



# SOCIAL SERVICES

## Hastings Housing Programs Branch Emergency Response Plan



### Hastings Housing Programs Branch Emergency Response Plan:

We are committed to maintaining the highest attainable standards of operations to preserve the life, health and safety of employees, tenants, the general public, and the environment.

#### **Purpose of the Plan:**

The purpose of the Plan is to ensure that each property has specific written procedures in place which outline the actions that should be taken during an emergency situation.

#### **Priorities:**

Staff will ensure that all actions that are taken to coordinate efforts and secure control of an emergency situation are addressed in this order or priorities:

1. Protect the safety and lives of people.
2. Prevent increased scope of emergency.
3. Protect the environment.
4. Protect structures and equipment.

#### **Responsibilities of Staff:**

It is the responsibility of staff to act in a reasonable and safe manner during an emergency situation and to follow the recommended guidelines developed by each property. This includes:

- Being familiar with the Plan's scope and priorities
- Attending training sessions required to effectively perform responsibilities on the Emergency Response Team
- Recognizing and reporting a hazardous or emergency situation, when discovered, to the appropriate person within their property
- Warning others and evacuating safely when an emergency situation is discovered

### Supports and Services provided to our tenants.

The following supports and services will be provided;

Prolonged outage of vital services

- prolonged is defined as 6 hours or longer; if shelter in place is adequate then common room or suitable area will be opened to provide light refreshments.

After 6 hours assess possibility of contingency plan, evacuate if necessary.

If evacuation is ordered then light refreshments would be provided as soon as possible.

Water interruption

- ensure potable water is provided until issue resolved, except under Health Unit declared boil water advisory

Staff -call 613-961-2111 or 1-866-461-5141 for assistance

Reference documents;

Office of the Fire Marshalls Emergency Plan 2006,

Social Housing Services Corporation, Emergency Response Planning and Fire Safety Planning, 2008

## Emergency Procedures - General Instructions

In the event of a fire or similar emergency, the protection of human life supersedes all other requirements. Throughout this plan, instructions are provided for building occupants to follow, *"if safe to do so"*. These instructions generally cover issues such as protection of property. It must be remembered that instructions concerning this type of issue are to be followed only when there is no immediate danger to tenants of the building or staff of the housing provider.

In the event of a serious emergency such as a large or rapidly spreading fire in the building, preservation of human life comes first and all other instructions concerning preservation of material items are considered secondary.

**Under no circumstances will any employee or tenant of the property risk his/her personal safety and well-being in the event of an emergency.**

## EVACUATION – EVENT RESPONSE

### Legend:

A – Maintenance Supervisor, B – Housing Manager, C – Property Supervisor, D – First Responder, E – Senior Property Supervisor, F – Housing Staff, G – Action Completed

EVENT RESPONSE – Actions & Responsibilities		A	B	C	D	E	F	G
1.	Upon reaching a trigger point, activate the Emergency Response Plan, and contact Housing Manager.	X						
2.	Consult with Housing Manager and authorities regarding evacuation.	X						
3.	Order a specific or general evacuation if necessary, following consultation with authorities.		X					
<b>Once an evacuation is ordered by the Recovery Director:</b>		<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>
1.	Contact the Response Coordinator and advise of emergency. Request required emergency services (i.e. internal (613-961-2111) response teams, police, fire, ambulance)	X						

2.	Respond to tenant inquiries and provide assistance as required.			X		X		
3.	Ground and lock out elevators. Under no circumstances should elevators be used except when needed to evacuate persons with disabilities.	X						
	<b>EVENT RESPONSE – Actions &amp; Responsibilities</b>	<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>
1.	Where it is safe to do so shut down critical systems while the evacuation is underway. In some cases this may be performed remotely.						X	
2.	Keep streets and fire lanes clear.						X	
3.	Do not allow tenants to return to the building or evacuated area until authorization is received from the Emergency Manager.						X	
4.	Close but not lock doors behind you (Leave doors open in a bomb threat situation).						X	
5.	Coordinate response and communication of responders in conjunction with emergency authorities.	X						
6.	Designate one person to be the last person to leave the building, but only after they have made a thorough check to ensure that all persons have exited the building. Public washrooms and back corridors should also be checked.	X						
	<b>SPECIFIC EVACUATIONS</b>	<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>
1.	The Housing Manager will decide which areas are to be evacuated. In a fire situation, the Fire Chief would make this decision.		X					
2.	Assign staff to check the safety of the evacuation route prior to the evacuation order being given.	X						
3.	Advise staff and related security personnel the desired area for tenants to be relocated or evacuated to. <b>(See Appendix 1)</b> .	X						
4.	Request housing provider staff to report to the affected area to conduct a specific evacuation. Keep the Housing Manager apprised of developments.	X						
5.	Assign staff to check any public areas, washrooms, laundry rooms, garbage rooms, hallways, and mechanical areas for people who may be in those areas and unaware of the evacuation.	X						

## EVACUATION – ESCALATION POINT

**Legend:**

A – Maintenance Supervisor, B – Housing Manager, C – Property Supervisor, D – First Responder, E – Senior Property Supervisor, F – Housing Staff, G – Action Completed

	ESCALATION POINT – Actions & Responsibilities	A	B	C	D	E	F	G
1.	On reaching the escalation point, report the incident to the Social Services Director and request assistance as needed.		X					
2.	Refer to Evacuation Site Listing Appendix A	X						

## EVACUATION – POST EVENT

**Legend:**

A – Maintenance Supervisor, B – Housing Manager, C – Property Supervisor, D – First Responder, E – Senior Property Supervisor, F – Housing Staff, G – Action Completed

	POST EVENT – Actions & Responsibilities	A	B	C	D	E	F	G
1.	Authorize re-occupation of the building in consultation with trained emergency response personnel.		X					
2.	Implement site-specific building restoration procedures.	X						
3.	Chair debriefing meeting with all participants.		X					
		A	B	C	D	E	F	G
4.	Respond to media requests and maintain log of all media contacts.		X					

