



Generic

The Cole Group
EMERGENCY RESPONSE
AND
PROCEDURES
MANUAL



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Introduction

Purpose:

The Cole Group Emergency Response and Procedures manual contains procedures and guidelines for serious accidents, emergencies and disasters involving the welfare of all personnel, the operations within the facility and the machines and equipment located at Niagara Falls Office. These procedures, when practiced, will assist employees in minimizing personal injury and avoid or reduce company losses in the event of an emergency.

Emergencies:

With our office work environment, the exposure to emergencies should be limited. There is always the possibility of a fire or medical emergency as well as an outside threat such as a bomb threat.

These emergencies can develop in spite of an accident prevention program, so pre-planning is essential to minimize confusion and delay in handling these situations.

For Emergency Assistance:

- **During regular business hours**

Immediately notify your supervisor in the event of a worksite emergency. Even, if you're not entirely sure of the potential risk, the emergency must be reported. The supervisor must then notify the Branch Manager.

- **At other times**

In the case of a serious emergency (one that cannot be controlled by a Cole Group employee) pull the red fire alarm pull station located at the end of the hall exit area. This will activate the office fire alarm system, which in turn will automatically notify the fire department.

Ambulance and fire department services can be obtained by dialing 9-1-1. If an injury or illness requires serious medical attention, contact the ambulance service. There is an emergency call list found on page 5 that will assist you in finding the appropriate contact number.



2. Emergency Contact numbers and Emergency Personnel (Wardens)

Wardens:

Are designated from various departments. Their priority is to ensure that all personnel are safely evacuated to their designated Muster point. This requires a physical check of all rooms, including washrooms and storage rooms and a head count is to be taken at the Muster Point.

Wardens are responsible to be aware of the personnel in their area. In the event of an evacuation, they will make sure all personnel are accounted for and assembled in their group in Cole's Primary Muster Point, outside at the toll sign near the pole.

Wardens will make sure there is someone who can take their place if they are absent from work and this substitute will carry the same responsibilities. All members in the department will be informed of who their Warden and substitutes are and made aware that in an emergency they must stay with their respective group.

Wardens will hold their designation until a change is made. All Wardens will be known to each other and be fully informed of any testing to be done on site that may set off an alarm.

Wardens will be responsible for safely evacuating employees, contractors and visitors in their department.

The receptionist will take the visitor sign in binder, located on the reception counter, with them to the Muster area. A warden will ensure that these people are accounted for in their head count.

This is why it's important to note that all visitors, (non Cole employees) must sign in and out to ensure that they are accounted for during an emergency or building evacuation.

Wardens by Department and/or team

Title	Name
Head Warden	Sue Harrison
Assistant Warden(s)	Wendy Gibbons



After Hour Emergency Call List Order for Cole Staff *(complete for your location)*

Name	Home Phone	Cell Number
Sue Harrison	905-357-5389	905-329-3611

Outside Emergency Contact Services, Posted By Exits

Agency	Telephone	Additional Information
Fire Department	911	24/7
Ambulance	911	24/7
Police	911	24/7
Enbridge Gas	1-866-763-5427	24 Hour Emergency
Dangerous goods incidents	1-800-268-6060	24 Hours
Disaster Services Agency	911	Office Hours
905-Property Management	905-354-5641 ext.4161	After Hours

Non Emergency Numbers

Agency	Telephone	Additional Information
Police Service	905-688-4111	
Medical Services	905-378-4647	non emergency ambulance
Fire Department	905-956-1321	non emergency business calls
Electrical Services	1-800-664-9376	trouble calls only – 24 hours
Water Works – Water Trouble	1-800-664-9376	Hydro One
Health Link	905-378-4647	

Nearest Hospital

Greater Niagara Hospital	24 Hour Emergency
	Main – 905-378-4647

3. First Aid Response Procedures for Minor-Serious Medical Injury or Illness



The Cole Group will provide first aid services and equipment in accordance with the legislative regulations pertaining to our location, work force size, occupation and nature of work.

The OHS (Occupational Health and Safety) code identifies "low hazard work" as clerical or administrative work performed at an administrative site or a worked dispersal site where at least one worker is based and where a worker(s) is required to report to, and be transported to a different work site where other work will be done.

