

Building Emergency and Evacuation Plan

Working in Community

INTRODUCTION

This Building and Emergency Evacuation Plan presents various advice and procedures adapted to emergency situations. These procedures are aimed at, but not limited to:

- safeguarding human life;
- facilitating the evacuation of occupants;
- increasing the awareness of human and material resources available to building occupants;
- facilitating the transmission of emergency information;
- limiting and managing all fire risks in a safe manner; and
- standardizing the application and interpretation of emergency measures.

Employees are strongly encouraged to know the important phone numbers for the communities they work in:

Emergency Services	911
Band Council Chief	
Health Director	
Director, Operations	
Property Manager / Maintenance	
Building Security	
Environment Canada	1-800-463-4311

For all life-threatening emergencies, dial 911 or the local emergency phone number for the area.

Then contact your supervisor immediately. You must provide the following information:

- The nature of the emergency;
- Your location (building, floor, room number);
- Your name; and
- The telephone number you are calling from.

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First Nation Building Emergency & Evacuation Plans

In the event do not have a Building Emergency & Evacuation Plan, please ensure you are familiar with the following in the facility you are working in:

- Location of emergency equipment such as fire extinguishers, fire pull stations, exit signs, etc.
- Muster points
- Location of emergency exits
- Storage of hazardous materials and biomedical waste

What is an emergency?

According to the Guide for Federal Departments on Emergency Preparedness and Building Evacuation, a workplace emergency is a situation that :

- Threatens employees, customers or the public.
- Threatens to disrupt or disable your workplace.

Roles and responsibilities

For buildings and offices in First Nation communities, it is the First Nation that is responsible for developing and implementing an emergency and evacuation plan, and to schedule annual evacuation drills for their buildings. For leased or owned spaces, this is “FIRST NATION’s responsibility.

Emergency and evacuation plans must include, but not be limited to, the identification of a person in charge within the building to direct operations during an evacuation or emergency situation. Responders must be identified to ensure the smooth running of evacuations or to respond and assist staff during emergencies. The number of emergency responders required may vary according to the size and configuration of the building, i.e. if the building has more than one floor and various additions, in which case responders must be identified on each floor or addition.

Building Emergency and Evacuation Team (B.E.E.T.)

Communities are to ensure a building emergency and evacuation team is in place for each office and building. The BEET is responsible for:

- Establishing a building emergency and evacuation team;
- Informing BEET members of their roles and responsibilities;
- Ensuring that building floor plans are compliant;
- Ensuring that safety equipment, procedures and room keys are readily accessible to emergency services (fire, police);
- Leading the BEET during evacuations and emergency situations;
- Ensuring that the building emergency and evacuation plan is up to date and shared with community and clinic staff; and
- Planning and scheduling annual fire, lockdown or shelter in place drills.

Floor warden

- Support the Building Emergency and Evacuation Team Leader during an evacuation, an emergency situation or during exercises provided for in the emergency and evacuation plan.

First aid

- Qualified first-aiders administer first aid to those in need.

employees should be familiar with the BEET, floor wardens and first aiders for the building they are working in. In the absence of this information, the employee should work with their manager to obtain this information from the community.

In case of emergency evacuation

When a fire situation is reported, the building's emergency and evacuation team must:

- Immediately proceed with the evacuation of occupants;
- Ensure that emergency exits are clear;
- Facilitate the orderly evacuation of their area;
- For people requiring evacuation assistance, ensure that an attendant is assigned to them to evacuate the premises;
- Ensure that every room, closet and toilet in their area is empty. When this inspection is complete, inform the building emergency and evacuation team leader by leaving the premises and moving to the assembly point;
- Ensure that all occupants in your area have made it to the muster point, and try to locate those who have not;
- Do not allow occupants to return to the building or their floor, and redirect them to the muster point; and
- Wait for instructions from the fire, police or emergency services before re-entering the premises.

Possible evacuation situations

Workplace emergencies can be caused by natural or human causes. Below is a non-exhaustive list of emergencies:

- Acts of violence;
- Bomb threats;
- Chemical spills
- Toxic gas emissions;
- Explosions;
- Fires;
- Floods;
- Tornadoes;
- Earthquakes; and
- Civil disorders.

