _____

- Make Contact with Facility Emergency Response Coordinator

Instructions: _____

Prepare and disseminate all information for the following

- Media
- Parents/Guardians
- Staff members
- Email sent
- Web Page updated
- Handouts
- Update message in 1-877-733-6733

Confirm Media Kit Contents:

- Cell phone and battery charger
- Central Alberta media contact list
- Michener Services-PDD Phone book
- Phone List of PDD Central Board members, PDD Central key staff members, Deputy Minister
- Guardians
- Pens and note pads
- Copy of Facility Emergency Response Plan
- Pre-packaged information on Michener Services (number of supported individuals, maps, fact sheets, etc)
- News release template
- Digital Camera
- Spare flash card and four rechargeable AA batteries for camera
- Tape recorder and spare tapes
- Identification badge

6.10 INFORMATION TECHNOLOGY TEAM LEAD CHECKLIST

- Contact IT support staff, provide direction to location of ICC
- Organize and compile equipment necessary to set up ICC with IT capability (as per configuration in IT business continuity section)
- Set up ICC
- Generate current staff list for FERT
- Generate current home rosters for Home Support Manager
- Analyze areas affected by incident to determine if IT has a role in recovery. Begin response as indicated by analysis according to the IT business continuity plan.

6.11 HUMAN RESOURCES MANAGER CHECKLIST

Date: _____

Time in: _____

- Assess need to set up and location for HR Reception & Allocation Centre
- Contact FERT Back-up (Michelle) update her on emergency status and initiate setting up the Reception/Allocation Centre
- Confirm regular update/information sharing time with FERT backup _____
- If required, contact AUPE, JCC and Ministry HR to update.
- Maintain communication with AUPE and Union Stewards as required
- Daily briefing with Seniors & Community Supports, Human Resources, Edmonton and Corporate Human Resources as required.
- Suspend all training and non-emergency functions in HR
- Prepare for return phase – decommission HR Reception and Allocation Centre
- Debrief/post evaluation with FERT backup. What worked, what did not, changes for next time.
- Notify:

Michelle Parker,
Director HR, Ministry
AUPE
EMAC/JCC

6.12 PERSONAL CHECKLIST – ICC MEMBERS

When the ICC is activated, bring the following with you from home:

- Cell phone (personal or Michener owned)
- Toiletries
- Medications
- Extra set of clothes
- Appropriate outerwear (coat, boots, etc)
- Snack
- If you will be staying overnight, please bring the following items from home if possible:
 - Pillow, Sleeping bag, towel

If childcare is provided and your child will be accessing the services, please bring

- Items as outlined above
- Favourite comfort item (stuffed animal)
- List of child's allergies and medications

6.13 INCIDENT COMMAND CENTRE RESPONSE KITS

	Master Kit	Red Deer College	L.G. Barnes	ERT Coord.	COO	Home Support	Alta. Infrastructure.	All Kits
Aerial Photos	X							
Blank Transparencies	X							
Batteries (radio)								
Building Floor Plans	X	X	X	X			X	
Camera and film								
CANUTEC Guide	X	X	X	X				
Central Alberta PDD Board telephone numbers					X			
Client List	X					X		
Contingency Plans	X	X	X	X				
Disaster Plan								X
Flashlights								X
Guardians (CCR Quarterly Report)	X	X	X			X		
ID Tag Holders								X
Response Team Responsibilities (laminated cards)	X	X	X					
Log forms								X
Map								X
Michener Telephone Book								X
Ministry Numbers					X			
Note Pad								X
Pens/pencils								X
Phone	X	X	X					
Pins								X
Provincial Emergency Act	X	X	X	X	X			
Resource List								X
Staff List	X	X	X	X				
Tape	X	X	X	X				
Telus Phone Book	X	X	X					
Vests	X							

7.0 RESOURCES

7.0 RESOURCES

7.1 INTERNAL RESOURCES

7.1.1 Equipment

The following materials and equipment are available at the facility:

EQUIPMENT	QUANTITY	LOCATION
Food	3 days for 250 people	212 Kitchen
Diesel Fuel	2500 litre	214 Transportation
Gasoline	4520 litre	214 Transportation
Mattresses	35	Central Stores & L.G. Barnes
First Aid Kits - #2OHS	4-6	Stores
Water	60,000 gals.	Tower
	160,000 gals	Reservoir
Radio Inventory – Base Stations	2 1 1	RSO Transportation RMRC
Radio Inventory – Handheld 33	2 3 1 3 1 3 1 8 2 1 2	RMRC RSO Security Michener Terrace Transportation Woodlea House 217 B Camp L.G. Barnes Spare Snack Bar South AI
Cellular Phones	2 6	Transportation Division Offices
Spill Kits	3	RSO

7.2 EXTERNAL RESOURCES

7.2.1 External Resource Contacts

External resources are the resources held by agencies and other commercial suppliers that may be accessed during an emergency or following an emergency. Municipal Affairs is responsible for updating the Provincial Resources List.

