

Public Works Yard Emergency Manual



It is important to familiarize yourself with these emergency guidelines in the event you are required to respond. An Emergency Manual is in each department.

Manuals are located:

Transportation Building	7156 Duncan
Civic Properties Building	7160 Duncan
Public Works Lobby	7158 Duncan
Manager of Operation Services office	7158 Duncan
Westview Treatment Plant	4535 Willingdon

Public Works Emergency Manual

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Public Works

Bomb Threat

When a Bomb Threat is received:

- Listen
- Be calm and courteous
- Do not interrupt the caller
- Obtain as much information as you can

Exact wording of threat: _____

Questions to ask:

What time will the bomb explode? _____

Where is it? _____

Why did you place the bomb? _____

What does it look like? _____

Where are you calling from? _____

What is your name? _____

Place phone line on hold, DO NOT HANG UP

- Use another telephone line and call: 911
- Advise Director/Manager
- Initiate "Bomb Threat" evacuation.

EVACUATION PLAN:

Evacuate building in a quiet and orderly manner. Use manual pull station fire alarm if necessary, to signal evacuation. If a manual pull station fire alarm is used to evacuate the building call **911** to notify the Fire Department.

Bomb threats are the responsibility of the R.C.M.P. Stay a safe distance from the building until all-clear is given by the Police.

Earthquake

At the first sign of an earthquake:

- Move away from windows, mirrors, shelves and objects that may fall. Beware of light fixtures, speakers etc. that may fall from the ceiling.
- In halls, stairways or where no cover is available, move to an inner wall.
- Take cover under a table or desk or in a corner or doorway and “Drop, Cover & Hold”.

DROP under nearest sturdy furniture, into nearest alcove or against an inside wall.

COVER your head and torso to protect yourself from falling objects.

HOLD onto whatever is covering you.

If you are indoors, stay there until the shaking stops. Do not evacuate during the shaking.

After the shaking stops:

- Stay in your “safe place” and slowly count to 60. Allow objects to fall/settle.
- Before moving, look up and around for potential hazards.
- Move slowly and cautiously and check yourself for injuries.
- Expect and prepare for after- shocks. If shaking starts, immediately “Drop, Cover & Hold”.
- Evacuate if there is a fire.
- Phone lines must be kept free for emergency use. Do not use except for severe injury or fire.
- Remain available to assist with the emergency as required and await further instructions.
- Do not shut off natural gas as a precaution, only if damaged.
- If possible, follow normal lock up procedures before leaving.
- If necessary, exit only after shaking stopped and move to Muster Station, if safe.
- Once outside the building, do not re-enter until building is declared safe.

When safe to do so:

- Check for fires, damaged electrical circuits and water leaks.
- Do not turn off natural gas utility at the source unless you suspect damage or if you smell gas. For natural gas emergencies call FortisBC at 1-800-663-9911.
- Check sewer lines and advise if toilets can be flushed.
- Check building for cracks and damage, including roof, walls and foundation. If you suspect there is structural damage initiate building evacuation.

In the field or on the outdoor Jobsite

- Move to a clear area if you can safely do so; avoid power lines, trees, signs, buildings, vehicles, and other hazards.
- Near the shore, drop and hold on. If shaking lasts more than 20 seconds, move inland at least 2 miles and 100 feet above sea level immediately
- Below a dam, move away from the downstream are

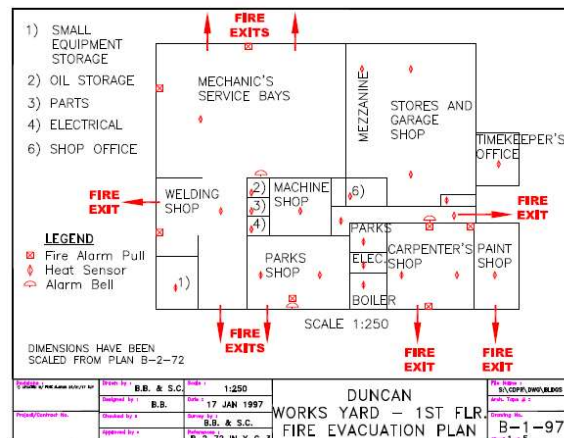
Fire

In the case of a fire, or suspected fire, a pull station should be activated immediately. All staff must familiarize themselves with pull station and fire station locations in their work area.