5.	Organize a news conference if required, in consultation with CAO's office.		X					
6.	If required, issue the news release and employee and tenant bulletins simultaneously.		X					
7.	Inform relevant government agencies and community groups as necessary.		X					
8.	Complete an incident report and notify Treasury Department.		X					

### FIRE - EVENT RESPONSE

**Legend:**

A – Maintenance Supervisor, B – Housing Manager, C – Property Supervisor, D – First Responder, E – Senior Property Supervisor, F – Housing Staff, G – Action Completed

	EVENT RESPONSE – Actions & Responsibilities	A	B	C	D	E	F	G
1.	UPON HEARING A FIRE ALARM, respond to an annunciator panel (security) and notify the exact location of the alarm.						X	
2.	Provide the Fire Department access to required areas.						X	
3.	Identify yourself to the person in charge from housing.							
4.	Ask if there is anything Fire Services need from you (i.e. Tenant Directory – there should be a current tenant list in the “on call bag”; also a list of tenants that need assistance to vacate – this should be located in the fire log box).							
5.	Locate and advise the Maintenance Supervisor where required.						X	
6.	The Fire Department will ask you for the Fire Plan (they want to know where you plan to relocate the people temporarily).							
7.	Attend the emergency area, if required, to evaluate the emergency type, source and severity.	X						
8.	The Fire Department will decide if people need to be evacuated and the Fire Department will advise you which apartments are not safe to return to.							

9.	Commence an evacuation of the building (see evacuation section) as required.	X						
10.	Contact Maintenance Supervisor if required to advise of situation and get help if necessary.							
11.	Ensure that the Property Supervisor has been contacted if appropriate.	X						
12.	Contact staff if required.	X						
13.	Do a roll call of the tenants that are wandering around or sitting in the common room – try to locate people that have been evacuated from their apartment (and any guests).							
14.	Contact Emergency staff per instructions of the Maintenance Supervisor.			X				
15.	Contact Emergency Social services response if required.	X						
16.	Coordinate response of staff in conjunction with emergency authorities.	X						
17.	Respond to tenant inquiries and provide assistance as required.			X				
18.	Tenants may need to get back to their apartments to locate medication/pets/coats/boots – make note of who needs what and get the “O.K.” from the Fire Department to return to those units to get items.							
19.	Monitor the progress of the staff attending to the emergency.	X						
20.	Monitor media and public reaction to reported events and provide regular updates to the Emergency Response Team.					X		
21.	Respond to media requests and maintain a log of all media contacts.		X					
22.	Inform relevant government agencies and community groups as necessary; i.e. OW/ODSP.					X		

## FIRE - ESCALATION POINT

**Legend:**

A – Maintenance Supervisor, B – Housing Manager, C – Property Supervisor, D – First Responder, E. Senior Property Supervisor, F – Housing Staff, G – Action Completed

	ESCALATION POINT – Actions & Responsibilities	A	B	C	D	E	F	G
1.	On reaching the escalation point, report the incident to the Emergency Response Coordinator as appropriate, and request assistance as needed.		X					

## FIRE - POST EVENT

**Legend:**

A – Maintenance Supervisor, B – Housing Manager, C – Property Supervisor, D – First Responder, E – Senior Property Supervisor, F – Housing Staff, G – Action Completed

	POST EVENT – Actions & Responsibilities	A	B	C	D	E	F	G
1.	When incident is over, order a stand down.	X						
2.	Request available employees to help with clean-up and or call a clean-up company.	X						
3.	Liaise with the Fire Department.	X						
4.	Shut off power to damaged areas.	X						
5.	Authorize re-occupation of the building.		X					
6.	Implement site-specific building restoration procedures.	X						
7.	Coordinate post-event actions.		X					
8.	Create an occurrence report and property damage report (security).					X		
9.	Chair debriefing meeting with all participants.		X					
10.	Notify Risk and Insurance Department.					X		
11.	Complete an incident report and notify Treasury Department.		X					

## FIRE ALARM SYSTEM MALFUNCTION - EVENT RESPONSE

### Legend

A – Maintenance Supervisor, B – Housing Manager, C – Property Supervisor, D – First Responder, E – Senior Property Supervisor, F – Housing Staff, G – Action Completed

	EVENT RESPONSE – Actions & Responsibilities	A	B	C	D	E	F	G
1.	Advise the Notifier of the system malfunction.				X			
2.	Notify the Operations Supervisor/Manager, Security Supervisor and General Manager.			X				
3.	Contact service company to repair deficiencies.			X				
4.	Distribute site plan to assigned personnel to perform fire watches on the hour and record outcome.	X						
5.	Notify the Fire Department of the situation.			X				
6.	Notify our Insurance Company of the Situation.	X						
7.	Attend the emergency area, if required, to evaluate the emergency type, source and severity.	X						
8.	Ensure that the Notifier has contacted emergency resources or request the cancellation of external response, if appropriate.	X						
9.	Monitor the progress of repairs.	X						
10.	Notify tenants.					X		
11.	If monitoring capabilities have been lost, the system will activate under alarm conditions. Assign one person to remain in the building until the system is repaired. Staff will complete fire watch & walk through building once per hour.					X		
12.	If the system is not working and will not be repaired within one hour, post notices on floors advising tenants and instructing them to call 911 upon discovery of fire. Outside security personnel may need to be contracted to ensure fire watch is maintained.						X	

## FIRE ALARM MALFUNCTION - ESCALATION POINT

**Legend:**

A – Maintenance Supervisor, B – Housing Manager, C – Property Supervisor, D – First Responder, E – Senior Property Supervisor, F – Housing Staff, G – Action Completed

	ESCALATION POINT – Actions & Responsibilities	A	B	C	D	E	F	G
1.	On reaching the escalation point, report the incident to the Emergency Response Coordinator as appropriate, and request assistance as needed.		X					