Instructions for employees

- employees should review emergency plans, if available.
- In an emergency, stay calm, think calmly and act decisively.
- Assess the situation. If there is an injury or danger, call 911 or the local emergency phone number for the area.
- Act to the best of your knowledge and never put yourself in unnecessary danger.
- Get the help you need, or find the help you need, depending on the situation.
- During any emergency, follow the emergency authority's instructions.

Communication – during an emergency

Every employee shall take all reasonable and necessary precautions to protect health and safety. In the event of activation of any emergency plan, notification to the next level of management will take place as soon as possible, when it is safe to do so.

Staff:

Staff will notify their Manager and/or Director.

Communication – after an emergency

Role of Employee

- Promptly seek first aid or medical attention, if required.
- Complete and submit to your manager a notice of injury
- Communicate with your manager for further guidance.
- If medical attention is required (lost time from work, sought medical attention from a physician), please report to Human Resources. Inform and provide your manager with a copy of the injury report.

Role of Supervisor / Manager

- Ensure the employee seeks medical attention, if required.
- Investigate the event, inform the local Workplace Health and Safety Committee and identify who is completing the investigation
- If required, complete an occupational health and safety report and submit it to the local OH&S Committee.
- Seek guidance from OH&S Representative.
- Keep in contact with the employee.

Role of Occupational Health & Safety Committee

- Review any incident reports submitted, providing corrective measures to be taken by the employer including implementation dates.
- Follow up with any corrective measures provided to manager.

Emergency procedures

Evacuation – Fire

A fire can cause serious injury or asphyxiation in a very short time.

Stay calm

If you come upon fire or smoke

- Activate the nearest manual fire alarm.
- Warn people nearby, if you can.
- Evacuate the building immediately, using the nearest emergency exit.
- **DO NOT use** the elevators (if applicable).
- Get out and away from the building, gathering at the muster point.
- **Call 911** as soon as you are in a safe place.
- **DO NOT attempt to** re-enter the building.
- Wait for instructions from the building's security department or emergency services (fire, police).

If you are surrounded by smoke

- If there is a lot of smoke, crawl on your hands and knees.
- Breathe in small puffs through your nose and use a blouse, shirt or jacket as a filter.
- If your office door is hot and you can't get out, stay in your office, sealing the bottom of the door with available materials to prevent smoke from entering.
- Contact **911** to advise them of your location and the situation.

Instructions for employees

- Locate at least two designated emergency exits near your workstation;
- Know where the nearest fire alarm is located;
- In an emergency, stay calm, think calmly and act decisively;
- Assess the situation. If there is an injury or danger, call 911;
- Act to the best of your knowledge and never put yourself in unnecessary danger;
- Get the help you need, or find the help you need, depending on the situation; and
- During any emergency, follow emergency authority's instructions.

Lockdown

What is a lockdown?

A situation in which employees stop working and gather in a room that can be locked or barricaded, awaiting instructions from local authorities. A lockdown is put in place if there is a threat of major violence; for example, an armed intruder, inside the building.

What to do if an armed intruder is on the premises

Run

- Leave your personal belongings behind.
- Find a way out.
- Leave the building, even if others do not follow.
- Do not move the wounded.
- Keep your hands visible.
- When you are safe, **call 911**.
- Follow police instructions.

Hide

- Do not activate the fire alarm.
- Move to a room and lock the doors. If you can't, barricade yourself and hide under a desk, for example.
- Turn off the lights.
- Close the blinds.
- If you're in the bathroom, remain still and be cognizant of automatic flushing toilets.
- Keep away from doors and windows.
- Stay quiet and put your cell phone on silent.
- **Call 911** if it's safe to do so.
- Wait for police instructions.

Defend yourself (fight)

- If your life is in danger, try to neutralize the aggressor.
- Improvise weapons.
- Act in a group.
- Take action; your life may depend on it.
- **Call 911** once the intruder has been neutralized.

Instructions for employees

- Stay calm, think calmly and act decisively;
- Act to the best of your knowledge and never put yourself in unnecessary danger;
- Follow emergency authority's instructions; and
- Continue the lockdown as soon as emergency authorities on site assesses it is safe to do so.

Shelter-in-place

What is shelter-in-place?