General:

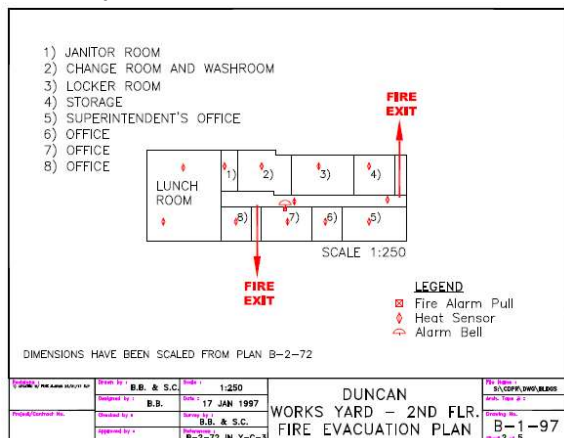
DO NOT PANIC

- Always preserve life, including your own.
- Activate a pull station if alarm is not sounding.
- When approaching a fire or leaving a fire site, always face the fire location.
- Call 911 to ensure alarm has been received or to report a false alarm.
- Extinguish or attempt to control small fires if trained to do so, but at no time risk life or injury by fighting a large fire. Close doors; have all personnel leave the area and assist the fire fighters as necessary.
- Advise Manager/Director of any evacuation or fire in a timely manner.



IF EVACUATION IS NECESSARY:

- Direct all staff/persons to get out of the building
- Sweep upper level by Operational Services Secretary / Manager of Operations
- Sweep lower level by Mechanic Shop supervisor or staff on duty
- CLOSE doors but DO NOT LOCK
- Escort all contractors out of building
- Collect contractor sign in sheet
- Meet at Muster Station for attendance check



Management Staff:

1. If safe to do so, attempt to identify area and cause of the alarm.
2. If it is a small fire, endeavor to bring it under control

It is the responsibility of the Management staff to assist the Fire Department in accessing locked doors, power panels etc.

FALSE ALARM:

If you can verify that it is a false alarm:

- Call 911 immediately to report.
- Do not silence or reset the fire alarm panel until after receiving permission from Fire Department personnel.

Fire Drill Procedure

General Procedures

1. Fire drills will be held every 6 months and will be coordinated by the Manager of Operation Services.
2. The **Powell River Fire Department** and **Key Alarm Company** must be notified in advance of any pre-planned fire drill. **Do not call 911 during fire drills.**
3. Fire drills may be pre-announced to facility staff or occupants or they may be unannounced.
4. All fire drills conducted will be full evacuation fire drills. Outdoor weather should be taken into consideration when planning fire drills to eliminate any unnecessary evacuations into inclement weather.
5. At the sound of the alarm, staff are required to follow the instructions and their responsibilities as outlined in the Fire Procedures section.

Type of Drills

For the purpose of this guideline, there are three types of fire drills:

1. Comprehensive
2. Silent
3. Table Talk

Comprehensive Drills

Comprehensive fire drills will involve all the following activities and considerations:

- The fire alarm system is activated as part of the comprehensive drill [i.e., activated in a manner to assess the response of supervisory staff and building occupants (where applicable) to the alarm condition, or alternatively activated by an individual participating in a given fire scenario situation which is an expected response during the drill].
- Supervisory staff operates emergency systems and equipment as they would in the event of an actual fire, (i.e., where applicable the voice communication or paging system, smoke control equipment protocol, etc.).
- All staff that have specific duties identified in the fire safety plan participate (i.e., notification of the fire department, provisions for access for firefighting, evacuating endangered occupants, closing doors, notification of supervisory staff who may be off site and an assessment of their timely response, etc.).
- The fire drill runs long enough to adequately assess the expected responses of supervisory staff and the emergency procedures relative to the scenario expectations (i.e., if the drill is too short, it may not be possible to adequately assess whether sufficient staff have or will respond, etc.).
- The fire drill outcomes are documented and where concerns are identified, corrective measures are implemented.
- Frequency: 1 per year

Silent Drills

Silent fire drills are conducted in addition to comprehensive drills and are more commonly conducted in facilities where there are multiple shifts, special risks or hazards and in situations where staff turnover is frequent. These drills are local exercises conducted in designated departments or specified areas of the building for the purpose of ensuring that all supervisory staff participate in fire drills at a desired frequency. Features of silent fire drills include the following:

- These drills do not involve the actual activation of the fire alarm system. Fire alarm system activation is only simulated.
- Managers, supervisors or other designated persons monitor the emergency response of individuals in a specific area to a simulated or described fire scenario.
- Participants involved in the area respond to the simulation in accordance with their emergency procedures.
- These drills provide opportunities for assessing the adequacy of the emergency preparedness of persons on all shifts, in individual tenancies, departments or area-specific responses.
- To avoid accidental activation of the fire alarm system during these exercises, the individual initiating and monitoring these drills takes appropriate steps to ensure that the drill remains silent, by notifying personnel in the area in advance of the exercise.
- The fire drill outcomes are documented and where concerns are identified, corrective measures are implemented. In some instances, the exercise can be repeated immediately to reinforce appropriate responses by staff and occupants.
- Frequency: 1 per year

Table Talk Drills

Table talk drills are also conducted in addition to comprehensive fire drills. Like silent fire drills, table talk exercises are conducted in designated departments or specified areas of a building. The major difference between a silent drill and table talk drill is that table talk exercises do not involve physical demonstration/simulation of the emergency response activities. When planning table talk drills, consider the following:

- Table talk drills involve facilitated discussion surrounding example fire scenarios.
- Manager, supervisors or other designated persons facilitate discussion and monitor the recommended emergency responses of individuals to a described fire scenario(s).
- Participants involved in the table talk drills must describe their proposed response to the given scenario. The facilitator assesses the adequacy of the suggested response behaviour and where necessary, uses the opportunity to reinforce correct responses expected of supervisory staff.
- Frequency: 1 per year

Documentation

All fire drills must be documented. As a minimum, the documentation must be retained for a period of at least 5 years after the drill. The following should occur after every drill:

- The documentation should identify the date of the drill, persons participating, the type of drill, fire drill scenario, and the summary analysis and outcomes of the drill.
- All personnel with specific responsibilities should attend a debriefing meeting after every comprehensive fire drill and silent drill. The reason for the meeting is to review the procedures and reactions of all participants. During the debriefing, challenging areas can be identified, and solutions can be implemented.

Public Works Emergency Manual

All documentation must be logged into Prismatic Safety Software “ **Public Works Yard Fire Drill Inspection**” by the Manager of Operational Services support staff.



Natural Gas, Propane, Chlorine or other Gas Leak at Public Works Yard

Employee who is first aware of the gas leak:

must immediately call FortisBC at 1 800-663-9911 (24 hr. emergency number) **AND** 911 to notify the fire department.

Evacuation is necessary if gas is smelled indoors:

- Act fast. Use ALL CALL PAGING to send a message to all desks through phone system:
With the handset off-hook, press ALL PAGE. Make your announcement and hang up.
- Evacuate to Muster Station immediately.
- Call the emergency numbers above from a safe area outdoors.
- Don't smoke, light matches, operate electrical switches or create any source of ignition.
- Open doors to ventilate area.

In the field or on the outdoor jobsite

- Stop work immediately and shut off all equipment to avoid ignition
- Do not attempt to control the release of gas yourself
- Evacuate the job site and surrounding area
- call 911 from a safe distance away and contact Fortis Gas immediately at 1-800-663-9911.

Power Failure

GENERAL:

All persons should be instructed to stay where they are until lighting is enough for safe movement in the building. Emergency lighting will last approximately 20 minutes.

- Clear areas and use flashlights to check all offices and areas
- Assist any staff to nearest exit
- Meet at Muster Station for attendance count
- Determine whether the outage is a BC Hydro issue or localized to:
 - Public Works Yard (7158 Duncan)
 - Treatment Plant (4535 Willingdon)
 - Wildwood Lagoon (5685 Lund)
 - Haslam UV site (7451 Haslam)
 - Aspen Booster Station (6380 Cedar)
 - Townsite Treatment Plant (5401 Larch)
 - Transit Building (7156 Duncan)
 - Civic Building (7160 Duncan)

Contact call B.C. Hydro regarding the power outage and try to determine from them how long it will be before power is restored.

B.C. HYDRO 1-888-769-3766 Acct# 1 881 306 1001 Address: 6910 Duncan St

- Stay at Muster station or wait for confirmation to leave site from Manager.

Power Failure – Haslam Lake

7451 Haslam

Contact BC Hydro 1 888 769-3766. Advise BC hydro of location and that it is considered a private line.