Cole International, Niagara Falls falls into this "low hazard work" category.

We are also a **close work site, which** means that we are not more than 20 minutes time travel from a health care facility, under normal travel conditions, using the available means of transport.

We currently employ between 1 or 3 workers at our work site.

Based on Cole being categorized as a close/low hazard site, employing 3 staff, stipulates that the certain first aid requirements must be met.

Employers (Cole's) Responsibilities to First Aid Requirements:

- Ensure that that number of trained first aid attendants meets or exceeds the requirements of Occupational Health and Safety.
- Maintain a record of all trained first aid attendant staff
- Post signs in high traffic areas indicating the location of the first aid station.
- Ensure that first aid services, first aid equipment and supplies are located at the designated first aid station.
- Ensure that first aid equipment and supplies are available and accessible at all times.
- Ensure that first aid equipment and supplies are maintained in a clean, dry and serviceable condition.
- Maintain first aid records.
- If required, provide transportation for injured or ill staff to a health care facility.

Employee's First Aid Responsibility:

Cole's employees must, on suffering an injury or illness, report it to their supervisor immediately.



First Aid Trained Staff

We must have 1 staff member trained in first aid as follows:

Emergency First Aid: means a person who holds a certificate in Emergency First Aid from a training agency (8 hour course).

Posting of First Aid Signs

Signs will be posted on wall by front counter advising that the first aid station is located at the front counter and the emergency first aid kit is also in the front counter cabinet. The names of our appointed first aid staff will be also be indicated.

First Aid Kit

We must maintain a fully stocked workplace first aid kit, consisting of the following:

A current edition of a standard St. John's Ambulance First Kit Manual

1 card of safety pins

Dressing consisting of 12 adhesive dressings individual wrapped, 4 sterile gauze bandages, 2 four-inch sterile bandage compresses and 1 triangular bandage

The Employer shall ensure that the first aid stations is at all times in the charge of a worker who: Is the holder of a valid St. Johns Ambulance Emergency First Aid Certificate or its equivalent and works in the immediate vicinity of the station.

First Aid Record Keeping

Various written records are to be maintained as part of our First Aid Plan. The records include:

- Names of our first aiders, including their certificates and training records.
- First aid supply inventories
- Injury and illness records (confidential)
- Procedures for communication, including how to summon help
- Transportation plans for getting injured or ill workers to medical treatment facilities



First Aid Record Report Form

Blank forms are maintained at the first aid kit.

Whenever an employee suffers a workplace injury or illness or if the person goes to a hospital or clinic, it is required to be recorded on a First Aid Record Report form that contains the following information:

- The name of the employee
- The name of the first aid attendant and their qualification (emergency or standard)
- The date and time of the injury or illness
- The date and time the injury or illness was reported
- A description of the injury or illness, where it occurred and the cause
- A description of the first aid provided

First aid report forms must be kept on file for at least three (3) years from the date of the injury or illness.

First Aid Record Report forms may contain information of a personal nature and will be treated as confidential and not made available for public viewing. Completed reports will be forward to the branch manager. To maintain confidentiality the report is only accessible to:

- The affected employee
- The person giving first aid
- Cole's evaluators of health and safety programs



First Aid Response

As soon as advised, our first aid staff will attend to the injured or ill person in accordance with first aid training. They must first get consent from the victim. In the case of an unconscious victim, it's implied that they would consent to medical aid. Our first aiders should not be reluctant to call for additional assistance if the situation dictates to do so.

A major event like chest pains, breathing difficulty, sudden collapse, major bleeding, cuts that do not stop bleeding with direct pressure or use of pressure points will require immediate medical attention as a rule. Call for an Ambulance for any major event that has the potential of a life and death circumstance.

If 911 is called:

- keep calm
- speak clearly
- answer questions
- state the type of emergency (police, fire ambulance)
- state your name, phone number and extension
- give physical address of where you are
- name, sex, age of victim
- nature of the incident, injuries
- treatment received by the victim so far
- inform EMS that someone will meet them in the parking lot.

Assign ONE person to meet the EMS staff in the parking lot to guide them to the emergency.

A first aid attendant can treat minor injuries in house.

