



Emergency Response Plan (ERP)

This emergency response plan predetermines actions to take before and during the “_____” (hereinafter referred to as the event) in response to an emergency or otherwise hazardous condition. These actions will be taken by organizers, management, personnel, and attendees. These actions represent those required prior to the event in preparation for those required during an emergency.

Flexibility must be exercised when implementing this plan because of the wide variety of potential hazards that exist for this event. These hazards include, but are not limited to, Fire, Medical Emergencies, Severe Weather, or situations where Law Enforcement is required.

The emergency response plan also gives a guideline for the components of a communication plan, safety plan, evacuation plan and security plan.

1. EVENT DESCRIPTION

Event Name:

Event Date(s):

Location of Event:

Type of Event:

Description of Event

Event operating hours

Expected number of attendees

Start:

of Adults:

Finish:

of Children:

Does your event include tents?

Yes

No

Where is the fire extinguisher(s) located?



2. ROLES AND RESPONSIBILITIES

Establishing roles and responsibilities for event personnel are important in preparing for emergency response. All key personnel should be knowledgeable of the event details, hazards/risks, methods of communication, and their responsibility in the event of an emergency.

Note that **all personnel** must carry out tasks instructed by the Emergency Response Coordinator, Site Coordinators or Emergency Services representatives. All personnel must be aware of the established muster point(s) and report their presence once there.

Emergency Response Coordinator (Event Organizer)

Responsible to evaluate the need for and initiate evacuation if required, contact and liaise with Emergency Services. if not already on scene, account for all personnel and patrons in a designated area, liaise with area coordinators, evaluate if area is safe prior to re-entry, document emergency as required. Note that once Emergency Services are on site, and Incident Command System ICS protocols are activated.

Name:		Phone #:	
Radio:	YES	NO	Channel #:

Site Coordinators / Volunteers

Responsible to receive direction from the Emergency Response Coordinator (Event Organizer), ensure all personnel have been alerted and clear all areas, shut down and secure equipment, direct patrons to muster points as required in the event of an emergency.

Name:		Position:		Phone #:
Radio	YES	NO		Channel #:
Name:		Position:		Phone #:
Radio	YES	NO		Channel #:
Name:		Position		Phone #:
Radio	YES	NO		Channel #:
Name:		Position		Phone #:
Radio	YES	NO		Channel #:

First Aiders

First Aiders will be responsible to locate first aid kits and bring them to assembly area in the event of an emergency, as well as administer first aid if required. All First Aiders must have valid Standard First Aid certification.

Name:		Phone #:	
Radio	YES	NO	Channel #:
Name:		Phone #:	
Radio	YES	NO	Channel #:
Name:		Phone #:	
Radio	YES	NO	Channel #:



Security Personnel

Security personnel should be knowledgeable of the event details, hazards/risks, methods of communication, and their responsibility in the event of an emergency. Responsible for monitoring and patrolling assigned areas. Report to Emergency Response Coordinator any incidents. Coordinator with law enforcement as support when necessary

Will your event be using a security company	YES	NO	
Name of Company			
Phone #			
Email :			
Name of Lead Security Office on site			# Of Security Staff
Phone #			
Radio	YES	NO	CHANNEL#

3. COMMUNICATION PLAN

The Communication Plan will identify how you will communicate with people at your event. This includes event participants, vendors, staff, emergency services, and volunteers. The Communication Plan is of increasing importance if your event is over a large area or moves from one point to another (such as a parade or road race). Communication systems can include portable radios, cellular telephones, public address systems, etc. Event Communication and Emergency Communication may be done on different designated channels to ensure event personnel can remain up to date on communications within each specific context.

For each type of emergency event message including evacuation, cancellation, etc., a script should be prepared with messaging prior to the event to ensure panic is not portrayed and messaging is concise during a difficult time. SEE EVACUATION SCRIPT BELOW

The Communication Plan must identify:

1. How will the Emergency Response Coordinator communicate with staff / volunteers / vendors and vice/versa.

2. How will the Emergency Response Coordinator communicate with the public during the event .

3. If your event is cancelled, how will the Emergency Response Coordinator communicate this to the public.

4. Include a list of persons who will have radios and what channel or frequency they can be contacted on. SEE ROLES & RESPONSIBILITES
5. Include a list of persons who at the event location will have access to a phone and their contact phone numbers. SEE ROLES & RESPONSIBILITIES



CHESTERMERE

4. HAZARD IDENTIFICATION AND MITIGATION

Hazards and risk are identified based on the type or nature of event being held, as well as where it is held and who is attending. Hazard should be identified and mitigated to ensure public safety and protection of life, property and environment.