## FIRE ALARM MALFUNCTION - POST EVENT

**Legend:**

A – Maintenance Supervisor, B – Housing Manager, C – Property Supervisor, D – First Responder, E – Senior Property Supervisor, F – Housing Staff, G – Action Completed

	POST EVENT – Actions & Responsibilities	A	B	C	D	E	F	G
1.	Ensure the system is tested for proper operation.	X						
2.	Notify the Fire Department of resolution.			X				
3.	Notify the Insurance Company of resolution.			X				
4.	Notify the Tenants of resolution.			X				
5.	Notify the Operations/Security Supervisor, and General Manger of resolution.			X				
6.	Complete an incident report and notify Treasury Department.		X					

## NATURAL GAS LEAK - EVENT RESPONSE

**Legend:**

**A – Maintenance Supervisor, B – Housing Manager, C – Property Supervisor, D – First Responder, E – Senior Property Supervisor, F – Housing Staff, G – Action Completed**

	<b>EVENT RESPONSE – Actions &amp; Responsibilities</b>	<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>
1.	Call 911 and request required emergency services (i.e. Police, fire ambulance).				X			
2.	Contact required Fire Department and Natural Gas Company. Advise type of gas leak, property name, address, where they should go when they arrive at the property, phone number and your name.				X			
3.	Contact the Maintenance Supervisor and advise of emergency.				X			
4.	Remove tenants from the affected area where it is safe to do so.				X			
5.	Locate and advise the Housing Manager, where required.	X						
6.	Attend the emergency area, if required, to evaluate the emergency type, source and severity.	X						
7.	Isolate the immediate area.						X	
8.	Maintenance Supervisor to contact Emergency Response Coordinator if required.	X						
9.	Maintain a complete and chronological record of communications and on-site activities in the Emergency Incident Log.	X						
10.	Respond to tenant inquiries and provide assistance as required.					X		
11.	Order a specific or general evacuation if necessary, following consultation with the Housing Manager and authorities.	X						
12.	Respond to direct media inquiries		X					
13.	If required, issue the news release and employee and tenant bulletins simultaneously.		X					
14.	Inform relevant government agencies and community groups as necessary (i.e. OW/ODSP).		X					

## NATURAL GAS LEAK - ESCALATION POINT

**Legend:**

A – Maintenance Supervisor, B – Housing Manager, C – Property Supervisor, D – First Responder, E – Senior Property Supervisor, F – Housing Staff, G – Action Completed

	ESCALATION POINT – Actions & Responsibilities	A	B	C	D	E	F	G
1.	On reaching the escalation point, report the incident to the Social Services Director and request assistance as needed.		X					

## NATURAL GAS LEAK - POST EVENT

**Legend:**

A – Maintenance Supervisor, B – Housing Manager, C – Property Supervisor, D – First Responder, E – Senior Property Supervisor, F – Housing Staff, G – Action Completed

	POST EVENT – Actions & Responsibilities	A	B	C	D	E	F	G
1.	Arrange required repairs.	X						
2.	Confirm stable availability of restored gas from utility.	X						
3.	Have contractor/local utility or certified tradesperson restart equipment in priority sequence.	X						
4.	Advise the tenants that the system has been restored.					X		
5.	Authorize reoccupation of the building.		X					
6.	Implement site-specific building restoration procedures.	X						
7.	Coordinate post-event actions.	X						
8.	Chair debriefing meeting with all		X					

	participants.							
9.	Complete an incident report and notify Treasury Department.		X					

**BOMB THREAT – SUSPICIOUS PACKAGE – EVENT RESPONSE**

**Legend:**

A – Maintenance Supervisor, B – Housing Manager, C – Property Supervisor, D – First Responder, E – Senior Property Supervisor, F – Housing Staff, G – Action Completed

EVENT RESPONSE – Actions & Responsibilities		A	B	C	D	E	F	G
	<b>NOTE: EVACUATION GUIDELINES</b> Immediate evacuation should occur under the following conditions. If a device found or a specific threat detailing any of the following points - the type of bomb, where explosive(s) have been placed, estimated time of detonation and why it was placed. For all other bomb threat situations consult the police regarding evacuation requirements. During an evacuation the Evacuation Procedures must also be followed.							
	<b>UPON RECEIVING A BOMB THREAT:</b> If possible, have someone call 911	A	B	C	D	E	F	G
1.	Do not transfer call, argue with or ridicule the caller. Listen carefully. Write down the exact wording.				X			
2.	<b>DO NOT HANG UP FIRST. WAIT UNTIL THE CALLER ENDS THE CALL.</b>				X			
3.	Attempt to trace the call using *69 (varies by region) or call the operator and request the last incoming call on the line to be traced. Do not answer additional calls on that line until a trace has been attempted.				X			
	<b>UPON RECEIVING A REPORT OF A BOMB THREAT (i.e. from a tenant)</b>	A	B	C	D	E	F	G
1.	Notify the Housing Manager and the Police.			X				
	<b>UPON DISCOVERY OF A BOMB OR SUSPICIOUS DEVICE</b>	A	B	C	D	E	F	G
1.	Should a suspected device be located, do not touch it. Do not assume				X			

	it to be the only one.							
		A	B	C	D	E	F	G
2.	Call 911				X			
3.	Notify the Housing Manager and Police.			X				
4.	Evacuate the immediate area. (See Appendix 1)						X	
5.	Meet the police and advise the location of the device.						X	

### BOMB THREAT – SUSPICIOUS PACKAGE – ESCALATION POINT

**Legend:**

A – Maintenance Supervisor, B – Housing Manager, C – Property Supervisor, D – First Responder, E – Senior Property Supervisor, F – Housing Staff, G – Action Completed

	ESCALATION POINT – Actions & Responsibilities	A	B	C	D	E	F	G
1.	On reaching the escalation point, report the incident to the Social Services Director.		X					

