

Administration	Buildings & Capital Assets	Board Approved Date:	21-02-24
Policy	Emergency Planning	Revision Date:	N/A
Policy No.	20-096	Internally Approved Date:	20-09-26
References	Ontario Fire Code Occupational Health and Safety Act Municipal Emergency Response Plan Continuity Plan Pandemic Plan Fire Safety Policy Risk Management Policy Personnel Policy		
Forms	After Action Review Report Emergency Incident Report Emergency Management Program Table Emergency Response Flowchart Operations		

1. Policy statement

DRNPHC is committed to the safety of its tenants, staff and the protection of its assets and property. DRNPHC will work with the community and the municipality to prevent, prepare for, respond to and recover from emergencies of any kind.

2. Purpose

The purpose of the emergency plan is to define the potential emergencies that might affect DRNPHC's property, operations and its staff, tenants, volunteers and the general public and to prepare for, respond to and recover from such emergencies.

3. Scope

This plan will provide guidance to DRNPHC staff to support their decision-making and actions related to managing and dealing effectively with emergencies.

4. Definitions

Designated staff

The staff person(s) or department who has been designated to complete a particular action or requirement.

Emergency

A situation that poses an immediate risk to health, life, property or environment.

Emergency expenses

Expenses that are necessary to incur immediately because a delay will endanger personal safety or risk property damage. Staff will seek authorization from senior management for any emergency expenses that exceed their authorized expenditure limits set for their role.

Emergency services

Emergency first responders who are usually the first to attend the scene (police, fire,

paramedics).

Under control

An emergency is considered “under control” and is non-life threatening when Emergency Services personnel have completed their functions and determined that immediate danger has passed and communicated this to staff.

Timeframes

This plan will be reviewed on an annual basis taking into consideration changes to the built environment, administration, legislation and lessons learned from past incidents.

Categories of emergency

- Infrastructure
fire, flood, natural disasters, structural, elevator
- Building system
utility outage, heating/cooling systems, fire systems, water/sewer, hazardous materials
- Human emergencies
death/suicide, medical event, threat to health and safety, personal injury, criminal activity

Types of emergency

- Non-critical
maintenance or community safety issues (e.g., building system failure, tenant injury with no liability implications, natural death) that can be resolved by on-call staff within a 2 - 4 hour timeframe
- Urgent
maintenance or community safety issues (building system failure, injury that could have liability implications, expenditure required, media involvement) which needs to be attended to by on-call staff, senior staff or contractor within a 2 hour timeframe
- Critical
maintenance or community safety issues (serious event that will affect one or more tenants, death due to criminal activity, serious personal or workplace injury, major repair decision required, media involvement) which needs immediate response to contain the emergency and is expected to require staff to be onsite for four hours or more

5. Procedure

a) Responding to emergencies

DRNPHC uses fire alarm monitoring, elevator monitoring and other systems to ensure critical systems operate. These monitoring systems provide options for staff, tenants and the general public to alert DRNPHC of an emergency situation.

DRNPHC has also implemented a 24-hour on-call program to handle all emergencies during and after normal business hours. Tenants are instructed to call the main business office at 905-436-6610 as posted at each site only in an urgent emergency, such as flood, power failure to the whole apartment, elevator breakdown, someone trapped in an elevator, no heat, or when someone's safety is at immediate risk. If the emergency is life-threatening, they are instructed to immediately call 9-1-1.

All staff with identified roles in the *Fire Safety Plan* and/or *Emergency Plan* must be familiar with the emergency plan and procedures. After the required orientation, all staff will receive a copy of the On-Call Manual for their use and reference:

b) On-call

There is a designated staff on call between the hours of 4:30 p.m. and 8:30 a.m. Monday to Friday and from 4:30 p.m. Friday to 8:30 a.m. on Monday. There is an on-call superintendent available for each block of buildings 24/7 365 days per year.

c) Live-in superintendent

The superintendent must be prepared to assume the following responsibilities during an emergency:

- be the initial DRNPHC responder to any and all emergencies
- advise on call staff if additional resources or contractors are required
- provide access to any unit or room at the request of Emergency Services or the on call staff
- perform interim or permanent repairs at the request of the on call staff
- assist in evacuating the building and securing units and/or the building when requested to do so by Emergency Services or the on call staff
- complete an Emergency Incident Report of actions taken in support of a response to an emergency
- complete other duties as assigned by the on call staff

d) On Call Staff

The on-call staff will be DRNPHC's lead emergency response staff and is required to take appropriate action until senior staff arrives on site. This can also be assigned to the site staff if they are present at the site.