1.Hazard/Risk Identified:	
Plan to Mitigate:	

2.Hazard/Risk Identified:	
Plan to Mitigate:	

3.Hazard/Risk Identified:	
Plan to Mitigate:	

4.Hazard/Risk Identified:	
Plan to Mitigate:	

5.Hazard/Risk Identified:	
Plan to Mitigate:	

5. SAFETY PLAN

The Safety Plan will identify the response / procedures to deal with a number of safety associated risks. Procedures are developed for the hazards that are identified in Section 4. These procedures can assist the Emergency Response Coordinator to anticipate and respond to potential emergencies.

5.1 EVACUATION

Evacuations may be required in specific emergencies such as:

- Medical emergency;
- Fire and explosion;
- Hazardous materials spill/leak; and
- Severe Weather Warning

The Emergency Response Coordinator will take the following into consideration when determining if and when to evacuate:

- The severity of the incident;
- The likelihood of escalation; and
- The incident becoming uncontrollable beyond resources available

5.2 EVACUATION PROCEDURES

1. Reason for evacuation confirmed
2. Appropriate personnel assess situation
3. Call 911 – know the following information when calling
 - a. Location of the emergency
 - b. Nature of the emergency
 - c. Contact person with callback number
4. Notification/ Announcement sent to personnel and patrons to evacuate to muster points or safe areas
5. Personnel ensure venue is vacated
6. Await Emergency Services assessment to re-enter or close / end event.

5.3 EVACUATION PLAN

The Evacuation Plan must identify:

1. Who will make the decision to evacuate the public from the event location?
2. Who will notify 911 (Fire, RCMP, EMS)
3. Who will coordinate the evacuation – be in charge? (Event Organizer? / Emergency Services?)
4. Include identifying how access to your event will be controlled during an emergency?
5. How traffic may be controlled during an emergency?

6. How will the event personnel, patrons be informed or briefed of the situation?

7. Do event personnel have specific tasks in the event of an evacuation?

8. What route or exits will the public be directed to?

9. If public are being evacuate to a location, where? (muster points, building location address)

10. If your event is a run/walk/parade how will you stop your event?

11. If your event participants are registered, how will your participants be accounted for?

5.4 MEDICAL EMERGENCY

As with any outdoor event, there is potential for injury to the participants. The types of injuries are various and include those that are weather-related as well as traumatic injuries.

1. Assess the situation
2. Yell for help, ask personnel to retrieve a first aid kit if injured party cannot be moved to first aid station.
3. Have someone else call 911 advise of medical emergency
4. Administer First Aid if trained
5. Remain with injured person until Emergency Services arrive
6. Notify Emergency Response Coordinator, if not already
7. Have personnel secure emergency route so that emergency vehicles have clear access into area
8. Have personnel meet and either escort or direct 911 Emergency Services to location
9. Assist as required
10. Complete an incident report as soon as possible

5.5 FIRE AND EXPLOSION

Where there is smoke or fire;

1. Assess the situation and for potential evacuation
2. Call for assistance
3. Call 911 advise of fire or potential explosion
4. Evacuate personnel and patrons in the immediate vicinity if safe to do so
5. Identify any injured parties. follow medical emergency protocols.
6. If trained – attempt to extinguish the fire with appropriate fire extinguisher
7. Notify the Emergency Response Coordinator if not already notified
8. Emergency Response Coordinator will determine if evacuation of site is necessary
9. If evacuation is necessary, patrons will be notified to evacuate to muster points or other safe points
10. Notify all vendors and suppliers of evacuation
11. Await arrival of Emergency Services and await further instructions
12. Only re-enter the area when Emergency Services or Emergency Response Coordinator have advised to do so
13. Complete an incident report as soon as possible

5.6 HAZARDOUS MATERIAL SPILL/LEAK

Hazardous material may consist of the following:

- Oils or gas;
 - Chemical fumes
 - Disinfectant/sanitizers/cleaning products;
 - Fuel (cars and service vehicles);
1. Assess the situation and for potential evacuation
 2. Call for assistance
 3. Call 911 advise of hazardous material spill or leak
 4. Evacuate personnel and patrons in the immediate vicinity
 5. Identify the source of the spill or leak.
 6. If possible to control spill or leak, turn of electrical and gas sources, or utilize appropriate spill kits to saturate spill
 7. Notify the Emergency Response Coordinator if not already notified
 8. Emergency Response Coordinator will determine if evacuation of site is necessary
 9. If evacuation is necessary, patrons will be notified to evacuate to muster points or other safe points
 10. Notify all vendors and suppliers of evacuation
 11. Await arrival of Emergency Services and await further instructions
 12. Only re-enter the area when Emergency Services or Emergency Response Coordinator have advised to do so
 14. Complete an incident report as soon as possible

5.7 SEVERE WEATHER WARNING

Summer events can experience high winds, thunder storms, torrential rain, hail storms and tornados. Winter events can experience snow or flurries, blowing snow, blizzard, winter storms wind chill, extreme temperatures, these are all possible scenarios for Chestermere area.

1. Monitor radio and internet for weather alerts. The Event Organizer is responsible for monitoring current weather conditions and forecast for the upcoming event from Environment Canada website <http://www.weatheroffice.gc.ca/warnings>
2. If a public weather warning is issued by Environment Canada that will impact the Chestermere area and affect the patrons at the event Be able to evacuate site, if severe weather requires.
3. Call 911, advise the site is being evacuated
4. Notify all personnel of evacuation or shelter in place
5. Provide an early warning to the public, vendors and suppliers on site about severe weather alerts (via public address system, word of mouth, social media, etc.) Have scripted announcement prepared.
6. Have first aid providers on-site to monitor signs/symptoms of heat or cold related illnesses.
7. Have warming/cooling sites available (have water available whenever heat concerns develop).
8. Await arrival of Emergency Services and await further instructions
9. Only re-enter the area when Emergency Services or Emergency Response Coordinator have advised to do so
10. Complete an incident report as soon as possible

5.8 ACTIVE THREAT OR SUSPICIOUS PACKAGE

1. Call 911 advise of suspicious package or potential bomb threat
2. Do not touch or remove the package from area
3. Call for assistance and cordon off area with barricades if possible.
4. Evacuate personnel and patrons in the immediate vicinity in as calm as possible manner.
5. Notify Emergency Response Coordinator, if not already
6. Have personnel do a scan of the area for possible other suspicious packages, and report back
7. Have personnel secure emergency route so emergency vehicles have clear access into area
8. Have personnel meet 911 Emergency Services in a safe location to give directions.
9. Emergency Services Personnel will determine if evacuation of event is necessary
10. If evacuation is necessary, without letting the public know that there is a threat in order to avoid mass hysteria. Public messaging should be prepared in advance indicating that a safe and efficient evacuation is required.
11. Only re-enter the area when Emergency Services or Emergency Response Coordinator have advised to do so
12. Complete an incident report as soon as possible



5.9 EVACUTION ADVISORY SCRIPT

MAY I HAVE YOUR ATTENTION PLEASE

This is _____

(Name & Position)

(SEVERE WEATHER)

A severe weather warning has been advised for the Chestermere area by Environment Canada

For your personal safety evacuation of the _____ is necessary.

We ask that you take immediate shelter (depending on conditions)

- a. Please take shelter in your vehicle if you have access to one.

OR

- b. Please make your way to the Public Library building at the north end of the park.
- c. Staff and volunteers will be on hand to assist you at the shelter.

You will be advised when the weather warning has ended and it is safe to return outdoors.

Weather Warning Conditions Reported: _____

(ACTIVE THREAT)

An emergency has arisen that requires us to evacuate the area. We ask that you exit the park immediately, and follow staff to designated muster points. To avoid congestion and access for emergency vehicles to the site **please do not exit in your vehicles**. We will notify you when it is safe to return to the area once it has been determined to do so.