### BOMB THREAT – SUSPICIOUS PACKAGE – POST EVENT

**Legend:**

A – Maintenance Supervisor, B – Housing Manager, C – Property Supervisor, D – First Responder, E – Senior Property Supervisor, F – Housing Staff, G – Action Complete

	POST EVENT – Actions & Responsibilities	A	B	C	D	E	F	G
1.	In conjunction with emergency authorities, authorize re-occupation of the building.		X					
2.	On direction from the Housing Manager, advise building occupants they may return to property.					X		
3.	Coordinate post-event actions.		X					
4.	Chair debriefing meeting with all		X					

	participants.							
5.	Complete an incident report and notify Treasury Department.		X					

### HAZARDOUS & TOXIC SPILLS - EVENT RESPONSE

**Legend:**

**A – Maintenance Supervisor, B – Housing Manager, C – Property Supervisor, D – First Responder, E – Senior Property Supervisor, F – Housing Staff, G – Action Completed**

	EVENT RESPONSE – Actions & Responsibilities	A	B	C	D	E	F	G
1.	Contact the Maintenance Supervisor and advise of the emergency. Request required emergency services (i.e. 911, police, fire, ambulance). Contact required emergency services. Advise type of emergency, property name, address, where they should go when they arrive at the property, phone number and your name.				X			
2.	Remove occupants from the affected area where it is safe to do so. <b>(See Appendix 1)</b>				X			
3.	Attempt to determine the type of product and quantity involved. Keep ignition sources away from spills.				X			
4.	Consult WHMIS Material Safety Data Sheets when dealing with a site product, to determine if spills may be cleaned up internally.	X						
5.	Leave spills involving unknown or	X					X	

	large quantities of hazardous materials for the Fire Department to handle.							
		<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>
6.	Locate and advise the Housing Manager where required.	X						
7.	Attend the emergency area, if required, to evaluate the emergency type, source and severity.	X						
8.	If Fire Department response is required, meet the Fire Department to liaise response efforts.	X						
9.	Maintain a complete and chronological record of communications and on-site activities in the Emergency Incident Log.	X						
10.	Respond to tenant inquiries and provide assistance as required.					X		
11.	Monitor media and public reaction to reported events and provide regular updates.		X					
12.	Respond to media requests and maintain log of all media contacts.		X					
13.	Consult with the Emergency Coordinator and authorities regarding evacuation. (See Appendix 1).	X						
14.	Order a specific or general evacuation if necessary, following consultation with the Housing Manager and authorities.	X						
15.	Organize a news conference if		X					

	required.							
16.	If required, issue the news release & employee & tenant bulletins simultaneously.		X					
17.	Inform relevant government agencies and community groups as necessary (i.e. OW/ODSP)		X					

### HAZARDOUS & TOXIC SPILLS – ESCALATION POINT

**Legend:**

A – Maintenance Supervisor, B – Housing Manager, C – Property Supervisor, D – First Responder, E – Senior Property Supervisor, F – Housing Staff, G – Action Completed

	ESCALATION POINT – Actions & Responsibilities	A	B	C	D	E	F	G
1.	On reaching the escalation point, report the incident		X					

### HAZARDOUS & TOXIC SPILLS – POST EVENT

**Legend:**

A – Maintenance Supervisor, B – Housing Manager, C – Property Supervisor, D – First Responder, E – Senior Property Supervisor, F – Housing Staff, G – Action Completed

	ESCALATION POINT – Actions & Responsibilities	A	B	C	D	E	F	G
1.	Authorize re-occupation of the building.		X					
2.	Implement site-specific building restoration procedures.	X						

3.	Coordinate post-event actions.	X						
4.	Chair debriefing meeting with all participants.		X					
5.	Complete an incident report and notify Treasury Department.		X					

### ELEVATOR ENTRAPMENT/MALFUNCTION – EVENT RESPONSE

**Legend:**

A – Maintenance Supervisor, B – Housing Manager, C – Property Supervisor, D – First Responder, E – Senior Property Supervisor, F – Housing Staff, G – Action Completed

	EVENT RESPONSE – Actions & Responsibilities	A	B	C	D	E	F	G
1.	Contact the Maintenance Office and advise of emergency.				X			
2.	Notify the elevator service company and advise of entrapment and ask for estimated time of arrival. Obtain a phone number for the responding technician if possible.						X	
3.	Immediately establish contact with the persons trapped via telephone or other safe means of communication, reassure them that there is no danger. Inquire as to whether anyone is injured or ill.						X	
4.	Maintenance staff may free trapped persons where they have been trained to do so and have the appropriate tools							
5.	Locate and advise the Maintenance Supervisor where required.						X	
6.	Attend the emergency area if required, to evaluate the emergency type, source and severity.	X						
7.	Contact the Fire Department if there is an urgent extraction required. Advise						X	

	type of emergency, property name, address, where they should go when they arrive at the property, phone number and your name.							
		<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>
8.	Maintain ongoing communications with the trapped persons until they are free. Keep them advised of the estimated time of arrival for the service technician.						X	
9.	Maintain a complete and chronological record of communications and on-site activities in the Emergency Incident Log (security).						X	

### ELEVATOR ENTRAPMENT – ESCALATION POINT

**Legend:**  
**A – Maintenance Supervisor, B – Housing Manager, C – Property Supervisor, D – First Responder, E – Senior Property Supervisor, F – Housing Staff, G – Action Completed**

	<b>ESCALATION POINT – Actions &amp; Responsibilities</b>	<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>
1.	Have the Fire Department and elevator service company attend immediately.						X	

## ELEVATOR ENTRAPMENT – POST EVENT

**Legend:**

A – Maintenance Supervisor, B – Housing Manager, C – Property Supervisor, D – First Responder, E – Senior Property Supervisor, F – Housing Staff, G – Action Completed