The on-call staff must be prepared to assume the following responsibilities during an emergency:

- be one of the initial responders to any and all emergencies
- advise other designated staff if additional resources or contractors are required
- engage needed supports to perform interim or permanent repairs to damaged unit
- provide direction to the site staff to assist in evacuating the building and/or securing units when requested to do so by Emergency Services
- complete an Incident Report of actions taken in support of a response to an emergency
- complete other duties as assigned

e) Director (or other designated staff)

In the event of a critical emergency, the Director, Buildings & Capital Assets (DBCA) backed up by the Chief Operating Officer, or the Chief Executive Officer if either are unavailable, will

attend at the scene, assume responsibility for DRNPHC staff and act as the main decision-maker for DRNPHC.

The DBCA has the following responsibilities during an emergency:

- as DRNPHC's designated staff – he/she will be the primary "decision-maker" for DRNPHC outside of normal working hours
- the DBCA must be available to respond to all calls from the On Call, superintendent within 15 minutes of a call being sent to the on-call cell phone or pager
- the DBCA is responsible for supervising and directing maintenance staff after hours
- the DBCA must attend on site in all cases of Critical or Urgent emergencies where there is potential that emergency expenses will be required and/or their presence will be beneficial to DRNPHC in the speedy resolution to the emergency
- the DBCA has the authority to call outside contractors and approve expenditures in situations where a delay could endanger personal safety or cause further property damage
- all emergency expenditures must be reported to Finance at the earliest opportunity
- contact with the CEO, COO and senior management must be made by the DBCA for all emergencies which:
 - have ongoing effect on tenants and the livability of their unit(s)
 - have or will likely to involve media coverage

The on-call manager or other designated staff must arrive on site prepared to:

- take control of the situation
- direct other DRNPHC staff and/or volunteers
- make calls to community support services, contractors, insurance company, or technical services to assist with the emergency
- assist emergency personnel attending the scene (police, fire) as required to ensure swift resolution of the emergency
- act as the DRNPHC's main contact for any and all tenants that have or are likely to be affected by the ongoing emergency
- act as the main contact for other emergency response staff from Salvation Army, Red Cross and support agencies such as shelters, etc.
- contact the CEO, COO and senior management as per the Emergency Communications protocol
- keep complete and accurate notes of the emergency as it develops
- record and be prepared to report on all decisions (and logic behind those decisions) made on behalf of the corporation
- take photographs of the emergency as it unfolds and the damages incurred to property, staff and/or tenants
- conduct oneself in a professional manner and be a good ambassador for DRNPHC
- keep the welfare of tenants and staff and the best interests of DRNPHC in mind at all times

f) Emergency contractor call-out

Contractors are only to be called out for work after hours when the designated staff deem that the work required cannot wait until the next business day.

Contractors that are to be used in case of an emergency and after normal working hours must come from the approved vendors list.

If the estimated value of the work exceeds the expenditure authority assigned to the staff position, the next senior staff person must be engaged to make the required call-out decision.

<i>Staff level [include all authority levels]</i>	<i>Expenditure limit</i>
Superintendent	up to \$500
Maintenance worker	up to \$500
Manager or designated staff	over \$500

g) On-call emergency kit

To ensure that on-call staff has all the tools readily available to them during an emergency; an on-call emergency kit has been assembled. The kit includes:

- two-way radios and additional batteries
- flashlights and additional batteries
- emergency jacket/vest – clearly identifying them as staff of DRNPHC
- an up-to-date list of all tenants (unit # only) who require assistance in the event of an evacuation
- an up-to-date list of vacant units
- fire safety plans for each site
- emergency contact list
- incident report forms
- pens, paper
- first aid kit (which is kept on site)

The information in the on-call emergency kit will be updated as required by the DBCA with the assistance of the administrative staff.

h) Emergency communications protocol

The CEO is the spokesperson for DRNPHC. If the CEO is not available, the COO will be the back up media spokesperson.

