

Title:	Emergency Response Plan	Date of Original Board Approval:	November 2013
Approved by:	Mark Runciman	Revision Date(s):	January 2016
Reviewed By:		Date of Next Review:	
Location:	All RBG Properties	Ref. No:	HS-013

Objective & Goals

Establish and maintain procedures to respond to incidents and other emergency situations, and minimize all losses associated with them.

Scope

The Emergency Response Plan outlines how we will direct an emergency response.

Policy Statement

This policy intended to ensure all RBG employees and volunteers understand their roles and responsibilities in the event of an emergency.

Roles and Responsibilities

Team Leader (CEO)

- Oversees operation of Royal Botanical Gardens or initializes a complete site evacuation from the Emergency Response Command Centre
- Ensures all government officials are apprised of the situation
- Assess all required resources and ensures all efforts necessary are directed towards the emergency
- Works with the Corporate Spokesperson to ensure all relevant information is available to develop media response to the emergency

Emergency Response Coordinator (Senior Manager, Physical Assets & Security)

- Assumes responsibilities of Team Leader in his/her absence and in all situations, assumes the operational lead
- Requests external aid
- Coordinates activities
- Keep all employees, volunteers and visitors updated as required
- Ensure that all applicable authorities have been notified such as Ministry of Labour, etc.
- Ensures all on-site emergency response procedures are followed
- Receives update from the Manager, Customer & Facility Services/Security regarding emergency solution
- Ensures all records are maintained and that the Media and Family Reception areas have been established by the Marketing & Communications Department
- Responsible for gathering facts from the field and keeping the Emergency Response Team up to date
- Ensures emergency shut offs are closed
- Confirms evacuation is complete

Emergency Response Team

- An emergency response team comprised of representatives of various departments and locations will assist with emergency functions
- Evacuate all building occupants and assist where required

Corporate Spokesperson

- The only person assigned to talk to media or make statements to staff, guests or families
- Assembles the media in designated media area (e.g., classroom, meeting room) and maintains control over their access to RBG properties
- Updates the media through press releases
- Informs CEO of all media issues
- Under the direction of the Team Leader/CEO, will regulate media access to the accident scene
- Responsible for ensuring all facts have been gathered prior to any statements
- Develops corporate response statements with approval from the Team Leader/CEO
- Ensures necessary information is communicated to reception for all phone inquiries

Manager, Visitor Experience

- Coordinate all answering, logging and directing of incoming calls to appropriate member of the team or take messages when required
- Disseminate information over the phone as directed by the Corporate Spokesperson or Team Leader when required.
- Assist in directing media and families to designated assembly areas
- Greet and escort media, families or visitors to designated assembly areas if required

Manager, Customer & Facility Services/Security

- Directly oversees the on-site emergency response, as required.
- Assess site response resources and coordinate with all departments involved
- Ensure that the Emergency Response Team has been notified
- Collects incident information for Emergency Response Team and gives updates when necessary
- Acts as the corporate on-scene manager throughout the emergency

Human Resources

- Acts as back up Emergency Response Coordinator
- Ensures all required Incident Reports are completed and copied to appropriate persons
- Assist in scene management and investigations
- Ensures all on-scene health and safety issues are addressed for the protection of visitors, staff members, media and families
- Provide updated current list of staff as required

Marketing & Communications Department

- Assist the Corporate Spokesperson when necessary
- Establish the Media and Family centres and ensure they are operational
- Maintain the Media and Family Centres until further directed by the Team Leader

All Employees & Volunteers

- Report an emergency by calling 911 or other emergency number
- Alert staff and visitors
- Include in alert that emergency services have been contacted

- Turn off machinery such as shop and restaurant.
- Evacuate and report to designated meeting areas
- Administer first aid, if trained, until external medical experts arrive
- Advise HR of all injuries

Ongoing Responsibilities

Senior Manager, Physical Assets & Security

- Responsible for the development, implementation, modification, and delivery of the emergency response activity.
- review of maps and floor plans –annually or when changes occur

Procedures

Emergencies Requiring Shutdown and Evacuation of Facilities:

- When a manager is made aware of an emergency that requires evacuation of the facility, reception will be notified and will announce over the public address system, “evacuate immediately”, and repeat this message three times.

Actions following announcement:

Receptionist - (Manager, if receptionist not available):

- Call “911” to report emergency
- Direct any calls for information to the Corporate Spokesperson.