Transportation for injured or ill workers

If required, Cole will provide transportation for injured or ill workers to a health care facility where medical treatment can be provided. Normally a co-worker would be able to drive the person if it's not an emergency situation. In a critical situation where the worker requires immediate attention, 911 is to be called by a first aid attendant. Cole must be updated once the injured or ill worker has been taken care of.



Clinics to be used for work-related injuries

- **To be used for non-emergency injuries**

Morrison Walk-in Clinic

6453 Morrison Niagara falls, ON

Phone Number- 905-374-3344

Days and hours of operation- M-T 9am to 9pm, Fri. 9am to 7pm & weekends
9am to 3pm

- **To be used for serious injuries**

Niagara Health System

1200 Fourth Ave, St. Catharines, ON

Phone number(s): 905-378-4647 Main reception:



First Aid Record

A first aid record is required for any first aid treatment provided at Cole, whether it is self administered or provided by one of our certified first aid attendants. Complete all of the required information below and submit it to the Security Manager acting as the (H&S) coordinator. First aid records are confidential and are not to be left in work areas.

Date of injury or illness: _____ Time: _____

Date injury/illness reported: _____ Time: _____

Full name of injured worker: _____

Description of where the injury or illness occurred/began:

Cause of injury or illness:

First aid provided? Yes () No ()

Name of first aid attendant: _____

First aid attendant qualifications: Standard () Emergency ()

Description of first aid provided:

Copy provided to worker () Copy refused () Worker's initials: _____

Keep this record confidential and retain it for at least 3 years from the reporting date of the injury.

Originator: Security Manager Uncontrolled if printed.



4. Building Evacuation Procedures/Muster Points

On hearing the fire alarm, employees and visitors are to follow these procedures:

Walk to the nearest lighted exit and leave the building. **DO NOT GO TO THE WASHROOM – GO STRAIGHT TO THE PRIMARY MUSTER POINT.** It is important to note that all employees should carry their vehicle keys with them at all times, especially during the colder months.

Assemble at the Primary Muster Point and have your name checked off.

Remain at the Primary Muster Point and do not return to your work place.

If it's cold, your Warden may permit you to stay warm inside your vehicle if it's in sight of the muster point.

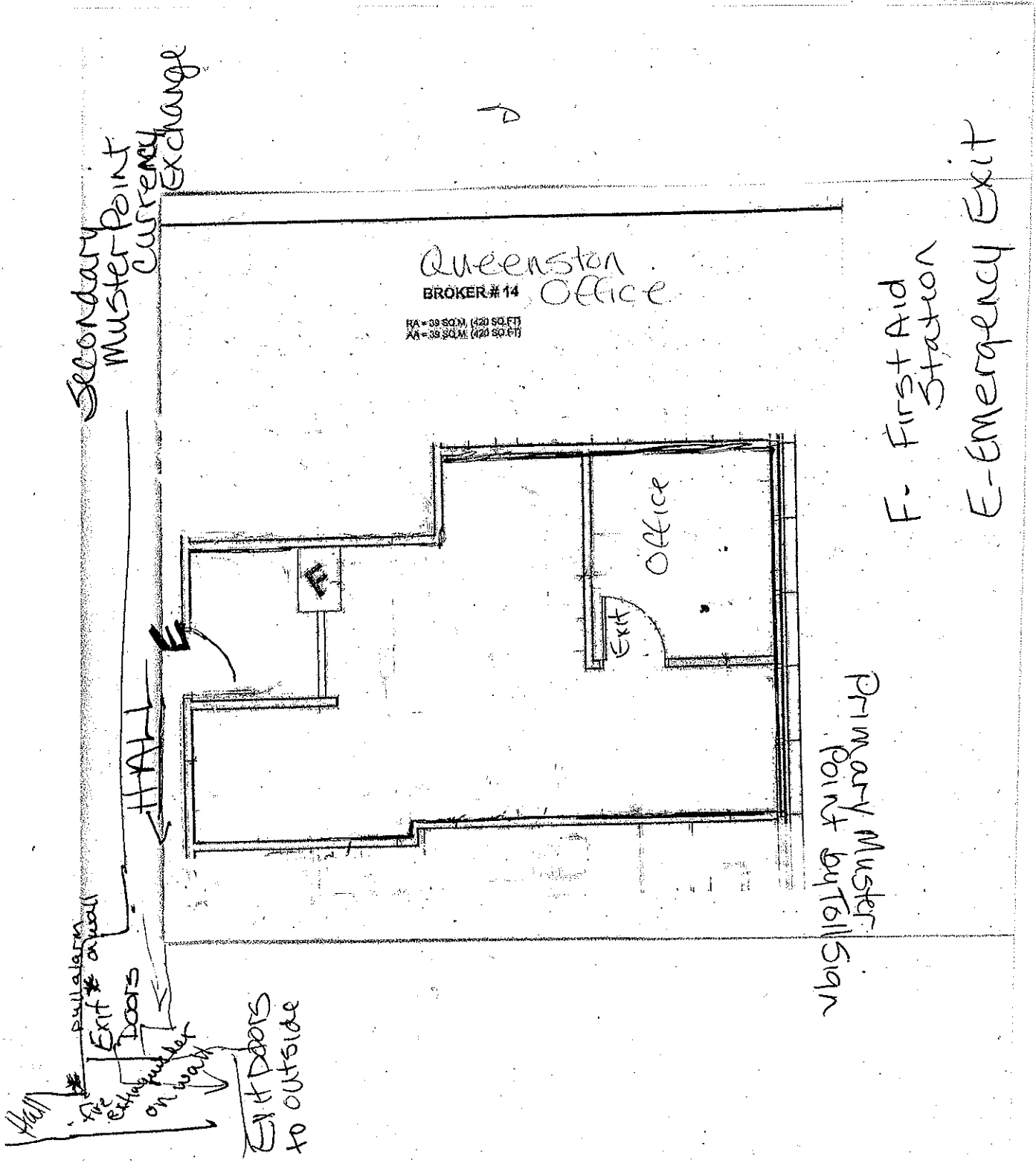
Only return to your workplace once you've been instructed to do so, by the Fire Department or your Warden.