Shelter-in-place is a measure used to secure a building and occupants in the event of an external situation (for example, extreme weather events, criminal activity, a violent demonstration). In such cases, the building's exterior doors are locked to prevent occupants from leaving the building and exposing themselves to danger. Occupants remain where they are until further notice. If you are outside when the emergency occurs, try to get out of harm's way by taking refuge in the nearest safe building, and advise your manager that you are safe.

What to do if an armed intruder is nearby

What to do

- Occupants can continue their normal activities inside the building.
- Close all windows and exterior doors, if necessary.
- Close all window coverings and stay away from windows.
- Be sure to follow the instructions of security personnel and local authorities.

To be considered

- In the event of weather-related danger or natural disaster, take refuge in a room with few or no windows.
- In the event of a chemical threat, it's best to seek an above-ground location, as heavier-than-air chemicals can seep into the basement, even if the windows are closed.

What not to do

- Don't leave the area until the local authorities have declared that there is no longer any risk.

Instructions for employees

If the incident has just occurred or is imminent, immediately inform your manager who will then notify departmental required authorities with the following information, if it is safe to do so:

- Your name and telephone number;
- The location of the incident;
- Details of the incident;
- Stay calm, think calmly and act decisively;
- Act to the best of your knowledge and never put yourself in unnecessary danger;
- Follow emergency authority's instructions;
- Continue the shelter in place when emergency authorities or the manager on site assesses it is safe to do so.

Medical Emergencies

Be prepared

Locate the first-aid kit, defibrillators, eye wash stations, etc. and list of certified first aid attendants.

If you see someone who needs immediate medical help:

- Stay calm and alert a qualified first-aid attendant in your area.
- Make sure you and the person in need are not in danger.
- If an ambulance/police/fire department is required, call 911 and be ready to submit as much information as possible:
 - Caller's Name and call back number
 - Location of the emergency
 - Level of seriousness of the emergency
- If no first-aid attendant available, using the first-aid kit, provide first aid and treatment as best you can.
- Comfort and reassure the person until help arrives.
- Do not attempt to move an injured person.

Instructions for employees

When safe to do so, inform your manager who will then notify departmental required authorities with the following information, if it is safe to do so:

- Your name and telephone number
- The location of the incident
- Details of the incident

Natural disasters

A natural disaster occurs without warning. The safest option is to gather people in a safe place inside the building they occupy, or in a nearby building.

Stay calm

If you are indoors:

- Take cover immediately to protect yourself from flying glass or debris.
- Move away from outside walls, windows and doors.
- Take cover under a solid piece of furniture, such as a heavy table or solid desk, and hold on tightly.
- Stay close to the ground and protect your head and neck.
- **DO NOT leave** the building unless instructed to do so by local authorities.

If you are outside:

- Take cover immediately.
- If you can't find shelter, take refuge in a ditch or crouch down near a solid building.
- In the event of flooding, take immediate shelter on higher ground.

If you are ordered to evacuate:

- Beware of flying glass, bricks, electrical wires or other dangerous objects.
- Follow instructions given by first responders.
- **DO NOT re-enter** the building unless instructed to do so by your security personnel.

Instructions for employees

- Determine in advance where you can take shelter in your office during a tornado or severe weather event;
- Stay calm, think calmly and act decisively;
- Act to the best of your knowledge and never put yourself in unnecessary danger;
- Follow emergency authority's instructions; and
- Continue the shelter in place when emergency authorities or the manager on site assesses it is safe to do so.

Demonstration (Protest) or occupation of the premises

Demonstrations can take place at any time and in any place.

What to do

- Remain calm.
- Follow all instructions from security personnel.
- If safe to do so, leave the area if the situation becomes hectic.

What not to do

- Don't make unnecessary comments to demonstrators.
- Do not confront protesters or become involved in the demonstration.
- Do not remain on the premises if disorder or unrest develops.

Hostage-taking

Refers to a person or group of people held captive by a captor. A hostage situation is usually carried out in exchange for the fulfillment of a demand. Lockdown or shelter-in-place procedures may be put in place for the protection of all employees.

Be prepared

- Familiarize yourself with your floor plan and identify the nearest emergency exits.
- Identify an area near your workplace where you can take refuge.
- Do your best to avoid being taken to a secondary location.
- Scratch captor for DNA.