SERVICE/ EQUIPMENT TYPE	CONTACT NAME	AGENCY/ COMPANY	PHONE#	ALTERNATE#
Provincial Emergency Contact	Fred Tyrrell	Alberta Emergency Mgmt. Agency		

8.0 TRAINING, EXERCISES AND PLAN MAINTENANCE

8.0 TRAINING, EXERCISES AND PLAN MAINTENANCE

8.1 TRAINING

Training is a basic requirement for an effective emergency response organization, and is a continuous process. People with different roles and responsibilities require different types of training. The type of training required for each type of role in the facility is described below.

8.1.1 Non-Responder Facility Personnel

Anyone who may be affected by an emergency in the facility is given basic information about the emergency plan. This training, called **Plan Familiarization** consists of an overview of the plan itself and of the actions that staff should carry out to protect their own safety. Plan familiarization sessions are generally short and do not go into extensive detail.

8.1.2 Facility Responders

Training for the FERT members consists of:

- Basic plan familiarization,
- Techniques of managing emergency operations
- Participation in exercises
- Public and media relations (for selected FERT members).

8.1.3 Off-Site Resources

Joint training with local emergency services agencies is conducted whenever there is an opportunity. The emergency service agencies are offered the opportunity to:

- Tour the facility.
- Review the FERP
- Participate in training activities
- Participate in exercises

Facility personnel also take advantage of opportunities to participate in applicable training conducted by the local emergency services agencies.

8.1.4 Training Frequency

Training is conducted as follows:

Non-FERT Facility Personnel

- **Plan Familiarization:** once per year

FERT Members

- **Managing Emergency Operations:** once per year
- **Public and Media Relations:** once per year

8.2 EXERCISES/VALIDATION

Exercises are useful in preparing people to perform their emergency response roles. They help to:

- Test emergency plans
- Test training
- Familiarize personnel with roles and responsibilities
- Practice skills of emergency response
- Identify opportunities to improve emergency plans
- Test equipment, procedures and protocols
- Develop and improve working relationships with other emergency response organizations
- Build confidence in responders
- Increase confidence in the plan
- Maintain general awareness of the plan

There are three basic types of emergency response exercises. Each serves a unique purpose. A brief description of each is given below, followed by recommendations on how often to schedule such exercises.

8.2.1 Table-Top Exercises

Tabletop exercises are round-table discussions of potential emergency situations. They are used to evaluate elements of the emergency response plan and promote thought about the plan and its suitability.

8.2.2 Fan Out Drills

Monthly fire drills provide an opportunity to practice particular elements of the emergency response system such as fire, evacuation and head counts. Fan Out Drills are used to develop specific skills and build confidence in people's ability to perform required tasks in an emergency.

8.2.3 Full Simulations

Full simulations allow emergency responders to practice the complete emergency response plan. These are used primarily to see how all the different parts of an emergency response organization function together.

8.2.4 Exercise Frequency

- Tabletop exercises will be conducted a minimum of once per year.
- Fan Out Drills will be conducted a minimum of once per year.
- A full simulation emergency exercise will be conducted every three years.

8.3 PLAN MAINTENANCE

8.3.1 Plan Review

The effectiveness of this emergency response plan depends on how well it is kept up to date and the effort put into continuously improving it. Plan maintenance is the key to this continuous improvement process. The FERP will be reviewed at least once a year by the FERT by December 31st. Plan revisions and updates will be completed and an up to date copy of the FERP will be distributed to the FERT and the Deputy Minister of Seniors and Community Supports by March 31.

A manual holder who finds items in the manual that need to be changed may submit a request to the Facility Emergency Coordinator team who will coordinate this with the Policy Development Coordinator.

8.3.2 Updating

Any changes identified in the review process will be incorporated into the FERP. Any changes identified during training and exercises will also be incorporated into the FERP when it is reviewed. Under the direction of the FERC, changes will be made to each copy of the plan on the distribution list. If major changes arise in hazards, operations, facilities or personnel, the manual may be amended before the scheduled review date.

8.4 REVISION REQUEST FORM

TO: Facility Emergency Response Coordinator (FERC)

Request Date: _____

SECTION NUMBER: _____

PARAGRAPH NUMBER: _____

DESCRIPTION OF REVISION: _____

REQUESTED BY: _____

ADDRESS: _____

MANUAL NUMBER: _____

Request Acknowledgment Approval Date _____

Request Numbered and Logged Revision number _____

Review Date _____ Revision Date _____

Correspondence Required Issue Date _____

APPENDIX