



# Ready Respond Recover

A summary of the Michener  
Services Facility Emergency  
Response Plan

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*Michener Services: "A leader in designing and delivering services based on the needs and individual lifestyle choices of Albertans with developmental disabilities."*

Published July 2006 by: \_\_\_\_\_



Michener Services

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## Introduction

A tornado tears apart several homes at Michener Services. A blizzard shuts down the city. An outbreak of deadly influenza decimates the province.

Emergencies of this magnitude an organization cannot predict or prevent, but it can prepare its staff to respond to them effectively. When people look back and say, 'What a disaster!' you want them to be talking about the event, not your response to the event.

The Michener Services Facility Emergency Response Plan, completed in June 2006, is our answer to the threat of disaster. It covers emergency preparedness, emergency response and business resumption for Michener Services and Youngstown Home. Think of it as "ready, respond, recover."

This booklet, prepared by the Michener Services Facility Emergency Response Team, presents an overview of the plan. It shows the scaffolding we used to build the plan and gives employees a general idea of what they should do if disaster strikes and who fits where in the overall strategy.

If you picked up this booklet thinking it *is* the plan, you've got the wrong publication. *Ready Respond Recover* is a summary of the basic information all employees should know — so let's get on with it.

## **Ready**

Every emergency is different and every emergency comes as a shock, so how can you prepare for them?

You anticipate. You start by forming a team to create an emergency response plan and take on responsibility for implementing it.

In this plan you outline what employees should do in the event of a fire, tornado, blizzard, etc. You compile resource inventories. You make evacuation plans. You prepare phone lists and checklists and supply lists for emergency kits to be kept on site and off site. You develop programs for training staff, testing the plan and keeping it current.

Consider it done. The Michener Services Facility Emergency Response Team completed the Michener Services Facility Emergency Response Plan on June 16, 2006.

Copies of the plan can be viewed at Home Support Divisional Offices or by logging on to the Michener website at [www.pdd.org/central/michener](http://www.pdd.org/central/michener).

Once you have an emergency response plan, you need to make people aware of it. We've done that by writing this handbook and you're here with us now so we're ready for the second R – Respond.

## **Respond**

Here's a wish for all of you – may you never become familiar with the acronym FERT.

FERT stands for the Facility Emergency Response Team at Michener Services. You will read a lot about FERT in this handbook, but you're not likely to become familiar with it unless the team is called upon to deal with a disaster at Michener.

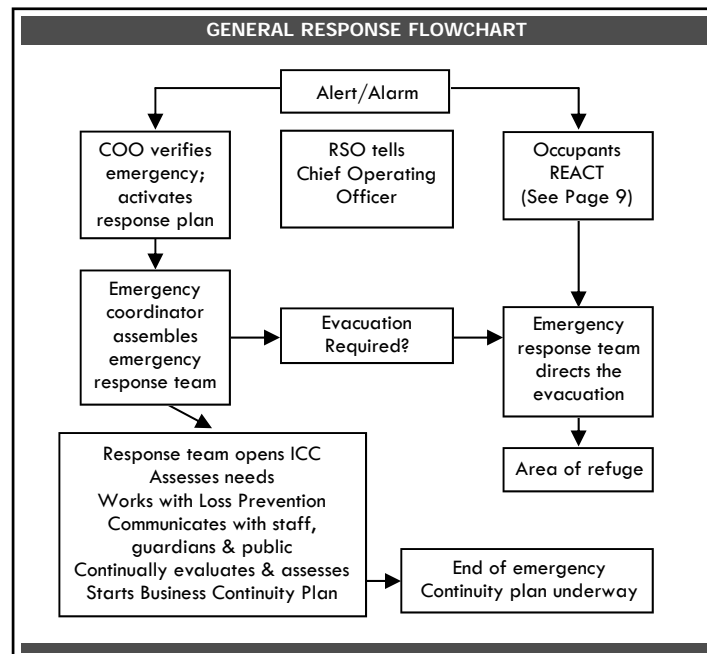
(You might wonder when an emergency becomes a disaster. Usually it will be self-evident, but if in doubt, the plan says an emergency becomes a disaster “when the situation or condition requires you to exhaust all of your available resources.”)

A COO and a FERC shall lead the FERT. The COO, as you know, is the Chief Operating Officer while the FERC is the Facility Emergency Response Coordinator.

Let's begin at the beginning. Any member of staff who has reasonable grounds to believe that an emergency has occurred, is occurring, or is imminent, shall immediately alert RSO (340-5616).