Contact one of the following:

Falcon Electric	Ian Milson	604 483-1483
or	Tim Poole	604 483-1918
BC Hydro	Field Services Manager	1 604 212-0140

Power Failure – Wildwood booster

In the event of a power failure at the Wildwood booster, a fuel powered generator needs to be running for the water pressure to regulate. Waterworks staff need to bring fuel and run the generator on site at the booster station. Waterworks supervisor is to plan and organize this process and monitor when the booster can operate without the generator.

Threatening Situation

Potentially threatening situations:

Potentially threatening situations can be as intimidating as the real threat. The following guidelines are provided to assist you in dealing with a difficult person or situation.

- Adopt a calm, reasoned and reassuring attitude. Don't allow your anger to get the best of you. Act in a manner to minimize personal risk.
- Listen, empathize and don't argue.
- If the person is known to you, bear in mind information known about that person.
- If a build-up exists, attempt to introduce a more familiar worker or one not involved in the immediate conflict.
- Separate yourself where possible from aggravating circumstance or persons.
- Work on positive if possible. Remember that the person is probably feeling concerned and maybe looking for a way out.
- If possible, comply with demands (hand over cash etc.)
- Maintain distance and watch for sudden changes of response.

DO NOT THREATEN IN ANY WAY.

Immediately Threatening Situations:

- Back away and remove yourself from the situation.
- Look at your surroundings and consider escape route options.
- If possible, call on a co-worker/supervisor to assist.
- In the event of a robbery, comply with requests

If safe to do so take time to get a good description of the suspect (height, weight, sex, color, approximate age, hair color, distinguished physical marks, and clothing) and suspect's name, if known.

Any employee who finds themselves being threatened verbally or physically by any person, is to back away and remove themselves from the situation. If possible, call on other staff to assist. Don't try to handle the situation alone.

Staff in the field encountering aggressive or belligerent persons:

- Communicate professionally and be courteous
- If confronted or challenged, leave the person / area – don't interact
- Report to your supervisor if necessary, Bylaws or RCMP will be contacted

AED / Medical Emergency

Collapse or Serious Injury

Automatic External Defibrillator Procedure:

1. In the event of a medical emergency, contact 911. Be prepared to provide your location and the contact telephone number as listed above (if calling from a cell phone, use that number and keep the phone with you). Be prepared to provide a description of the nature of the incident. Follow the directions of the emergency operator. If available, station someone at the nearest entrance to guide emergency personnel to the patient.
2. Ensure the scene is safe and that there are no hazards. Promptly initiate CPR on patients who are found to be in cardiac arrest (absence of breathing or pulse).
3. Make all possible efforts to contact the on duty first aid attendant. If you cannot reach on duty personnel, do not withhold or delay CPR / AED treatment. Proceed to step 4.
4. Retrieve the nearest AED and emergency equipment from the wall cabinet at locations listed above. Promptly bring the equipment to the patient's side.
5. ***Once the AED is at the patient's side, immediately turn the device on.*** Follow the prompts given by the machine. Expose the patient's chest and apply the AED pads to bare skin. Continue CPR and AED treatment as directed by the defibrillator.
6. When Paramedics or other emergency personnel arrive, continue with high quality CPR and AED treatment until relieved. Be prepared to provide a report on the actions you have taken to the responding emergency personnel.
7. Following completion of the incident, notify supervisory staff that an incident has occurred. The AED is to be removed from service for replacement of the AED pads and battery. Contact Mediquest Technologies Inc. as soon as possible at 1-866-831-3227.

Vehicle Accident

- Ensure scene is safe and that there is no further danger to you or the injured person.
- Do not move the injured person unless there is a high risk of further injury and it is safe for you to do so.
- Keep calm and do not leave the injured person unattended unless necessary to get help. Use a radio or cell phone for help, to avoid leaving the person.
- Summon for the First Aid Attendant (posted on lobby white board in Public Works yard) and/or call 911 and provide information on the injured person's condition.
- Provide first aid to the level of your training.
- Remain at the scene to assist until First Aid attendant or Ambulance attendant calls you off.
- Once area, property (vehicles) and persons are confirmed safe, communicate with department supervisor details of accident and complete the appropriate documents to record the event. RM 1280-04