	POST EVENT – Actions & Responsibilities	A	B	C	D	E	F	G
1.	When incident is over, thank the trapped persons for their patience.	X						
2.	Complete an incident report (security) and notify Treasury Department.		X					
3.	Verify that the equipment has been serviced and is operable prior to reinstating elevator service.	X						

## UTILITY FAILURE – WATER EVENT RESPONSE

**Legend:**

A – Maintenance Supervisor, B – Housing Manager, C – Property Supervisor, D – First Responder, E – Senior Property Supervisor, F – Housing Staff, G – Action Completed

	EVENT RESPONSE – Actions & Responsibilities	A	B	C	D	E	F	G
1.	Contact the Maintenance Office and advise of water failure.				X			
2.	Verify the extent of failure and systems affected (i.e. domestic, sewage, fire protection).						X	
3.	Determine if the entire property has been affected or just a section.						X	
4.	If only a particular area has been affected, dispatch maintenance/plumber to investigate and repair.	X					X	
5.	When fire protection systems are impaired, advise fire department.	X						
6.	Locate and advise the Housing Manager where required.	X						
7.	Attend the emergency area, if required, to evaluate the emergency type, source and severity. Determine if evacuation is required.	X						

(APPENDIX 1)								
		A	B	C	D	E	F	G
8.	Arrange for bottled water, if required.	X						
9.	Arrange for portable toilets if required.	X						
10.	Coordinate response and communication of responders in conjunction with emergency authorities.	X						
11.	Maintain a complete and chronological record of communications and on-site activities in the Emergency Incident Log.					X		
12.	Respond to tenant inquiries and provide assistance as required.					X		
13.	If required, issue the news release and employee and tenant bulletins simultaneously.		X					
14.	Inform relevant government agencies and community groups as necessary.		X					

**UTILITY FAILURE – WATER  
ESCALATION POINT**

**Legend:**

A – Maintenance Supervisor, B – Housing Manager, C – Property Supervisor, D – First Responder, E – Senior Property Supervisor, F – Housing Staff, G – Action Completed

	ESCALATION POINT – Actions & Responsibilities	A	B	C	D	E	F	G
1.	On reaching the escalation point, report the incident to the Social Services Director and request assistance as needed.		X					

**UTILITY FAILURE – WATER  
POST EVENT**

**Legend:**

**A – Maintenance Supervisor, B – Housing Manager, C – Property Supervisor, D – First Responder, E – Senior Property Supervisor, F – Housing Staff, G – Action Completed**

	<b>POST EVENT – Actions &amp; Responsibilities</b>	<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>
1.	Verify the water is safe prior to communicating that the system is restored.	X						
2.	Implement site-specific building restoration procedures.	X						
3.	Verify the operating status of all Life Safety systems & equipment.	X						
4.	Coordinate post event actions – notify Fire Department that fire protection system is functioning	X						
5.	Advise building occupants that the system is restored.					X		
6.	Chair debriefing meeting with all participants.		X					
7.	Complete incident report and notify Treasury Department.		X					

**BURST PIPES – WATER DAMAGE – EVENT RESPONSE**

**Legend:**

**A – Maintenance Supervisor, B – Housing Manager, C – Property Supervisor, D – First Responder, E – Senior Property Supervisor, F – Housing Staff, G – Action Completed**

	<b>EVENT RESPONSE – Actions &amp; Responsibilities</b>	<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>
1.	Contact the Maintenance Office and advise the location of the burst pipe or				X			

	leak.							
2.	Remove tenants from the affected area where it is safe to do so.						X	
3.	Respond to tenant inquiries and provide assistance as required.					X		

### BURST PIPES – WATER DAMAGE – ESCALATION POINT

**Legend:**

A – Maintenance Supervisor, B – Housing Manager, C – Property Supervisor, D – First Responder, E – Senior Property Supervisor, F – Housing Staff, G – Action Completed

	ESCALATION POINT – Actions & Responsibilities	A	B	C	D	E	F	G
1.	On reaching the escalation point, report the incident to the Social Services Director and request assistance as needed.		X					

### BURST PIPES – WATER DAMAGE – POST EVENT

**Legend:**

A – Maintenance Supervisor, B – Housing Manager, C – Property Supervisor, D – First Responder, E – Senior Property Supervisor, F – Housing Staff, G – Action Completed

	POST EVENT – Actions & Responsibilities	A	B	C	D	E	F	G
1.	Ensure all water-vulnerable goods have been protected against damage.	X						
2.	Clean up all water.						X	
3.	Photograph damages and complete occurrence report if required.	X						
4.	Complete an incident report and notify Treasury Department.		X					

**UTILITY FAILURE - ELECTRICITY  
EVENT RESPONSE**

**Legend:**

**A – Maintenance Supervisor, B – Housing Manager, C – Property Supervisor, D – First Responder, E – Senior Property Supervisor, F – Housing Staff, G – Action Completed**

	<b>EVENT RESPONSE – Actions &amp; Responsibilities</b>	<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>
1.	Contact the Maintenance Office and advise of power failure, and contact power provider; Hydro/Veridian.				X			
2.	Determine if the entire property has been affected or just a section.						X	
3.	If only a particular area has been affected, dispatch maintenance/electrician to investigate and repair.				X			
		<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>
4.	Ensure tenants do not create hazardous situations with candles or portable generators and fuel burning appliances.						X	
5.	Contact the utility to determine the estimated length of impairment and neighbouring facilities to determine if they are affected.	X						
6.	Ensure the generator has started.						X	
7.	Search all elevators for possible entrapments.						X	
8.	Activate the Elevator Entrapment Procedure, if applicable.	X						
9.	Determine if fire, security and building control monitoring has been affected	X						

	and implement manual monitoring where required.							
		<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>
10.	Provide updates to tenants on instruction from Maintenance Supervisor.					X		
11.	Arrange for additional fuel for generator as required.	X						
12.	Coordinate shut off & restart procedures as required.	X						
13.	Implement site-specific electrical failure procedures to maintain life safety and building systems, e.g. sprinkler systems, water mains, mechanical equipment.						X	

