



MULTI-RECREATION CENTRE

Emergency Procedures

Revised January 2020

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Director of Community Services

Emergency Contact Numbers

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|--------------------------------------|--------------|
| Emergency..... | 911 |
| Ambulance (non-emergency)..... | 780-849-4977 |
| Fire Department (non-emergency)..... | 780-849-4110 |
| RCMP (non-emergency)..... | 780-849-3999 |
| Peace Officer (non-emergency)..... | 780-849-8014 |
| Hospital (non-emergency)..... | 780-805-3500 |
| Community Relations Manager..... | 780-843-5641 |
| Parks & Facilities Manager..... | 780-843-5700 |
| Director of Community Services..... | 780-805-1806 |
| Swimming Pool (Supervisor)..... | 780-843-5047 |

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Minor Emergency

1. Notify all of the other staff on shift.
2. Assist the injured person to the office and perform First Aid.
3. Phone the patient's parent's if necessary
4. Complete the Incident Report Form and leave it on the supervisor's desk.

Major Emergency

1. Notify all of the other staff on shift and the supervisor on call.
2. Assess the situation and have a staff member contact EMS. Have a staff member, wearing identifiable clothing or safety vest, waiting for EMS so they can direct them to the situation once they arrive. Give the EMS all of the information you have about the situation and help them in any way needed. Make sure any staff helping has proper gloves on.
3. If a spinal injury is suspected, immobilize and stabilize the patient in the position found. Wait for EMS to arrive and handle the situation.
4. Following standard first aid procedures, assess the patient's ABC's (Clear Airway; Breathing is present; Circulation/pulse is present).
5. Have extra staff to control the crowd by moving them to a safe place where they are not in the way.
6. Complete the Incident Report Form with all of the information required and place on supervisors' desk.

Working Alone-Morning

1. Arrive on shift, ensure no one is around in the parking lot when going from car to front doors.
2. Unlock front doors, make sure that they lock again behind you.
3. While doors are still locked, do you checks on washrooms, play center and track/Fieldhouse
4. Check in with arena staff with radio to let them know you are here and so you know they are here (in first 15 minutes)
5. Unlock all front doors for the public.
6. Do hourly walks around the facility and check in with co-workers every hour until other staff come in for the day, either with the radio or in person. If no answer within 5 minutes of radio go see if you can find them to ensure they are okay.

Working Alone-Evening

1. Do hourly walks around the facility and check in with co-workers every hour until other staff come in for the day, either with the radio or in person. If no answer within 5 minutes of radio go see if you can find them to ensure they are okay.
2. Let co-workers know when you are leaving either with the radio or in person.
3. Lock the gate around the desk. Before walking to your car, check the parking lot quickly for people in the parking lot. If you are uncomfortable ask co-worker to walk you to your car.
4. Have a discussion either each season to see which staff group is responsible to lock facility doors.

In Case of a Fire

1. Pull fire alarm if it is not already ringing.
2. Staff need to be identifiable by wearing MRC clothing and/or safety vests.
3. One staff person (generally supervisor) will take on the role of fire warden. This person will coordinate the evacuation and direct other staff to ensure that everyone is evacuated from the building. They will also take with any documents to ensure that all people are accounted for. This may also include parental information for children.
4. While employees are evacuating the building, some employees may want to try to extinguish the fire. Only fight a fire if it is safe to do so and if you have been trained in the use of portable fire extinguisher. ALWAYS ensure you have an exit to your back.
5. Ensure all personnel evacuate the building in a safe and orderly fashion, using the nearest exit. If the exit is blocked by fire or smoke, use an alternate exit.
6. Have designated staff, if safe to do so, close the doors to the fire rated file rooms and computer rooms.
7. NEVER re-enter the building.
8. The meeting place for all employees is the muster point in the parking lot adjacent to 6 Ave. S.W., out of the way of oncoming emergency response personnel. Area is marked with a muster point sign.
9. Once out of the building, contact 911 by cell phone or phone from another building, providing the building location, your name, and the status of the situation. Leave 911 a phone number that you can be reached at in the event that they require more information.
10. Provide the responding emergency response personnel with information on the location of the fire and the status of employees.

