EMERGENCY RESPONSE PROTOCOL

The following is the protocol to be followed by all employees in the case of an emergency in the building:

1. **<u>Events which should trigger an "Emergency" announcement</u> :**

   a) Physical violence; threats of violence; escalating "high risk client" behaviour – announcement **(a).**

   b) Sounding of panic button alarm; medical emergency – announcement **(a)** <u>or</u> **(b).**

   c) The police have called to investigate a 911 call received from within the building – announcement **(c).**

   d) Any other circumstance that an employee deems necessary.

2. If you become aware of a situation that requires emergency response, call Reception (ext. 0) immediately and **verify that either 911 has been called or advise the receptionist to do so immediately after** one of the following statements is announced:

TYPE OF CALL	ANNOUNCEMENT
A. Emergency	"Attention please -- There is an <u>Emergency</u> situation in the …… area. Everyone please remain in your work area. Emergency Response Team please respond."
B. First Aid	"Attention please -- There is a <u>First Aid</u> situation in the ………….area. Everyone please remain in your work area. Emergency Response Team please respond."
C. 911 Error	"Attention please -- If anyone has <u>called 911</u> in error, please advise reception immediately. Emergency Response Team please report to the reception area."
D. Evacuation	"Attention please -- There is an <u>Emergency</u> situation in the ……….area. Everyone please <u>evacuate</u> the building using the fire evacuation protocol."
E. Cancel	"Attention please -- Emergency situation is resolved."

All announcements to be repeated a minimum of twice and every 5 minutes until the emergency is resolved.

Once the verbal announcement has been made, the receptionist will also send the following "All CAS" email:

There is an Emergency situation occurring in the …… area. Everyone **must** remain in their work area. Emergency Response has been alerted. You will receive notification when the emergency situation is resolved.

3. In the case of an alert being announced, **do not** call reception as it ties up telephone lines and delays attending to safety matters.

4. When an **"Emergency"** is announced, only the team of selected qualified and experienced employees designated as the **Emergency Response Team** shall respond **if required**.

5. **Panic Buttons**

    When a panic button is pushed, the receptionist will receive a signal at the control panel on the reception desk. The monitoring company will call reception to verify the alarm. After hours, the monitoring company will call the security guard at extension 460.

    a) The receptionist will check security cameras to observe if they can see any emergency situations.

    b) If no visual confirmation of an emergency, the receptionist will call the access viewing room (ext. 295) to verify situation.

    c) If no answer, receptionist will instruct monitoring company to dispatch emergency services and will initiate emergency response protocol **(a or b).**

    False alarm - If a panic button has been activated in error, staff member to inform reception. The monitoring company will call reception and be advised that it was a false alarm and no response is needed. The receptionist may be asked to provide a four digit security code (**4437**).

    If the ERT team verifies that it was a false alarm after they have attended to the situation, they will notify the receptionist immediately. The receptionist will call the monitoring company at **1-855-240-0533** to cancel the emergency response (account number **ID02 5844**).

6. **911 Call**

    Should police call to investigate a 911 call made from the building and the receptionist is not aware of it, the receptionist will announce **(c)** and the ERT will be deployed to search the building to determine the validity of the call and to provide assistance as needed. Police will attend the building to make the final determination if assistance is required.

    The receptionist on duty is required to log the call information into the 911 log book located at Reception.

7. **Follow up**

    All Health and Safety Incident Reports are reviewed by the Joint Health & Safety Committee.

8. **Team Membership/Identification**

    The Emergency Response Team In/Out Board is placed on the wall at reception. Sufficient employees will be appointed to the Emergency Response Team to ensure availability and adequate response to any emergency.

    Current Team Members

Angela MacKenzie	(x230)	Cathy Parent	(x347)	Dawn Edwards	(x248)
Jane Moore	(x318)	Jennifer LeBrun	(x288)	Jennifer Mels	(x220)
Kathleen Webb	(x244)	Lindsay Morris	(x357)	Lynn Tessaro	(x448)
Marilyn Foster	(x313)	Nivine Zaher	(x253)	Sarah Bomberry	(x413)
Tara Pike	(x261)				

October 10, 2017