At Youngstown Home, contact the home manager at 779-3920 or the local emergency responders.

Media reports of severe weather could also trigger an alert or the event may declare itself suddenly by blowing the doors off Michener.



RSO notifies the Chief Operating Officer. If the Chief Operating Officer, or his alternate, decides the event is an emergency, he contacts the Facility Emergency Response Coordinator (FERC).

The coordinator notifies key response personnel and, if necessary, calls 9-1-1 for mutual aid from the RCMP, City of Red Deer, etc.

The FERC decides whether a building or buildings must be evacuated if it isn't immediately obvious. Loss Prevention directs the evacuation.

Now the FERC assembles the Facility Emergency Response Team. It operates from the Incident

Command Centre (ICC) as chosen by the Chief Operating Officer. The ICC could be established off grounds at Red Deer College or even Camp L.G. Barnes if necessary.

The team consists of men and women in management positions, medical staff, technicians from IT Services and Alberta Infrastructure, the Residential Services Officer (RSO), the facility's communications officer and personnel from Occupational Health and Safety.

Very good, you say, but what do I do in a disaster?  
Duck?

What you should do depends on your job and the type of emergency. You can find details in the Hazard Specific Response Procedures in the disaster plan, but here are a few general guidelines.

## **Fire**

If you see smoke or flames, follow the REACT plan:

**R**emove those in immediate danger;

**E**nsure the room door is closed;

**A**ctivate the fire alarm;

**C**all Loss Prevention at 5555;

**T**ry to extinguish or control the fire.

If you hear an alarm while caring for individuals, remain where you are until a designated person (or runner) tells you which direction to evacuate.

If a person won't leave with you, try to wrap him or her in a blanket or leave and notify the fire crew.

Do not use elevators.

Assemble at evacuation meeting locations for a head count. Please do not leave this location until authorized to do so by RSO.

## **Tornado**

It's important to know the difference between a tornado *watch* and a tornado *warning*.

A *watch* means conditions are favourable for the development of tornadoes within the areas and times specified in the watch.

A *warning* means one or more tornadoes are occurring in the area specified. The expected direction and duration will be given in the warning.

If Michener is in the path of a tornado, emergency precautions should be taken immediately. Listen for directions from Switchboard/RSO, the Chief Operating Officer or Loss Prevention. You may be required to evacuate, if there's time, or it may be necessary to move individuals to a basement or to staircases and interior rooms in buildings without basements.

If a tornado strikes a facility without warning, the Chief Operating Officer or RSO/Loss Prevention will order immediate evacuation to safe location and activate the Incident Command Centre (ICC).



## **Ice Storm/Blizzard**

If Michener is warned of storm weather approaching, the COO or RSO will inform staff and individuals and let you know what to do. The best thing you can do is remain calm and listen to instructions.

If a severe winter storm affects the facility without warning, the Chief Operating Officer or RSO will order immediate relocation to a safe place if necessary. The FERT will assemble and set up an Incident Command Centre.

Again, stay calm and wait for instructions. The ICC will decide if any residents should be escorted to shelters and which, if any, employees should be sent home before roads become impassable.

## **Large Scale Medical Emergency**

If, during a disaster, a co-worker or co-workers are seriously injured, notify the Incident Command Centre and call 9-1-1 if necessary. Please do not move an injured person unless threatened by imminent danger. Stay with the person(s) until help arrives.

When paramedics or facility First Aiders arrive, brief them on the circumstances and what, if anything, has been done for the victim(s).

## **Bomb Threat**

If you receive a bomb threat by telephone, listen carefully. Be calm and courteous. Do not interrupt the caller.

Try to keep the person talking as long as possible and write notes about his or her voice, use of language, background noises, etc. (Fill out a threat checklist if you have one beside the phone.) Try to find out from the caller what the bomb looks like, where it was placed and when it's set to explode.

Should you find a suspicious package, do NOT touch it or move it. Mark the location and advise police of its whereabouts. Evacuate the area.

### **Hazardous Material Release**

Notify RSO and evacuate the immediate vicinity of the spill. RSO will determine if the whole building should be vacated and it will handle the clean-up or call in additional help.

***NOTE:*** *You can learn more about all of these topics by consulting the Emergency Procedures Section of Michener's Policies and Procedures Manual.*



Details of the Business Continuity Plan constitute the largest single portion of the disaster plan. This plan contains floor maps for all homes and offices at Michener and Youngstown, with evacuation routes marked on each one.