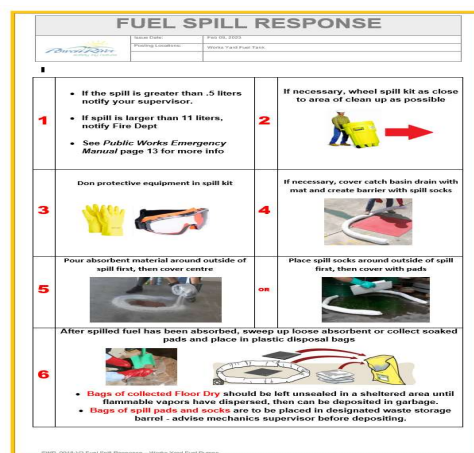
Fuel Leak/Spill

A contingency plan for the clean-up of potential hazardous chemicals (such as oil and gas spills) is outlined as follows:

If a Fuel Spill occurs at the Works Yard fuel pumps, follow the posted “FUEL SPILL RESPONSE” document posted on the front of the spill kit container and use the oil booms and batts/pads to contain the spill.

If the spill is greater than .5 liters, notify your supervisor.

If the spill is greater than 11 liters, notify Powell River Fire Department



The Powell River Fire Department is the only local Municipal authority with 24 hour a day dispatching capability, immediate manpower response, and networking to other agencies who may be involved in control and containment of pollution spills. The Fire Department will dispatch a vehicle to locate and assess the type of product and immediate hazard, if further control is needed:

Powell River Fire Department	911
Non Emergency Chief's office	604 485-4431
Coast Guard Emergency Response Line	1 800 889-8852
RCMP	911
BC Provincial Emergency Plan (PEP)	1 800 663-3456
Ryan Thoms	Office 604 483-5033
	Cell 604 414-4553
	Email emergcoord@powellriverrd.bc.ca

Public Works Emergency Manual

City Wharfinger for North and South Harbour

Jenn Kinahan	Office	604 485-5244
	Cell	604 414-8925

Director of Infrastructure

Tor Birtig	Office	604 485-8610
	Cell	604 483-6391

Manager of Operation Services

Rod Fraser	Office	604-485-8611
	Cell	604-414-4921

Manager of Transportation

Cam Reed	Office	604 485-8659
	Cell	604 483-6452

Airport Coordinator

Duane Ranta	Cell	604 208-6415
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Coast Guard Powell River

Office	604 485-7511
Distress	1 800 742-1313
Cape Caution	1 403 987-3801

Fisheries and Oceans

Greg Rahier	Office	604 485-7963
Small Craft Harbours Vancouver Office		604 666-6271
Robin Richardson, SCHB Area Chief		604 666-9923
	Cell	604 312-6652

Environment Protection Emergency (24hrs)	604 666-6100
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As outlined in the DFO - Pacific Region Environment Emergency Response Plan Field Guide, any DFO personnel receiving a report of a pollutant spill into the marine or estuarine environment must notify Environmental Protection Emergency operations.

Lignosulfonates Leak/Spill

In the event of a Lignosulfonates leak or spill:

- Dress in required PPE (gloves, full length pants over boots, long sleeves, eye protection, respirator)
- If indoors, ventilate area. If outside, limit traffic and avoid raising dust.
- Depending on size of leak/spill, use absorbent pads to collect material and sweep up any wet earth that may hold product.
- Bag and seal waste for disposal. If waste is stored, keep tightly closed and in a cool, dry well-ventilated area.

Carbon Monoxide/Poor Air Quality Issue

Carbon monoxide is often called the “silent killer” – it’s victims cannot see it, smell it or taste it. It is an invisible, odorless gas that can poison, and even kill you. Breathing in carbon monoxide can make you feel sick and feel as if you have the flu. You may experience headaches, nausea, dizziness and shortness of breath. People most at risk are infants, small children, pregnant women, elderly people, and people with heart or lung problems.

Carbon monoxide gas is produced by the incomplete burning of fuels. It can be released by gas furnaces, hot water heaters, cars, fireplaces, wood stoves and kerosene heaters. Faulty burners or clogged chimneys are often part of the problem. To avoid the production of CO, you should have your chimney, furnace and gas-fired appliances checked by professional technicians every year

CO alarms are installed in outlets around the Public Works building to monitor the air quality. **If an alarm was to sound, exit the building immediately and call 911.** All staff are to remain outside the building at the Muster station until Fire Department has informed staff it is safe to return.

Westview Wastewater Treatment Plant

Fire

In the case of a fire, or suspected fire, shout "FIRE" immediately.