Emergency Services personnel become the primary decision makers when they arrive on site, as it pertains to securing the emergency and deciding what information is to be conveyed to tenants.

The on-call staff are central to the operation during an emergency and must act as the link between the onsite staff, Emergency Services and the manager or designated staff.

The manager or designated staff must give the CEO and COO regular updates at all times during an Urgent or Critical Emergency.

On-call staff will not discuss any aspect of the emergency with anyone including tenants. All

requests for information will be directed to the manager or designated staff.

The CEO will determine the media strategy to be used and will determine when the designated spokesperson is required for media events.

Once the emergency is deemed to be “under control”, the manager or designated staff will arrange a location to meet with affected tenants or arrange to give an “all clear” announcement.

If the emergency affects the entire building or a large part of the community, the manager or designated staff will prepare a timely, factual statement to the residents in the form of a written notice.

Note: Staff must not sign any statement or affidavit, or issue any statement without the approval of a manager or designated staff.

i) Handling the media

If staff is approached on site by media during an emergency situation, staff should:

- direct the reporter to the manager
- be professional with the media and inform them that the spokesperson of DRNPHC would be more than willing to speak with them. The objective is to keep open lines of communications with the media
- never use the phrases “no comment” or “off the record”
- never provide tenant or building history or make personal comments of any type
- ask for the reporter’s name, telephone number and their media outlet (e.g., CBC), name of publication and the questions/information the reporter is requesting
- immediately and discreetly (outside of the reporter’s hearing) contact the manager provide:
 - up-to-date detailed situation facts and analysis
 - the reporter’s name, telephone number and their media outlet

j) Emergency procedures

The following are general principles for staff to follow when responding to an emergency:

i. Providing and gathering information

When the initial call of an emergency is received, staff should be:

- gathering information on who, what, when, where and why
- only operating on first-hand information
- gathering as much information as possible e.g., police badge number, fire official rep., date, time, witnesses, residents involved, injuries, public media alerts, etc.
- delivering only factual information to the emergency services as required
- documenting constantly every step taken and to be taken (which will often change)

ii. Incident command and control

The on-call staff who are first to arrive on scene must take control of the emergency site and the situation as it develops and must be aware of the status of the emergency, until the

manager or designated staff arrives on site.

The manager or designated staff must provide appropriate direction to all on site staff who are available to participate in the emergency.

iii. Emergency services

Emergency Services personnel will determine what information is to be communicated and will direct the manager or designated staff to convey this information to tenants.

On-call staff must be clearly identifiable as DRNPHC staff, by clearly displaying their employee photo card, and be available at the scene/building entrance to provide access and update Emergency Services on the incident.

All staff will facilitate and assist when asked by Emergency Services personnel.

On-call staff and/or the superintendent must provide back-up support in the form of emergency keys (masters, elevators, service rooms), *Fire Safety Plan*, including building layout, problem location, equipment location, material safety data sheets for any hazardous materials located in the area, tenant information including listing of those who require assistance, vacant units.

iv. Tenants

Announcements by the manager or designated staff to affected tenants will be limited to pre-authorized messages as directed by Emergency Services personnel on site.

Warnings of potentially dangerous conditions or areas to avoid must be clearly marked and cordoned off with signage by designated staff. These areas must be regularly monitored.

v. Safety of tenants and staff

To prevent collateral injuries after the event, designated staff are to take necessary precautions to secure the area and keep people away from the emergency site.

vi. Evacuation

The decision to evacuate any or all parts of the building during an Urgent or Critical Emergency should only be made by Emergency Services personnel. Public safety is the prime consideration in this decision.

The primary evacuation routes are the closet stairs. These emergency exits are clearly marked.

If primary evacuation routes are not accessible, the alternate routes are other stair locations. These should be mapped and included with the emergency plan.

Before evacuation begins, Emergency Services and on-call staff will ensure that the evacuation routes and emergency exits are wide enough to accommodate the number of people to be evacuated, clear and unobstructed, and will not expose evacuees to additional hazards.