Emergency Response Team and all Managers:

- Evacuate designated areas – employees, volunteers and visitors.
- Report to the designated assembly areas. Bring portable first aid kit, if any, assigned to your department.
- Conduct duties as assigned by emergency response coordinator.
- Managers to check that relevant equipment is turned off.
- On arrival at designated assembly point, conduct a head count. Report to emergency response coordinator any additional or missing persons in your assembly area.
- Keep all employees and volunteers in the assembly area until the "all clear" order has been issued or further instructions given by the emergency response coordinator.

Employees & Volunteers:

- Shut off applicable equipment
- Evacuate by nearest safe exit and report to your assembly area.
- Cooperate with all emergency and investigating authorities

Emergency Response Coordinator:

- Collect reports of any missing persons from assembly points. Arrange a search by the emergency response team of areas unaffected by the emergency.
- Arrange security of the work site for unaffected areas.
- Arrange access for emergency vehicles and equipment to workplace areas.
- Arrange first aid treatment for any injured persons. Act as liaison with municipal emergency services. Provide requested information on chemical storage, storage areas, floor plan, etc.
- With agreement of emergency services from municipality, notify staff when “all clear” order has been given.

- Act as liaison with other area businesses/residences, etc., that may be affected by an emergency.
- Invoke emergency backup and support agreements as appropriate.
- Assess the performance of the emergency plan and provide a report to the CEO with recommendations for improving performance within 3 days of the emergency.
- Provide senior management with on-going status reports as appropriate.
- Arrange for restart of business following emergency.
- Meet with emergency response team and JHSC within one week of the emergency to review the adequacy of performance, and develop and implement recommendations as needed.

Corporate Spokesperson

- Coordinate media relations as necessary.

Emergencies on a Trail

- RBG trails are signed. Always know what trail you are on and if possible carry a trail map and cell phone with you in addition to a radio, if applicable. You may also wish to use trail app.
- Emergency vehicles will meet with a RBG at the trailhead and proceed to your location.

Emergencies Not Requiring Shutdown or Evacuation:

- On becoming aware of a situation in which emergency action may be needed, but does not require evacuation, the emergency response coordinator will arrange for a call over radio system. If the emergency is the result of an incident, the incident investigation procedure must be followed.

Emergency Response Coordinator:

- Report to emergency site.
- Call on whatever internal emergency assistance is deemed necessary.
- Act as liaison with municipal services (police, fire, etc.)
- If the emergency is the result of an accident, assist where possible in securing the area, ensuring first aid care for the injured person, and in investigating the accident. A certified JHSC management and certified JHSC worker rep must be called to investigate the accident.

Emergency Procedure Involving Serious Personal Injury or Medical Conditions:

- In event of serious injury or medical condition to any visitor, volunteer or employee, the following actions are to be taken:
 - If at all possible, do not leave the injured party alone.
 - Provide, or have provided, immediate emergency care.

During Normal Office Hours When Reception Is Open:

- Call the receptionist to contact 911 and to alert a company "FIRST-AIDER" to the scene.
- Inform manager.

If reception is not open:

- Contact 911
- Call the Manager, Customer & Facility Services/Security or Kiosk Supervisor or Security and have a company "FIRST-AIDER" called to the scene.

Individuals requiring assistance evacuating:

- Ask the individual or, if applicable, a caregiver, how they can best be assisted
- If possible, do not leave the person alone.

- Contact the Emergency Response Coordinator or member of the Emergency Response Team immediately for assistance.

Special Circumstances:

- Substitution/Alternates: Meet with emergency response coordinator within 3 days of the emergency to review the adequacy of performance, and develop and implement recommendations as needed.
- The emergency response coordinator will ensure that the responsibilities of absent Managers are assigned to appropriate staff.

Weekend and after hour's emergencies:

- Manager, Customer & Facility Services/Security or Kiosk Supervisor or Security requirements:
 - Ensure the health and safety of employees and volunteers by evacuating the facility. Only attempt to extinguish small fires.
- Senior Manager, Physical Assets & Security/designate (on call during weekend) requirements:
 - Attend to emergency situations and assist in controlling the emergency and minimizing its impact.

Employees & Volunteers with Disabilities

- RBG will, upon request, provide individualized workplace emergency response information to any employee or volunteer who has a disability that requires such information. Contact HR with inquiries.

Communication

- All employees and volunteers must be aware of the emergency response plan standard and procedures. Communication will be conducted by the department manager on the first day of employment, through orientation training and via internal communication such as the intranet.
- The emergency response coordinator will notify the following agencies of the emergency response plan:
 - fire department;
 - police department;
 - ambulance;
 - Government agencies (MOL, MOE, MTO, etc.)
 - utility companies;
 - security services.

Training/Implementation

- In addition to training at orientation practical training will occur during planned annual drills.
- At least annually managers are required to review the emergency response plan standard with their group.