11. Make keys available to the emergency response personnel to access all areas of the building

In Case of a Power Outage

1. Call MRC Arena Supervisor 780-805-5372.
2. If it is not a MRC issue, call ATCO 1-800-668-2248, see if they have an estimate of when power will be restored.
3. Lock up till money.
4. Check all washrooms, change rooms, track, Fieldhouse, play center and arenas.
5. If power is going to be out for more than 30 minutes, ask customers to gather their belongings and to leave the building as the emergency lights only last 30 minutes.
6. Call Community Services Director and Community Relations Manager if they are not in the building, let them know what ATCO has for estimate time for power to be restored.
7. Remain in the building until directed by Director of Community Services or Community Relations Manager.

There is a phone plugged into the fax line that works when the power is out. It is located on the supervisor's cabinet.

Dealing with Patrons

Intoxicated Individual

1. If a person comes in to the facility under the influence of drugs or alcohol, call arena staff for support and ask them to leave.
2. If they do not leave immediately after call peace officer dispatch 780-849-8014.
3. Monitor the individual, and keep an eye on where he is in the building or if he has left.
4. If there is no peace officer available, call the RCMP non-emergency line 780-849-3999. **If you are concerned for the safety of yourself, the intoxicated person or others in the building call 911.**
5. After the situation with the peace officer/RCMP is resolved, write up a public incident report and leave on your supervisor's desk.

Angry Customer

1. Let the customer get out their frustrations about the issue.
2. Tell the customer what you're going to do for them, then do it.
3. If you feel uncomfortable, you can call arena staff, if possible try not to involve other if they are not need, as this may anger them more.
4. If the customer doesn't calm down, tell them that they need to leave the facility.
5. Call peace officers or non-emergency RCMP if they don't leave. **If you are concerned for the safety of yourself, the angry person or others in the building call 911.**
6. After the situation with the peace officer/RCMP is resolved, write up a public incident report and leave on your supervisor's desk.

In Case of Chemical Spill Emergency

1. Consult with MRC Facility Staff. Ensure you are wearing appropriate protective clothing and equipment.
2. If dry Chemicals are spilled, try to brush off as much as possible, then flush the area with amounts of clear, cold water. If wet chemicals are spilled, flush the area with large amounts of cold clear water.
3. Take the victim to the Health Centre if injuries appear to be serious. If necessary, contact EMS by dialling 911.
4. Contact the Supervisor. The supervisor should notify appropriate people within the Town, such as the Community Relations Manager and/or the Director.
5. After the situation with the peace officer/RCMP is resolved, write up a public incident report and leave on your supervisor's desk.

In Case of Ammonia Leak

1. If the ammonia alarm sounds, this would mean that there is potentially a leak in the refrigeration system and the severity of the leak must be determined immediately. Ammonia is a poisonous chemical.
2. Immediately evacuate the building. Best way to do this is by pulling a fire alarm pull station.
3. Staff need to be identifiable by wearing MRC clothing and/or safety vests.
4. One staff person (generally supervisor) will take on the role of a warden (similar to a fire evacuation). This person will coordinate the evacuation and direct other staff to ensure that everyone is evacuated from the building. They will also take with any documents to ensure that all people are accounted for. This may also include parental information for children.
5. Ensure all personnel evacuate the building in a safe and orderly fashion, using the nearest exit. For people in the fieldhouse, lobby, and play area, evacuation should be towards exits that take them away from the ice plant room, not necessarily using the main exits.
6. Check the remote readout (located at the front desk and Zamboni room) and note ammonia level. Only complete this step if it does not add more time you are in the building or if it creates more danger.
7. Only qualified and authorised people should attempt to stop / repair an ammonia leak. This will mean contacting the Town's contractor.
8. The meeting place for all is the muster point in the parking lot adjacent to 6 Ave. S.W., out of the way of oncoming emergency response personnel. Area is marked with a muster point sign.

9. Once out of the building, contact 911 by cell phone or phone from another building, providing the building location, your name, and the status of the situation. Leave 911 a phone number that you can be reached at in the event that they require more information.
10. Contact the Director of Community Services, the Community Relations Manager, and the Manager of Facilities and Parks.
11. Make keys available to the emergency response personnel to access all areas of the building. The Fire Dept. likely will sweep the building using their monitors and wearing appropriate PPE. No one shall enter the building until the Fire Dept. says it is OK.
12. Ensure people at muster point are up wind of potential escaping fumes.
13. Do not permit re-entry to any area of the building, until satisfied the area is free of all fumes, or unless authorised by the emergency responders.
14. Follow all directions of emergency responders and write up a public incident report and leave on your supervisor's desk.

