

Emergency Response Plan

Employees and volunteers need to be aware that the Emergency Response Plan may need to be provided in a format that takes into consideration individual needs, as well as that supports may be required to some individuals in emergency situations.

- Contact Brant employees and volunteers will work with the individual, as soon as practicable, to identify solutions and options that take into consideration their needs.
- Alternative options include but are not limited to: communication support either in person or over the phone; documents provided via email or website; ensuring the individual's support person is aware of the Plan; documents provided in enlarged text or Braille.

FIRE Emergency Response Plan Procedures:

If you hear a fire alarm all individuals on, in or around the premises, including employees, customers, visitors, clients, etc. will:

- Remain calm and encourage others to remain calm.
- Evacuate the building immediately, using the nearest and safest exit.
- Close all doors behind you as you leave.
- Report to the designated "Emergency Evacuation Area" (far side of parking lot beside Dolphin convenience store).
- Immediately report any employees, clients, visitors, or individuals who have remained in the building or refused to leave.
- Dial 911 to notify the authorities and follow any and all instructions. Provide your name, correct address of the fire (25 King Street, Brantford, N3T 3C4) and the location of the fire in the building.
- Use the fire extinguisher *only if you have been trained in use*.
- *Do not return until it has been declared safe to do so by the Fire Department.*

If you are unable to leave the area, or have returned to it due to fire or heavy smoke:

- Remain calm.
- Close all doors to prevent the entry of smoke and fire.
- Dial 911 to notify the authorities and inform them of who and where you are.
- Signal to the Fire Fighters, by any means possible, to draw attention to you.
- If possible, seal all cracks where smoke can get in.
- Crouch low to the floor if smoke begins to enter your area.
- Move to the nearest protected location in the room or area.
- Wait to be rescued and remain calm.
- Do not leave the area.
- Do not panic.
- Listen for instructions or information which may be given by authorized personnel.

NATURAL DISASTERS Emergency Response Plan Procedures:

A "weather watch" means that conditions are favourable for severe weather to develop.

A "weather warning" means that severe weather has been sighted in the vicinity.

- Remain calm and encourage others to remain calm.
- Account for all employees, volunteers, visitors, customers and guests ensuring that everyone is safely inside the facility.
- Close all windows, curtains and blinds.
- Instruct all individuals to move away from windows and doors.
- Gather individuals in the basement; if the basement is unavailable, gather in bathrooms or other enclosed areas.
- Listen to weather reports for updates and instructions.
- Do not leave the basement or enclosed area until the weather warning has been lifted.

WATER, HEAT or UTILITY Disruptions Procedures:

In the event of a power outage:

- Remain calm and encourage others to remain calm.
- Gather flashlights and other needed supplies.
- Check on all employees, volunteers, visitors, clients to ensure their safety.
- If the power outage is prolonged, the Chief Executive Officer or designate shall consider sending everyone home for the remainder of the day.

In the case of other utility disruptions, all attempts will be made to determine the cause of the disruption and the probable length of shutdown. Where required, the local utility provider shall be contacted to assess and resolve the situation. If the shutdown is prolonged, dismissing employees for the day shall be considered by management.

Bomb Threats; Chemical, Biological, Radiological and Nuclear Hazards Procedures:

In the event of a bomb threat, or if a contaminant, virus, or other harmful agent poses an immediate threat, all threats will be treated as real in order to protect lives and property. All individuals, including employees, volunteers, visitors, and clients are to:

- Remain calm and encourage others to remain calm.
- Evacuate the building immediately.
- Report to the designated "Emergency Evacuation Area" (far side of parking lot beside Dolphin convenience store).
- Dial 911 to notify the authorities and follow any and all instructions.

MISSING PERSON Procedures:

During an emergency, ensure that all necessary steps are taken when an employee, volunteer, visitor, customer or guest cannot be accounted for:

- The CEO or designate and another staff will engage in a systematic search, both inside and immediately outside the premises, when safe to do so.
- Should a search of the premises prove unsuccessful, the authorities will be notified by calling 911 and providing a description of the missing person, or a photograph.
- The authorities will assume control of the search at this point.
- All previously contacted persons and law enforcement shall be notified if the missing person turns up due to search, or of their own accord.