Muster (Evacuation) Point(s):

Primary Muster Point: outside building at toll sign

If smoke or fire prevents you from evacuating to the north side of the building, evacuees are requested to meet at the Secondary Muster Point.

Secondary Muster Point: Currency Exchange Building





6. Basic fire extinguisher handling procedures.

If you discover a fire.

Assist any person in immediate danger if it can be accomplished without risk to yourself. Ask fellow employees to assist you so as not to waste valuable time. In fire situations, every second counts.

Assess the fire situation before attempting to put it out. Determine if the fire is small enough for you to safely extinguish it. See below "Do Not Fight the Fire if" for things to be considered when assessing if the fire can be put out safely.

If the decision is made not to fight the fire, activate a building fire alarm by pulling down one of the red fire pull tabs located at each of the entrance/exit doors of our building. The fire alarm will notify the fire department to come to our location as well as advise all staff and visitors within the building to evacuate. Any employee who has information regarding the location and type of fire will be required to meet the fire department in the parking lot and provide them with any pertinent information about the fire.

Whenever trying to put out a fire here at work, always remember:

You are not a Fire Fighter. If, after exhausting the contents of one full fire extinguisher, the fire continues to burn – STOP, sound the alarm, notify your warden, and evacuate the building.

For specific fire extinguisher training, see Fire Extinguisher Training Manual for more details.

Basic Fire Extinguisher Handling Procedures

- PULL -** Pull the pin
- AIM -** Aim the extinguisher nozzle at the base of the fire.
- SQUEEZE -** Squeeze the handle.
- SWEEP -** Sweep from side to side at the base of the fire. Watch for a reflash of fire.



7. Power Outage Procedures

During a power outage, all overhead lighting within the facility will be off, but our emergency lighting will automatically be activated. This should be sufficient enough for visibility, especially during daylight hours.

Any doors controlled by swipe cards will also revert to emergency power and should function as normal.

The Branch Manager will confirm if the power outage is specific to our building, or if it's a general area outage. If it's specific to our building then, The Bridge Authority will be called.

Normally power outages are short in duration, so staff should be patient and remain at their desks. If it lasts for an extended period of time ask the Warden if ok to proceed elsewhere.

Once power has been restored, employees are to resume work as usual.