DATE: _____ TIME: _____ (24hr FORMAT)

SIGNATURE: _____

TITLE / POSITION: _____

6.0 SECURITY PLAN

The security plan will identify the response/procedure to deal with a number of security associated risks. *These procedures are developed for the hazards identified in Section 4. These procedures can assist the Emergency Response Coordinator to anticipate and respond to potential emergencies, that include emergency responses to a criminal or violent threat, a missing child/ person and crowd and traffic management.*

6.1 CRIMINAL OR VIOLENT THREAT

If you witness a crime or violent act in progress

1. Call 911, advise of criminal or violent threat request immediate assistance
2. Potential questions that you may be asked:
 - a. What is your exact location?
 - b. When did this happen? Is it in progress?
 - c. Are there weapons involved? What type?
 - d. Is there a vehicle involved? Description? Direction of travel?
 - e. Is there a suspect involved? Description?
3. Meet and either escort or direct (911) Protective Services to the location.
4. Notify the Emergency Response Coordinator if not already notified
5. Follow the directions of responding Protective Services
6. Complete an incident report as soon as possible

6.2 MISSING CHILD / PERSON

1. If a child/person is reported missing a detailed description should be taken of the child / person.
 - a. Description of the missing child/person including: name, age, gender, hair colour, approximate height, approximate weight, clothing information (including colours), hats (style and colour), eyeglasses.
 - b. When was the missing child/person last seen?
 - c. Where was the missing child/person last seen?
 - d. Has the area been searched? If so, by whom?
 - e. Does the missing child/person have any health issues that are relevant to their disappearance?
 - f. Does the missing child/person have any emotional issues that are relevant to their disappearance?
 - g. Is there any concern that the missing child/ person has been taken by another person?
2. Event personnel will search the immediate area for the missing child / person.
3. Stay with the individual who is reporting the missing child/person. In many cases the child/person returns
4. If the missing child/person is reported found, take them to the predetermined command post.
5. If a child /person is reported “found”, stay with the child / person, no event personnel should remain alone with a “found” child/person call immediately for support.
6. If onsite contact RCMP officers or Fire Department staff (children Identify police and fire uniformed personal as safe and trustworthy and helps keep them calm).

7. Notify the Emergency Response Coordinator, and prepare a public announcement
8. Call 911 if a missing or found child / person is not found or claimed within a reasonable time.
9. No person / child should be release to any adult without showing identification first. If the child / person is reluctant to go with that person claiming, or if any doubt about the identity or legitimacy of the claimant, 911 should be called if RCMP have not yet been contacted.
10. All incidents will be recorded in the incident log with a detail description of all actions taken, persons attending, time and locations

6.3 CROWD MANAGEMENT AND CAPACITY

Dangerous crowd situations usually occur in one of three ways:

Crowd Congestion – a large number of people in a congested area can cause bumping, wave surges or momentum in a direction of travel. These can result in people tripping or being knocked off balance, getting trampled or crushed together resulting in asphyxia. It is important to recognize that this can be an involuntary effect and occur in an otherwise well behaved and orderly crowd

Crowd Agitation – deliberate or unintentional agitation that builds up within the crowd caused by members in the crowd (anarchists, protesters, drunks) , people external to the crowd (security, organizers, performers, etc), by environmental conditions (heat) or by a single or series of aggravating human or environmental factors (crowding, impolite staff, broken promises, etc) or a combination of these factors

Panic – a sudden and unexpected event such as a fire, storm, infrastructure failure, fight or other event that is immediate and causes confusion or panic. Panic can be reduced or controlled with immediate, clear and authoritative information or direction.

1. Prevent zones where people can get trapped and crushed
2. Manage flow of people to safe volumes especially in restricted areas
3. Provide safe exit routes in the event of an emergency
4. Have strategy for staff to communicate and control large crowd movements
5. Ensure capacity levels are monitored and enforced, is ticketing necessary
6. Have plans for over-attendance at open events. Do you need queuing control and if so how will it be done
7. Can timings of event activities be adjusted to reduce peak volumes of movement.
8. Will security be needed to slow the flow of people moving through constricted areas especially during intermissions or end of event
9. Consider what emergencies may cause the crowd to panic and which way they would go
Are 'break-away' exits or barriers required Can other exit doors/gates be opened quickly/by whom
10. How will staff be briefed on strategies or concerns regarding crowd management
11. Have performers been involved in planning and are they aware of their responsibilities