Stay calm

If you witness a hostage situation:

- Do not intervene.
- Call 911.
- If circumstances permit, inform your manager.
- Evacuate the premises if it is safe to do so, or if building security personnel order you to do so.
- Wait for further instructions from security personnel, your manager or first responders.

If you're taken hostage:

- Stay calm.
- Speak only when spoken to.
- Refrain from making suggestions or suggesting a next step. You don't dictate the agenda.
- If there is more than one kidnapper, refrain from taking sides.
- If the situation allows, stay as far away from the kidnappers as possible.
- Avoid addressing the kidnappers by name.
- Follow the kidnappers' instructions to the letter.

Workplace violence

Workplace violence is defined as any action, conduct, threat or gesture by one person toward another that can reasonably be expected to cause harm, injury or illness to that employee.

Be prepared

If you witness or are the victim of workplace violence:

- First, ensure your safety by moving to the nearest safe location, away from the aggressor. Take refuge, for example, in an office or open public space.
- Call 911 if your physical safety is threatened.
- If you feel that the situation does not warrant calling the police, inform your manager and security personnel so that the incident can be documented.

Stay calm

When confronted with a violent or potentially violent situation:

- Stay calm and try to calm the other person or de-escalate the situation.
- Be empathetic - let them know you understand they're upset.
- Be respectful of personal space.
- Don't stare or glare, which can be perceived as a gesture of aggression.
- Don't make any sudden movements that could be perceived as a threat.
- If the behavior persists, end the conversation and report the incident.
- Inform the person that you will be leaving the work area, or ask them to do the same.
- If the situation persists, inform the manager or immediately ask a colleague for help.
- Position yourself between the person and the exit so that you can flee quickly if you feel your safety is at stake.

Instructions for employees

- Report occurrences of workplace harassment and violence, experienced or observed, to their manager or the designated recipient, and review the Workplace harassment and violence policy.
- Report risk factors that may contribute to workplace harassment and violence to the employer to managers.
- Support other employees who are victims of harassment and violence in the workplace and encourage them to come forward.
- Co-operate in the resolution of workplace harassment and violence occurrences.

Suspicious packages and envelopes

A suspicious package could be a letter, bag, briefcase or package that is suspected of containing a dangerous or explosive chemical, biological, radiological or nuclear substance, or presenting a risk of explosion.

The strategy for managing suspicious mail is based on three principles of intervention:

1. **Time:** Minimize the duration of exposure to the suspicious package.
2. **Distance:** Leave object where it is. Do not handle it. Cover it and move away from it.
3. **Protection:** Confine the substance; protecting yourself from the substance.

List the parcel's characteristics type and location

- Dimension
- Shape
- Sender
- Delivery mode
- Packaging
- Markings
- Stamps
- Special instructions
- Smell
- Sound
- Sight

Signs of suspicious packages

- **Size:** Heavy for its size
- **Shape:** Irregular with protuberances and bumps, unevenly distributed weight
- **Rigidity:** Unusually hard or soft
- **Sender:** No return address or return address that does not match postmarked location
- **Packaging:** Excessive wrapping or tape, excessive stapling and twine
- **Stains:** Grease or oil stains, d"First Nation" coloration, powdery substances, unusual liquids
- **Special instructions:** Usually handwritten and marked confidential or urgent, addressed to the Minister
- **Hastily packaged:** Incomplete or partial address, homemade labels, poorly typed, poorly written, misspelled words
- **Stamps:** Blurred or absent postmark, excessive postage, lack of stamps
- **Smell:** Perfume scent to mask other suspicious odors
- **Sound:** Ticking, humming, rattling
- **Touch:** Electrical wires, batteries, loose elements
- **Sight:** Electrical wires, aluminum foil, batteries, stains

What to do if you find/identify a suspicious package

- Do not touch the package; leave it where it is. If the mail/package has been handled, carefully put it down.
- Move away from the package.

- Look around to find its owner or to determine if anyone saw who owns the package.
- Secure the area and keep other employees away until the area has been secured by Security or emergency personnel.
- Inform your manager or supervisor.
- Await further instructions from Security, the BEET or first responders.
- Be prepared to provide information to a member of Security and first responders.
- If an evacuation is ordered, follow the instructions of the BEET or Security.