**UTILITY FAILURE – ELECTRICITY  
ESCALATION POINT**

**Legend:**

**A – Maintenance Supervisor, B – Housing Manager, C – Property Supervisor, D – First Responder, E – Senior Property Supervisor, F – Housing Staff, G – Action Completed**

	<b>ESCALATION POINT – Actions &amp; Responsibilities</b>	<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>
1.	On reaching the escalation point, report the incident to the Social Services Director and request assistance as needed.		X					
2.	Position personnel at main access points to assist occupants who wish to leave and to advise incoming occupants.					X		
3.	Direct evacuation if required.					X		

**APPENDIX 1**

		A	B	C	D	E	F	G
4.	Maintain a complete and chronological record of communications and on-site activities in the Emergency Incident Log.	X						
5.	Respond to tenant inquiries and provide assistance as required.					X		
6.	If required, issue the news release and employee and tenant bulletins simultaneously.		X					
7.	Inform relevant government agencies and community groups as necessary.		X					
8.	Monitor media and public reaction to reported events and provide regular updates.		X					
9.	Implement site-specific building restoration procedures.	X						

**UTILITY FAILURE – ELECTRICITY  
POST EVENT**

**Legend:**

**A – Maintenance Supervisor, B – Housing Manager, C – Property Supervisor, D – First Responder, E – Senior Property Supervisor, F – Housing Staff, G – Action Completed**

	POST EVENT – Actions & Responsibilities	A	B	C	D	E	F	G
1.	Authorize reoccupation of the building.		X					
2.	Coordinate post event actions.	X						
3.	When utility has been restored, confirm stable availability.	X						
4.	Implement site specific building restoration procedures.	X						
5.	Instruct contractor, local utility or certified tradesperson to restart equipment in priority sequence.	X						
6.	Verify the operating status of all Life Safety systems and equipment.	X						
7.	Chair debriefing meeting with all participants.		X					
8.	Complete a detailed occurrence report.	X						

9.	Complete an incident report and notify Treasury Department.		X					
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**UTILITY FAILURE – NATURAL GAS  
EVENT RESPONSE**

**Legend:**

**A – Maintenance Supervisor, B – Housing Manager, C – Property Supervisor, D – First Responder, E – Senior Property Supervisor, F – Housing Staff, G – Action Completed**

	<b>EVENT RESPONSE – Actions &amp; Responsibilities</b>	<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>
1.	Contact the Maintenance Office & the gas provider and advise of natural gas failure.				X			
2.	Determine if the entire property has been affected or just a section.							
3..	Locate and advise the Housing Manager where required.	X						
4.	If only a particular area has been affected, dispatch maintenance/electrician to investigate and repair.	X						
5.	Attend the emergency area, if required, to evaluate the emergency type, source and severity.	X						
6.	Contact the utility to determine the estimated length of impairment and neighbouring facilities to determine if they are affected.	X						
7.	Determine, by telephone, if neighbouring sites have also been affected.	X						
8.	Maintain a complete and chronological record of communications and on-site activities in the Emergency Incident Log.						X	
9.	Coordinate building shut off & restart procedures as required.	X						
10.	Implement site-specific natural gas failure procedures to maintain life safety and building systems, e.g. sprinkler systems, water mains, mechanical equipment.	X						
11.	Respond to tenant inquiries and provide assistance as required.					X		
12.	Respond to media requests and maintain log of all media contacts.		X					
13.	Inform relevant government agencies and community groups as necessary.		X					

		A	B	C	D	E	F	G
14.	Contact utility to obtain updates.	X						
15.	Verify tenants have been advised to close gas valves and have complied.	X						
16.	Verify gas valves to base building equipment are closed.	X						

**UTILITY FAILURE – NATURAL GAS  
ESCALATION POINT**

**Legend:**

A – Maintenance Supervisor, B – Housing Manager, C – Property Supervisor, D – First Responder, E – Senior Property Supervisor, F – Housing Staff, G – Action Completed

	ESCALATION POINT – Actions & Responsibilities	A	B	C	D	E	F	G
1.	On reaching the escalation point, report the incident to the Social Services Director and request assistance as needed.		X					
2.	Monitor reports of core building temperature to determine if plan must be implemented to protect systems against cold temperatures.	X						

**UTILITY FAILURE – NATURAL GAS  
POST EVENT**

**Legend:**

A – Maintenance Supervisor, B – Housing Manager, C – Property Supervisor, D – First Responder, E – Senior Property Supervisor, F – Housing Staff, G – Action Completed

	POST EVENT – Actions & Responsibilities	A	B	C	D	E	F	G
1.	Confirm stable availability of restored							

	gas from utility.	X						
		A	B	C	D	E	F	G
2.	Have contractor/local utility or certified tradesperson restart equipment in priority sequence.	X						
3.	Advise the tenants that the system has been restored.					X		
4.	Chair debriefing meeting with all participants.		X					
5.	Complete an incident report and notify Treasury Department.		X					

### TORNADO AND WIND STORMS - EVENT RESPONSE

**Legend:**

A – Maintenance Supervisor, B – Housing Manager, C – Property Supervisor, D – First Responder, E – Senior Property Supervisor, F – Housing Staff, G – Action Completed

	EVENT RESPONSE – Actions & Responsibilities	A	B	C	D	E	F	G
1.	Notify all staff if imminent Tornado/Wind Warning event is issued.	X						
2.	Assign the responsibility to inspect and make emergency repairs to drains, gutters and flashing.	X						
3.	Where feasible, instruct employees to strap or anchor to the roof deck (i.e. joists) all roof-mounted equipment such as HVAC units, exhaust vents, satellite dishes, etc.	X						
4.	Ensure all necessary back-up	X					X	

	equipment such as emergency generators and communication devices are checked and maintained.							
		<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>
5.	Protect/relocate vital records.					X		
6.	Direct the installation of windstorm shutters or plywood over windows and doors where appropriate.	X						
7.	Ensure anything on the property that could potentially blow away or cause damage such as loose yard debris (i.e. pallets, outdoor signs, bike racks, garbage cans, dumpsters, shopping cart is anchored or relocated).	X						
8.	Coordinate building shut down & restart procedures as required.	X						
9.	Maintain a complete and chronological record of communications and on-site activities in the Emergency Incident Log. <b>(Appendix 1)</b>			X				
10.	Order an evacuation if necessary.		X					
11.	Review in-place sheltering plans in preparations for a tornado		X					