The recovery plan also includes flow charts indicating where the occupants of each department can work if they must be evacuated. These charts are accompanied by lists of essential activities performed in each department and inventories of the resources employees need to get back to business as soon as possible.

The Business Continuity Plan is an updated version of the strategy that proved its worth back in 2003. On June 18 of that year, lightning struck the old south administration building and ignited a blaze that gutted the top floor. The building had to be abandoned, leaving 36 employees without a place to work.

Michener Services – PDD had just completed a Business Resumption Plan so the organization and the employees knew what to do. Michener was up and running next day.

Disaster response plans DO make a difference. They're like tethers holding everyone together so they don't fly off in different directions. They bring order to disorder – but only if employees have a working knowledge of them. That's why we're so glad you've come this far with us.

## **Information Sources**

It's becoming harder every day to remember or imagine a world without the Internet. You can find almost everything there, including a PDF copy of the full disaster plan posted on the Michener website. Log on to [www.pdd.org/central/michener](http://www.pdd.org/central/michener) and look on the left side of the page for 'Disaster Plans.'

Another valuable off-site source of information is the Michener Service toll-free disaster line. The number is 1-877-733-6733 (1-877-PDD-MPDD). Call it today and you will hear a short, generic message, but should disaster strike, the message will be updated daily and possibly more often if required.

Employees on the Michener grounds during an emergency will get information from several sources. The Chief Operating Officer will send updates and instructions by group email. And if all else fails, handouts will be distributed.

In emergencies lasting many days, Human Resources will set up an Assignment Desk/Allocation Centre at 23 Michener Bend. This is where staff from areas that have been evacuated will receive daily work assignments and assistance.

## Parents & Guardians

Parents and guardians have the most trying task during a disaster – waiting for news.

Parents and guardians will only add to the commotion if they try to phone Michener during an emergency. It's imperative that all lines into Michener be open for emergency communication. Besides, the only persons authorized to release information to the public will be too busy to take calls.

Driving to the site isn't recommended either. Roads may be impassable. Barriers may block your way. Your loved one may have been transferred to a safer location.

We advise you to call the Michener disaster line at 1-877-733-6733 (1-877-PDD-MPDD) for updates on the situation. Regular updates will also be provided to the media.

Please be assured, if your loved one is injured or missing, we will contact you as soon as we confirm the information. We will call the parent or guardian of every person evacuated or moved as soon as the evacuation or transfer is complete.

If you don't hear from us, that's good news.

## **Pandemic Readiness**

Michener Services has a related but distinct Pandemic Preparedness Plan that deals with the potential for a global disaster.

The viruses that cause influenza mutate constantly. Sometime, somewhere, a strain of flu virus will mutate into a deadly new strain that transmits easily from person to person. It will spread quickly and infect millions of people before a vaccine can be developed. Countless more will get sick before the new vaccine can be produced in global quantities.

How many people die depends on how lethal the mutation turns out to be. The Spanish flu pandemic of 1918-1919 spread across the planet and killed 20 million people. The next pandemic could spare nine out of 10 people it infects or kill a generation.

Michener Services has prepared itself for a pandemic as well as any organization possibly can. We have a Human Resources plan that addresses the possibility that as many as 1/3 of our staff will be absent because of illness or family obligations at the height of a pandemic.

We have increased medical supplies, developed triage guidelines, prepared educational material, devised a communication strategy, and so on. You can learn more about the Pandemic Preparedness Plan at Michener by checking the information sources listed for the disaster plan on Page 14.



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## Home Safety Checklists

### Emergency Food and Water Kit

- Water: At least two litres per person per day. Include small bottles that can be carried easily in case of evacuation order
- Canned food such as soups, stews, baked beans, meat, poultry, fish, fruits
- Crackers and biscuits
- Honey, peanut butter, syrup, jam, salt and paper, sugar, instant coffee, tea  
(Replace canned food and dry goods once a year)
- Manual can opener, disposable cups and plates, fuel stove (do not use a barbecue indoors) and waterproof matches

### Emergency Survival Kit

- Flashlight and batteries
  - Radio and batteries
  - Candles and matches/lighter
  - First aid kit
  - Extra cash in smaller bills
  - A copy of your emergency plan and contact information
  - Clothing - one change of clothing per person
  - Toilet paper and other personal supplies
  - Medications
  - Backpack to carry kit in case of evacuation
  - Whistle
  - Playing cards, games
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