Signal workers in headworks, control room and main plant building by **sounding three long blasts on air horns mounted at building entrances.**

DO NOT PANIC

- Always preserve life, including your own.
- When approaching a fire or leaving a fire site, always face the fire location.
- Call 911 to inform of fire emergency, or press "Fire" icon button on office alarm panel/
- Extinguish or attempt to control small fires if trained to do so, but at no time risk life or injury by fighting a large fire. Close doors; have all personnel leave the area and assist the fire fighters as necessary.
- Advise Manager/Director of any evacuation or fire in a timely manner.

IF EVACUATION IS NECESSARY:

- Direct all staff/persons to get out of the building
- On duty First Aid attendant to sweep all areas for remaining persons
- CLOSE doors but DO NOT LOCK
- Escort all contractors out of building
- Meet at Muster Station for attendance check / head count

Supervisor:

1. Proceed to Muster station and check for staff attendance.
2. Proceed to zone and determine cause of the alarm if safe to do so
3. If it is a small fire, endeavor to bring it under control

It is the responsibility of the Wastewater Plant staff to assist the Fire Department in accessing locked doors, power panels etc.

FALSE ALARM:

If you can verify that it is a false alarm:

- Call 911 immediately to report.

Westview Wastewater Treatment Plant

Gas Leak/ Hydrogen Sulfide (H₂S) Alarm

Employee who is first aware of the alarm:

Report to plant operator or supervisor and evacuate building immediately.

AND call 911 to notify the fire department.

Evacuation is necessary if gas alarm sounds:

- Evacuate all staff to Muster Station immediately.
- Call the emergency numbers above from a safe area outdoors.
- Don't smoke, light matches, operate electrical switches or create any source of ignition.
- Close doors and do not re-enter without Fire Department approval.

Hydrogen Sulfide (**H₂S**) is a gas commonly found during the drilling and production of crude oil and natural gas, plus in wastewater treatment and utility facilities and sewers. The gas is produced as a result of the microbial breakdown of organic materials in the absence of oxygen.

It is a colorless chalcogen hydride gas with the characteristic foul odor of rotten eggs. It is very poisonous, corrosive, and flammable.

Westview Wastewater Treatment Plant

Fuel Spill

In the event of a fuel leak or spill:

- Dress in required PPE (gloves, full length pants over boots, long sleeves, eye protection, respirator)
- If indoors, ventilate area. If outside, limit traffic and avoid spreading liquid.
- Depending on size of leak/spill, use absorbent pads to collect material and sweep up any wet earth that may hold product. Spill kits are kept in the blower room.
- If spill is too big for clean up with absorbent pads, contact Fire Department for assistance.
- Bag and seal waste for disposal. If waste is stored, keep tightly closed and in a cool, dry well-ventilated area.

Westview Wastewater Treatment Plant

Earthquake

At the first sign of an earthquake:

- Move away from windows, pipes and objects that may fall. Beware of light fixtures, speakers etc. that may fall from the ceiling.
- In halls, stairways or where no cover is available, move to an inner wall.
- Take cover in a corner or doorway and “Drop, Cover & Hold”.

DROP under nearest sturdy furniture, into nearest alcove or against an inside wall.

COVER your head and torso to protect yourself from falling objects.

HOLD onto whatever is covering you.

If you are indoors, stay there until the shaking stops. Do not evacuate during the shaking.

After the shaking stops:

- Stay in your “safe place” and slowly count to 60. Allow objects to fall/settle.
- Before moving, look up and around for potential hazards.
- Move slowly and cautiously and check yourself for injuries.
- Expect and prepare for after- shocks. If shaking starts, immediately “Drop, Cover & Hold”.
- Evacuate if there is a fire.
- Phone lines must be kept free for emergency use. Do not use except for severe injury or fire.
- Remain available to assist with the emergency as required and await further instructions.
- Do not shut off natural gas as a precaution, only if damaged.
- **If possible, follow normal lock up procedures before leaving.**
- If necessary, exit only after shaking stopped and meet at Muster Station, if safe.
- Once outside the building, do not re-enter until building is declared safe.

When safe to do so:

- Check for fires, damaged electrical circuits and water leaks.
- Check equipment and shut off if you suspect system damage. Follow Lock out and SWP guidelines.
- Check sewer lines and advise if toilets can be flushed.
- Check building for cracks and damage, including roof, walls and foundation. If you suspect there is structural damage initiate building evacuation.

Emergency Response Plan – Water Distribution

Please see “City of Powell River Emergency Response Plan Water Distribution”.

Document is attached but check for updated versions in RM 5100-00