## TORNADO AND WIND STORMS – ESCALATION POINT

**Legend:**

A – Maintenance Supervisor, B – Housing Manager, C – Property Supervisor, D – First Responder, E – Senior Property Supervisor, F – Housing Staff, G – Action Completed

	ESCALATION POINT – Actions & Responsibilities	A	B	C	D	E	F	G
1.	When a Tornado/Wind Event occurs, report to the Social Services Director and request assistance as needed.		X					
2.	Order in-place sheltering following consultation with the Emergency Response Coordinator.		X					
3.	Announce instructions for in-place sheltering.	X		X			X	
4.	Proceed to pre-assigned zones to direct building occupants to shelter areas.						X	
5.	Direct the shutdown of all non-critical and nonessential electrical equipment, i.e. air exchange units.	X						
6.	Order grounding of all elevators.	X						
10.	Continuously monitor the Weather Radio to determine when the Warning is lifted	X			X		X	

## TORNADO AND WIND STORMS – POST EVENT

**Legend:**

A – Maintenance Supervisor, B – Housing Manager, C – Property Supervisor, D – First Responder, E – Senior Property Supervisor, F – Housing Staff, G – Action Completed

	POST EVENT – Actions & Responsibilities	A	B	C	D	E	F	G
1.	Notify All Clear.	X		X			X	
2.	Direct responders in a damage survey.	X						
3.	Secure the site to protect damaged areas from looters.					X		
4.	Survey for safety hazards such as live wires, leaking gas or flammable liquids, damage to foundations or underground piping.	X					X	
5.	If there has been flood damage, consult the flood plan ( <b>Treasury Terms</b> ).	X						
6.	Contact Risk and Insurance or the insurance adjuster to have an adjuster attend to assess damages.		X					
7.	Authorize repairs to damaged automatic sprinkler system and get sprinkler protection back in service as soon as possible.	X						
8.	If sprinkler system is impaired, authorize and schedule a fire watch.	X						
9.	Call in key personnel and contractors as directed.	X						
10.	Enforce safety system such as control of smoking, use of hot work permits, fire watches, etc. prior to allowing contractors to begin repairs.		X					
11.	Begin salvage as soon as possible to prevent further damage, i.e. cover broken windows and torn roof coverings immediately, separate damaged goods.	X					X	
12.	Beware of accumulating large amounts of combustible debris inside a building (both attracts vermin and is a fire hazard.)	X						
13.	Clean roof drains and remove debris from roof to prevent drainage problems.						X	
14.	Contract an electrician to check any open bus bars, conductors and exposed insulators before re-energizing main electrical distribution systems.	X						

		A	B	C	D	E	F	G
15.	If the natural gas service was turned off, contact the utility to have the service inspected and restored.	X						
16.	Authorize the re-occupation of the building.		X					
17.	Implement site-specific building system restoration procedures.	X						
18.	If required, issue the news release and employee and tenant bulletins simultaneously.		X					
19.	Inform relevant government agencies and community groups as necessary.		X					
20.	Chair debriefing meeting with all participants.		X					
21.	Complete an incident report and notify Treasury Department.		X					

### FLOODS - EVENT RESPONSE

**Legend:**

**A – Maintenance Supervisor, B – Housing Manager, C – Property Supervisor, D – First Responder, E – Senior Property Supervisor, F – Housing Staff, G – Action Completed**

	EVENT RESPONSE – Actions & Responsibilities	A	B	C	D	E	F	G
1.	Discuss evacuation procedures with all employees and tenants, as well as the availability of property personnel to assist in the event of a flood emergency.		X					
2.	Appoint designate to monitor flood levels.		X					
3.	Appoint a central contact responsible for keeping tenants apprised of the status of the situation and to communicate the property's actions plans.					X		
4.	Prepare a plan of action for moving equipment (vital fire pump motors or engines, important motors, controls and emergency generation equipment) and supplies above flood levels.	X						
5.	Assign employees to perform functions developed in the pre-planning stage (e.g. sandbaggers, equipment movers, security, maintenance, housekeeping).	X						

	<b>EVENT RESPONSE – Actions &amp; Responsibilities</b>	<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>
6.	Prepare a fan-out system to call participants as quickly as possible. Utilize S.S. call out system through T.A.S.		X					
7.	Check property for flooding on an hourly basis, 24 hours a day until the threat of flooding has passed.		X					
8.	Move computers, equipment, etc. above flood level (another floor or raise off floor)						X	
9.	Remove all storage from sprinkler and electrical rooms and from around drains.						X	
10.	Move all vital records above flood level or off site.						X	
11.	Make preparations to board up windows and doors if necessary.						X	
12.	Ensure emergency generator is tested and functional. (Ensure you have sufficient fuel on hand.)	X						
13.	Ensure the property's emergency lighting system is fully charged and functional.	X						
14.	Ensure sump pump(s) are working.	X						
15.	Ensure all sprinkler control valves are open.	X						
16.	Ensure backflow prevention valve is operational (domestic water and sewer).	X						
17.	Know how to shut down all power and fuel once water gets into the building.	X						
18.	Know procedures for shutting down elevators and escalators.	X						
19.	Protect sprinkler risers from floating debris. Mark risers where there is the possibility of risers becoming submerged.	X						
20.	Determine source(s) for sand and sand bags, and enter into provisional contracts with suppliers.	X						
22.	Contact rental companies in advance to reserve equipment such as wet vacs, extractors, and pumps for cleanup.	X						

