

# Emergency Response

## *Planning Guide*

*(Revised)*



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## **Summary**

This guide outlines ways of developing and implementing an emergency response plan. To be able to deal with emergencies when they occur, it is important that you develop and implement a plan in advance.

The objective of an emergency response plan is to be prepared to deal with unforeseen situations such as fires, chemical spills, explosions, floods, injury, illness and other crisis situations. Such a plan is essential to protect health, lives, property and the environment. The plan outlines actions that employers and employees must take in the event of an emergency situation to ensure employee safety and to minimize property damage.

An emergency plan should be specifically tailored to your worksite. It must include ways of dealing with all potential emergencies that can occur in your workplace. The plan must clearly outline the procedures to be followed in the event of an emergency. Such procedures include:

- ways to alert employees;
- reporting emergencies;
- evacuation;
- designated assembly locations;
- contact people and their telephone numbers;
- first aid and medical assistance;
- clean-up and business resumption;
- business continuity;
- employee training;
- ways of testing the plan (drills); and
- communication with media, community and employees and their families.

A disorganized and unprepared approach to dealing with emergencies may result in confusion, loss of lives, injury, financial or business losses, and property damage.

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The mission statement should:

DEFINE the purpose of the plan and indicate that it will involve the entire organization.

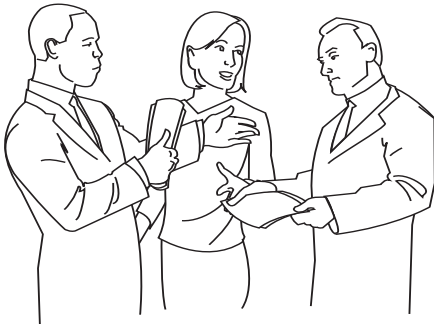
DEFINE the authority and structure of the planning team.

PROMOTE an atmosphere of cooperation by “authorizing” the planning team to take the steps necessary to develop the plan.

ESTABLISH a clear line of authority between team members and the team leader, though not so rigid as to prevent the free flow of ideas.

ESTABLISH a work schedule and planning deadlines. Timelines can be modified as priorities become more clearly defined.

PROVIDE resources for research, printing, seminars, consulting services and other expenses that may be necessary during the development process.



**Teamwork promotes a broader perspective**

- 
- release of toxic substances;
  - exposure to ionizing radiation;
  - loss of electrical power;
  - loss of water supply; and
  - loss of communication.

## **Determine the Worst-Case Scenario**

Determine the consequences that could possibly arise from the use of the materials coming into, or leaving the process. For each identified hazard write down the worst consequences that could happen, such as:

1. Fire causes death.
2. Contact with live electrical wire causes death.

The descriptions used should be as realistic and graphic as possible. Following are some examples:

- A small fire could start in the electrical room and cause the destruction of the facility.
- Hazardous material spills or releases can cause severe illness and death.
- Highway accidents can cause a large number of casualties.
- Bomb threats pose potential threat to life and the facility.
- Smoke can kill.
- Terrorism can strike anywhere.

## **Assess the Risk**

Perform a risk assessment for your facility events.

For each identified scenario, determine the risk.

Ask these two simple questions:

*What is the severity of the consequence?*

*What is the probability of the event?*

**Bomb Threat Report Form**

**\* \* \* LISTEN. DO NOT INTERRUPT THE CALLER \* \* \***

**Name:** \_\_\_\_\_ **Time:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Caller Identity:**  Male  Female **Age:** \_\_\_\_\_

**Origin of Call:**  Local  Long Distance  Booth  Internal

Voice	Speech	Langage
<input type="checkbox"/> Loud <input type="checkbox"/> High Pitch <input type="checkbox"/> Raspy <input type="checkbox"/> Drunk <input type="checkbox"/> Soft <input type="checkbox"/> Deep <input type="checkbox"/> Pleasant <input type="checkbox"/> Other	<input type="checkbox"/> Fast <input type="checkbox"/> Distinct <input type="checkbox"/> Stutter <input type="checkbox"/> Slurred <input type="checkbox"/> Slow <input type="checkbox"/> Distorted <input type="checkbox"/> Nasal <input type="checkbox"/> Other	<input type="checkbox"/> Excellent <input type="checkbox"/> Fair <input type="checkbox"/> Foul <input type="checkbox"/> Good <input type="checkbox"/> Poor <input type="checkbox"/> Other

Accent	Manner	Background
<input type="checkbox"/> Locale <input type="checkbox"/> Foreign <input type="checkbox"/> Race <input type="checkbox"/> Non local <input type="checkbox"/> Region <input type="checkbox"/> Other	<input type="checkbox"/> Calm <input type="checkbox"/> Rational <input type="checkbox"/> Coherent <input type="checkbox"/> Deliberate <input type="checkbox"/> Righteous <input type="checkbox"/> Angry <input type="checkbox"/> Irrationnal <input type="checkbox"/> Incoherent <input type="checkbox"/> Emotional <input type="checkbox"/> Laughing <input type="checkbox"/> Other	<input type="checkbox"/> Office Machine(s) <input type="checkbox"/> Factory Equipment <input type="checkbox"/> Bedlam <input type="checkbox"/> Animals <input type="checkbox"/> Quiet <input type="checkbox"/> Mixed <input type="checkbox"/> Street traffic <input type="checkbox"/> Aeroplanes <input type="checkbox"/> Party noise <input type="checkbox"/> Trains <input type="checkbox"/> Music <input type="checkbox"/> Voices

**\* \* \* KEEP CALLER TALKING \* \* \***



**All employees must free up all outside telephone lines whenever there is an alarm situation.**

### ***Communication with the general public***

The public must be kept informed about the emergency situation. Response procedures must ensure:

- accurate information; and
- timely information.

In order to avoid the release of confusing, contradictory, or misleading information, only authorized persons should speak to the media on behalf of the company.

The responsibility for the release of names of affected persons must be clearly designated. Such names must never be released before the company has contacted the next of kin.



**All persons authorized to release information to the media should receive proper training in communicating with the media.**

The following are some helpful guidelines for communicating with media:



**ESTABLISH** a media centre.

**RESTRICT** access to the media centre.

**DENY** facility access to the media and the public during an emergency situation.

**INSTRUCT** employees to direct the media and the public to the media centre, or provide a contact telephone number of the person responsible for communicating with the media.

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## 10. Cleanup and Restoration Plans

As soon as incident investigations are completed, cleanup and restoration activities should commence. The procedures must designate the person(s) who are responsible for the following activities:

- l ensuring the safety of cleanup personnel;
- l directing the repair, cleanup and restoration of utilities and of salvage activities;
- l coordinating the activities of contractors and vendors and supply all necessary reference information;
- l replacing or restoring all emergency equipment and supplies as necessary;
- l expediting all orders for equipment, supplies, and services;
- l monitoring and recording all costs related to recovery activities;
- l arranging temporary storage facilities for damaged equipment and materials to facilitate inspection by insurance personnel; and
- l maintaining documentation and reports.

The list of activities suggested above should be customized to suit the particular needs of your business.

There are many organizations that provide specialized recovery services. Local resources should be identified and procedures to secure these resources, if needed, should be developed. Areas to address might include:

- l recovery from water damage including mold removal, drying paper documents;
- l recovery of electronic data and computer systems following fire, smoke, electrical power surges or water damage;