8. Bomb Threat Procedures

During a bomb threat, Cole's first priority will always be the safety of our employees. A bomb threat procedure and call record will be provided to all personnel who are likely to answer Cole's listed phone number. Our receptionist will most likely be the person talking with the caller and will have a copy of the bomb threat call report readily available at reception.

Procedure: In the event of a bomb threat,

1. Remain calm,
2. Note the time of the call and what line the call came in, on the Bomb Threat Record Sheet, (attached)
3. Try to obtain as much information as possible from the caller by following the Bomb Threat Record Sheet.
4. Where possible, do not hang up the telephone following the end of the bomb threat, as it may be possible to trace the call. Leave the incoming call line open and use another line to call 911.
5. Do not create panic by telling other personnel.
6. Advise your manager as soon as possible.
7. Commence a building evacuation procedures to the designated Muster Point meeting area. **This means everyone !**
8. Follow the directions of the police, once they arrive.



Bomb Threat Call Record, Post near Reception Desk for Easy Access

Exact Wording of Threat (use separate sheet if required)

Bomb Threat – Questions to ask	
1. When is the bomb going to explode?	
2. Where did you place the bomb?	
3. What does it look like?	
4. What kind of bomb is it?	
5. What will cause it to explode?	
6. Did you place the bomb?	
7. Why did you place the bomb here?	
8. What is your address?	
9. What is your name?	

Caller's Voice Checklist							
<input type="checkbox"/>	Calm	<input type="checkbox"/>	Loud	<input type="checkbox"/>	Nasal	<input type="checkbox"/>	Clearing Throat
<input type="checkbox"/>	Angry	<input type="checkbox"/>	Laughter	<input type="checkbox"/>	Stutter	<input type="checkbox"/>	Deep Breathing
<input type="checkbox"/>	Excited	<input type="checkbox"/>	Crying	<input type="checkbox"/>	Lisp	<input type="checkbox"/>	Crackling Voice
<input type="checkbox"/>	Slow	<input type="checkbox"/>	Normal	<input type="checkbox"/>	Raspy	<input type="checkbox"/>	Disguised
<input type="checkbox"/>	Rapid	<input type="checkbox"/>	Distinct	<input type="checkbox"/>	Deep	<input type="checkbox"/>	Accent
<input type="checkbox"/>	Soft	<input type="checkbox"/>	Slurred	<input type="checkbox"/>	Ragged	<input type="checkbox"/>	Familiar
If the voice is familiar, who did it sound like?							

Background Sounds Checklist							
<input type="checkbox"/>	Street Noises	<input type="checkbox"/>	Music	<input type="checkbox"/>	Factory Mach	<input type="checkbox"/>	Local
<input type="checkbox"/>	Crockery	<input type="checkbox"/>	House Noises	<input type="checkbox"/>	Animal Noises	<input type="checkbox"/>	Long Distance
<input type="checkbox"/>	Voices	<input type="checkbox"/>	Motor	<input type="checkbox"/>	Clear	<input type="checkbox"/>	PA System
<input type="checkbox"/>	Office Mach.	<input type="checkbox"/>	Static	<input type="checkbox"/>		<input type="checkbox"/>	
Other:							

Threat Language Checklist			
<input type="checkbox"/>	Well Spoken (Educated)	<input type="checkbox"/>	Taped
<input type="checkbox"/>	Foul	<input type="checkbox"/>	Message Read By A Threat Maker
<input type="checkbox"/>	Irrational	<input type="checkbox"/>	Incoherent
Other:			

Remarks by the Receiving Person:	
Time Of Call:	
Reported Call To:	
Management Position:	
Incoming Line Number:	
Extension Number:	
Date Of Call:	



9. Planned – Unplanned Emergency/Evacuation Drill Report

This form is to be used by the department Wardens for recording any planned or unplanned Emergencies and or building evacuation drills for improvements. During the emergency or evacuation drill, observe and assess your department for improvements in performance and/or revisions to our current building evacuation procedures.

Department	
Date/Time of Drill or Evacuation	
Total Time Taken to Evacuate and Assemble	
Were Visitors and Contractors Involved?	

Comments – Recommendations that could lead to improvements in Cole's Evacuation Plan:

Drill Deficiencies Noted	What Should Have Happened - Recommendations
Overall Comments;	
Name of Warden:	
Date of Recording:	