## FLOODS – ESCALATION POINT

**Legend:**

A – Maintenance Supervisor, B – Housing Manager, C – Property Supervisor, D – First Responder, E – Senior Property Supervisor, F – Housing Staff, G – Action Completed

	ESCALATION POINT – Actions & Responsibilities	A	B	C	D	E	F	G
	<i>Action Plan if Flooding is Imminent</i>							
1.	As a result of warnings from the property flood watch or civil authorities regarding the water levels, implement the escalation plan.		X					
2.	If during non work hours, instruct the notifier to contact Emergency Team members. Call 613-961-2111		X					
3.	If after hours, implement the Emergency S.S. call out system to contact employees to report to property.	X	X				X	
4.	Review and communicate employee assignments when they arrive.		X			X		
5.	Maintain a complete and chronological record of communications and on site-activities in the Emergency Incident Log.						X	
6.	Respond to tenant inquiries and provide assistance as required.					X		
7.	Place sandbags and plywood						X	

	sheets at all doorways, receiving areas and other areas prone to flooding.							
8.	Board up windows.	X					X	
9.	Sandbag floor drains to prevent sewer backup from spreading.	X					X	
10.	Report the status of the flood situation to the Housing Manager as appropriate and request assistance as needed.	X						
11.	Order a specific or general evacuation if necessary.		X					
	<b>ESCALATION POINT – Actions &amp; Responsibilities</b>	<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>
	<i>When necessary or when ordered to do so, evacuate the property.</i>							
1.	Notify tenants to evacuate					X		
2.	Turn off power supply (fire is a concern).	X						
3.	Shut off gas supply.	X						
4.	Advise fire and police departments that the building has been evacuated.					X		
5.	Secure exterior doors and set alarms.	X						
6.	Ensure sandbags exist before leaving.	X					X	
7.	Ensure security procedures are in place. Where physically possible, properties should post 24-hour security until such time as the property is re-opened.					X		
8.	Update the status of the flood situation and evacuation to the Social Services Director and		X					

	request assistance as needed.							
	<b>ESCALATION POINT – Actions &amp; Responsibilities</b>	<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>
9.	Inform relevant government agencies and community groups as necessary.		X					

### FLOODS – POST EVENT

**Legend:**

A – Maintenance Supervisor, B – Housing Manager, C – Property Supervisor, D – First Responder, E – Senior Property Supervisor, F – Housing Staff, G – Action Completed

	POST EVENT – Actions & Responsibilities	A	B	C	D	E	F	G
	<i>After flood waters have receded and it is safe to return to the property, take the following steps prior to re-entering the building.</i>							
1.	If it appears that serious flood damage has occurred in the area, immediately <b>contact fire department as deemed necessary to determine if building is safe to re-enter.</b>	X						
2.	If utility service has been impaired, contact the appropriate utility companies for an estimate of the time it will take until normal service will resume and to arrange safe procedures for restoring utility service.	X						
3.	If electrical service was not turned off prior to the flood, contact your local utility to attend the property and turn off the power prior to entering the building.	X						
4.	Walk the perimeter of building and inspect the foundation for signs of undermining, cave-ins, shifting or any sign of weakness. Any concerns should be reported to the Maintenance Supervisor and to the Director of Social Services.	X					X	

	<i>Once it is safe to re-enter the building</i>	A	B	C	D	E	F	G
5.	Provide workers with protective wear as the site may contain sewage based e-coli form count in the water.	X						
6.	Wear long sleeved shirts and pants with high topped rubber boots and rubber gloves. Gloved hands should be maintained at all times. Hands and exposed areas should be washed well with soap and water after cleaning and before eating.	X					X	
7.	Move around the building slowly. Have sufficient lighting. Watch for loose floor tiles, protruding nails, and sagging ceilings, plaster and/or walls.	X					X	
8.	Unplug all electrical appliances including computers and electronics prior to turning power back on.						X	
9.	Test water pressure and operation of the sprinkler alarm system. If the system is not operating, immediately contact the local fire department and sprinkler contractor.	X						
10.	Restoring fire protection as soon as possible is critical due to increased danger of a fire and limited public protection.	X						
11.	If the sprinkler alarm system is not working or if the sprinkler system must remain impaired due to weather or other circumstances, a 24-hour security guard must be posted until the system is restored.					X		
12.	Test the alarm system. If the system is not operating, contact <u>the alarm company</u> immediately, and post a 24-hour guard service until the alarm system is restored.	X				X		
13.	Make a preliminary inspection of structural, floor and equipment damage.	X						
14.	Prepare a Property Damage Occurrence Report for submission to Treasury.	X						
15.	Complete an incident report and notify Treasury Department.		X					
	<b><i>Once flood waters have receded and no further flood danger exists, clean-up and inventory of damages must take place immediately. The insurance adjuster will assist the property with this process.</i></b>							
16.	Minimize further flood damage by directing the relocation of	X						

	undamaged property in immediate danger of being damaged.							
		<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>
17.	Ensure trash and debris is immediately removed from the premises to prevent attracting insects and rodents.	X						
18.	Provide reasonable assistance to tenants in their cleanup efforts. (i.e. flexibility in access, regular updates, etc.)					X		
19.	Contact wet vac extractors and pump rental companies to obtain reserved equipment.	X						
20.	Contact specialized cleaners suggested by the insurance adjuster.	X						
21.	Request assistance from staff to assist in clean-up.		X					
22.	Contact cleaning contractor to provide additional cleaners.	X						
23.	Monitor costs (including payroll) to clean up the property.	X						
24.	Authorize re-opening of the building.		X					
25.	Chair debriefing meeting with all participants.		X					
26.	Complete an incident report and notify Treasury Department.		X					

**APPENDIX 1**

**EVACUATION SITE LISTING**