What to do if substances such as a powder or liquid are released from the package

- **DO NOT leave** the area.
- Leave the parcel where it is.
- Secure the area and report anything unusual.
- Call 911.
- Keep your hands away from your eyes, mouth and ears to reduce the risk of contamination (wash your hands as soon as possible).
- Wait in a safe place until help arrives (e.g., first responders, security).

What to do if you have been in contact with a hazardous substance

- Do not attempt to remove the powdery or liquid substance leaking from the package from your clothing or shake it off.
- Keep your hands away from your face: wash your hands immediately with soap and water, if possible, do not touch anything and do not leave the premises.
- Secure all doors and access points leading to the parcel's location.
- Turn off fans, heaters or other air-circulating devices in the immediate area.
- Report the incident to the building security office as soon as possible and follow their instructions.

Hazardous materials and toxic spills or fumes

Hazardous materials (WHMIS) or toxic spills may be liquid, solid or gaseous. Contact with a chemical substance can cause serious injury or even death.

Stay calm

Don't put your life at risk. Toxic vapors may be odorless! If personnel seem to be experiencing discomfort (headache, nausea or burning eyes), evacuate the area immediately.

If hazardous materials are leaking outside your building:

- Stop all activities and quickly assess the situation.
- If in doubt, call 911 and contact building security.
- Stay indoors and close all windows.
- Do not leave the building unless told to by emergency authorities.

If there is a leak of hazardous materials inside your building:

- Stop all activities and call 911.
- Do not attempt to clean up a spill.
- Evacuate and close off the area to contain the chemical spill or leak.
- Once in a safe place, contact a senior authority on site and give them the necessary information.

Local Power Failure

A power failure can occur for a number of reasons, and can last from a few minutes to several hours. If the interruption extends over a long period of time, follow the procedures below.

Remain calm

- Stay where you are; however, if you are in an unlit area, move carefully to an area with emergency lighting.
- Follow evacuation instructions according to the building's emergency and evacuation plan.

Be prepared

- To avoid a power surge when power is restored, turn off all unused electrical equipment and appliances.
- The building may be equipped with emergency generators to provide temporary lighting for emergency exits.
- Return to office when safe to do so.

Bomb threats

Bomb threats can be received in a number of ways – some are received by telephone by anonymous callers, or by e-mail. In all cases, these threats must be taken seriously, and the person receiving them must be ready to react.

Stay calm

Bomb threat by e-mail:

- **DO NOT delete** the e-mail.
- Contact your manager who will then notify departmental required authorities.

Bomb threat received by telephone:

- Listen carefully, remain calm and polite, and do not interrupt the caller.
- Gather as much information as possible.
- If possible, ask questions and look for the characteristics listed in the table on the next page.
- Make a note of the phone number on your telephone screen.

As soon as the telephone conversation ends :

- **Contact 911** and your manager who will then notify departmental required authorities.
- **DO NOT discuss** the threat with other building occupants to avoid creating a potential panic alarm.
- **DO NOT TOUCH ANYTHING** you think might be suspicious.
- Be prepared to communicate the information you receive to the police as soon as they arrive.

Bomb Threat Questionnaire

Listen carefully, be courteous, and permit the caller to say as much as possible without interrupting. If possible, ask the following questions:

General Questions:

- Where is it?
- What does it look like?
- What time will it explode?
- Where are you calling from?
- Why did you place the bomb?
- What is your name?

Identifying characteristics of the caller:

Sex:	Male	Female		
Accent:	English	French	Other	
Voice:	Loud	Soft	Other	
Speech:	Fast	Slow	Other	
Diction:	Good	Nasal	Lisp	Other
Manner:	Emotional	Calm	Vulgar	Other

Estimated age? _____

Familiar voice? _____ Who: _____

Caller was familiar with the area? _____

Background noise? _____

Phone number on display? _____

Exact wording of the threat:

Date: _____

Time: _____

Duration of call: _____

Safety & Awareness Tips

- Be aware of recent community situations; for example, current lockdowns, security requirements for entry.
- Be mindful of where you park considering lighting, building access.
- Check vehicle before getting in.
- Take hallways wide inside buildings.
- Safety awareness of dog behavior.
- Do not stop for hitchhikers and or broken down vehicles as you don't know what could happen.
- Maintain a current list of all emergency contacts and contact information.
- Establish after hours work protocols with you supervisor, manager.
- Develop a plan for yourself in the event that you need to shelter in place.