In Case of Water Shut Off

1. Identify which area of the building the water is coming from.
2. Set up wet floor signs to ensure no one slips or gets injured.
3. Go to the Zamboni room, identify the corresponding shut off valve to the area of the building that is leaking (Valves are on the wall closest to arena two). If you cannot find a corresponding valve shut off main water for the building.
4. Notify supervisor and write up a public incident report and leave on your supervisor's desk.

Dealing with the Media

After any accident or incident, staff members are NOT to speak to any form of the media or the public. All statements will be made through the CAO or our Communications Coordinator.

Patrons(s) Stuck in Elevator

1. Talk to the person(s) in the elevator; let them know that you are attempting to lower the elevator to the main level. Ask them to stay calm and to stay away from the doors. Advise them that you are working on getting them out.
2. Get the padlock key and an elevator crank. The keys can be found on the MRC Front Desk key chain. A crank can either be found in one of the small top drawers behind reception or in the plant room to the right of the first doors on top of a white box on the wall.
3. Use the “master” key to unlock the power box on either elevator. Power boxes are located on the second floor. In the Fieldhouse it is on the wall directly behind the elevator. In the elevator in arena one it is above the door. Once unlocked you will need to pull the switch down to shut off the power.
4. Insert the crank into a hole off to the top right of the elevator door and crank left to lower them to the main floor. Once the floor is level the doors will be able to open.
5. Notify supervisor and write up a public incident report and leave on your supervisor’s desk.

Missing Person

1. When a person is identified as missing, staff will remain calm, polite and reassuring.
2. Obtain as much information about the person as possible
 - a. Who? Name, gender, colour and length of hair, description of clothing, any physical conditions, special notes.
 - b. Where? Where was the person last seen, who were they with
 - c. When? What time did the person go missing?
3. The person in charge will notify (radio) site staff and ask for help.
 - a. Organize site search in a systematic way and organize a meeting spot for when the search is finished.
4. Check the building thoroughly:
 - a. Every room, locking door behind you if possible.
 - b. Every washroom stall – open each door.
 - c. Player's boxes and benches.
 - d. Perimeter of all arenas and field house
 - e. After all checks have been made, if the person has not been found, have the parent/guardian/relative/friend phone the person's home to make sure they are not there.
5. Access the sound system in the arena's and Fieldhouse. Announce "Missing person (give description) If anyone has seen this person or knows of their whereabouts, please come to (location)"
6. If all attempts to locate the person have failed, notify the police at 9-1-1.

7. Upon police arrival, have the person who raised the concern meet with them in the office. Explain the situation.
8. Fill out incident report.
9. Ensure supervisor and director are made aware of the situation and progress.
10. During search, contain other program/event participants until the missing person is found.

Lock Down Procedure

Facility lock down's will occur in the following circumstances:

- a. If there is concern that the actions of the patron outside the facility may cause harm to staff and/or members of the public.
- b. If, during a Missing Person situation it is suspected that a possible abduction has taken place and the perpetrator may still be in the facility with the missing person.
- c. If weather conditions are such that the safest place for staff and/or public is inside the facility.
- d. Other circumstances deemed necessary.

Procedures

1. Radio staff to let them know that a Lock Down needs to be implemented.
2. Staff members will ensure the area they are in is safe and report to designated meeting spot.
3. The Lock Down process would begin by determining the extent of the lock down. This may include securing indoor doors only
 - a. In this instance, staff members would be asked to position themselves at the front doors and exit doors (especially Arena 1's back hallway) and prevent customers and staff from entering and exiting the facility.
4. Staff members would then be designated to clear specific areas (if needed) and move patrons into the lock –down area (change rooms, side lobby, arena) if required.
 - a. Staff may be positioned at entry/exit points to prevent people from entering/exiting area

5. Physically locking doors would only take place in the event that the lock down trigger was such that the physical safety of staff and/or customers was at risk.
 - a. In such an event the lock down coordinator would also ensure 9-1-1 had been activated if safely possible.
6. If a lock down occurs which involves keeping customers/staff inside a facility for a long period of time providing washroom access (if safe to do so) is important. Staff should also have 1st aid equipment and access to a telephone.
7. Staff should work to keep people calm and organized.
8. A supervisor/director must be notified as soon as it is safe to do so.
9. Fill out an incident form.