The manager or designated staff will designate staff or volunteers as “evacuation wardens” to assist Emergency Services personnel during an evacuation and account for all tenants and staff. In particular to ensure that all vulnerable tenants require assistance are able to evacuate safely from the building.

The designated and alternate assembly area after an evacuation is described at each property location.

The manager or designated staff will, using a list of all tenants and staff, establish a head-count (taking into consideration that everyone may not be home at the time of the emergency) and report anyone who is unaccounted for to Emergency Services personnel.

If necessary, the manager or designated staff will make transportation arrangements to get evacuees to a temporary shelter location.

vii. Preservation of assets

Designated staff are to take all necessary actions to secure the building and to ensure that there is no additional damage to the DRNPHC property or tenant’s belongings.

viii. Affected tenants

Once the emergency has been secured, it is critical that designated staff quickly address the needs of tenants directly affected by the event.

If required, designated staff will arrange for a safe and secure temporary location for the tenants in the local community. Designated staff can request through Emergency Services personnel a bus which could provide a warm, secure location to gather affected tenants.

If the emergency is prolonged designated staff will supply food and drink to affected tenants, as necessary.

If required, designated staff must find a suitable environment to gather information from tenants on the number of people and pets involved in the household, confirm everyone is accounted for and start to establish their immediate needs e.g., alternate accommodation, medical aid such as prescriptions, pet care etc.

If required, designated staff will bring in other agencies (Salvation Army, Red Cross, Humane Society, SPCA etc.) to meet with affected residents and plan for the next few days.

ix. Temporary accommodation

The Salvation Army Emergency Disaster Services (EDS) or similar agency will be contacted by Emergency Services personnel to provide emergency lodgings in situations where tenants are displaced.

x. Restoration of assets

After the emergency has been secured, it is the designated staff’s responsibility to secure the area until insurance adjusters and/or technical experts can assess the damages and the actions required to repair damages or restore equipment. No staff should be allowed inside the emergency site after the emergency has been secured.

If the above activities do not occur until the next business day, a staff person or security person may be required to be posted on site or, if feasible, the site can be boarded up.

Repairs to the building should not commence until the manager or designated staff has advised and met with the insurance adjuster to decide on the necessary repairs. The board of directors will be advised of what actions have been undertaken.

xi. After the emergency

Follow-up and reporting

If required, the manager or designated staff will contact DRNPHC's insurance company, technical consultants and/or contractors.

The manager or designated staff will arrange for any inspections. The manager with the help of designated staff will begin to take steps to restore essential services as per the *Operations Continuity Plan* such as heat, water, drying of premises, etc.

Designated staff will take steps to ensure ongoing safety measures are in place as a result of the emergency i.e. broken glass, falling debris, installation of barricades/caution tape, traffic control and all equipment deemed unsafe is clearly tagged as such.

In major emergencies, the manager or designated staff is to keep the CEO/COO informed of ongoing progress.

The manager or designated staff will address concerns of affected residents if required, i.e. temporary parking, insurance procedures, temporary shelter.

The manager or designated staff will update staff or volunteers starting a new shift during this time period to ensure they are familiar with the situation, contacts, status of damages and equipment failure.

An *Emergency Incident Report* is to be completed by the designated staff detailing the events and pertinent information in writing, if possible, by the next business day while information is still fresh.

xii. De-brief post event

Within one business day following the resolution of all Urgent and Critical Emergencies, the Manager and designated staff will meet with those involved in the emergency to review the *Incident Reports* and complete the *After Action Review Report* to capture as much detail as possible and examine possible causes and whether the emergency could have been prevented.

Staff involved in the emergency will complete a more detailed report at the request of the manager or designated staff to support enhancements to the emergency plan or existing policies and procedures.

The manager or designated staff will undertake a review of existing policies and procedures and make adjustment recommendations if necessary.

The manager or designated staff will update the Emergency Plan if necessary.



ADMINISTRATIVE POLICY - BUILDINGS

The manager or designated staff will provide additional training to staff ~~and volunteers~~ and as well as a copy of the revised plan for their reference.

End.