

Emergency Procedures

Main Office: 5966 Centre Street SE
Primary Care Centre: 5960 Centre Street SE

Emergency Phone Numbers

Police, EMS, Fire911
City of Calgary311
Poison Control.....(403) 944-1414
ADT, Security(403) 263-1748
Deborah Avery, PBA, Property Manager
Work.....(403) 777-2706
Cell (24 hours).....(403) 777-2729

Christopher Cameron, Executive Director
Work.....(403) 249-9907 ext. 220
Cell.....(403) 473-0209
Cory Smith, Manager of Clinic Operations
Work.....(403) 249-9907 ext. 228
Cell.....(587) 893-0395

Evacuation

- Leave area and close doors as you exit.
- All occupants follow the evacuation order by leaving the building at the nearest exit. Follow any additional instructions provided by the Fire Warden and/or Fire Captain.
- Employee attending to patient or visitor responsible for their evacuation. Assist those with mobility issues.
- Proceed to the designated muster area:

West parking lot, outside the Primary Care Clinic

- At the muster point, Managers will make sure no one is missing. Stay off roadway.
- Fire Captain and Wardens will relay information to Emergency Services upon arrival.
- Do not re-enter the building until the Fire Captain gives the 'all clear'.

Fire

- Leave area and close doors as you exit.
- Activate the fire alarm at the fire Business Connect intercom by dialing 888.
- After the three-second delay, announce into the phone: "Please evacuate the building and proceed to the muster point." Repeat message three times. Hang up.
- Fire Captain or Fire Warden will call the Fire Department at 911.
- First Fire Warden to exit the building is to activate the alarm panel.
- Do not attempt to fight a fire unless it is very small.
- Employees are never to endanger themselves.
- If the fire is very small use a fire extinguisher.
- Have an exit to your back for escape purposes.
- Do not use more than one fire extinguisher – leave immediately if the fire is not quickly contained.

Medical Emergency

- Activate the fire alarm at the fire Business Connect intercom by dialing 888.
- After the three-second delay, announce into the phone: "MEDICAL EMERGENCY in the LOCATION". Repeat message three times. Hang up.
- Call 911 to request an ambulance. Ensure that details regarding the location and nature of the emergency are clearly communicated to 911.
- In the event of a serious injury, cordon off the area and do not allow anyone access or to handle, remove or operate any equipment in the area until the investigators are satisfied, they have collected all necessary information.
- Await response from emergency services. Listen to any guided instructions provided by emergency services until they arrive at the scene.

Chemical Spill

- If a toxic or corrosive chemical comes into contact with skin, flush affected area with clean water; use eyewash station for the eyes.

If spill is large:

- Pick up a phone handset to activate the Business Connect intercom by dialing 888.
- After the three-second delay, announce into the phone: "Hazardous chemical spill in the LOCATION. Evacuate immediately." Repeat message three times. Hang up.
- Fire Captain or Fire Warden will call the Fire Department at 911.
- First Fire Warden to exit the building to activate the alarm panel by pressing the fire symbol.
- If safe to do so, find SDS sheet to review chemical spill instruction and provide to emergency services.

If spill is small:

- Clear everyone from area and close door.
- Obtain the SDS sheet.
- For chemicals, refer to the SDS.
- Wear appropriate personal protective equipment including gloves and safety eyewear.
- Do not allow the material to spread. Dike, block or contain the spread of the spill by using absorbing material.
- Contaminated waste, including absorbent materials, must be properly packaged in a leak-proof container; garbage bags (double bag) may be suitable.
- Clean up the spill area with a regular cleaning detergent.
- Ensure waste container is labeled as hazardous waste with the name of the material that was spilled. Do not dispose of as regular waste. Contact local authorities regarding disposal requirements. Notify your Manager.

Hazardous Substance Release

- Evacuate the area immediately. Do not use matches and lighters. Avoid creating static electricity.
- From a safe location, pick up a phone handset to activate the Business Connect intercom by dialing 888.
- After the three-second delay, announce into the phone: "A hazardous substance has been released. Please evacuate the building and proceed to the muster point." Repeat message three times. Hang up.

Natural Disaster

Tornado Weather Warning

- Fire Captain or Leadership member to pick up a phone handset to activate the Business Connect intercom by dialing 888.
- After the three-second delay, announce into the phone: "Please take cover." Repeat message three times. Hang up.
- Take shelter in an inner hallway or interior room. Stay away from windows, glass, outside walls and doors. Take shelter under a heavy table or desk.
- Crouch down low with your face down and use hands to cover your head.
- Follow any additional instructions provided by the Fire Captain or Leadership member.
- Leadership to activate Business Continuity Plan and/or Crisis Communication plan if applicable.

Severe Thunderstorm Warning

- Fire Captain or Leadership member to pick up a phone handset to activate the Business Connect intercom by dialing 888.
- After the three-second delay, announce into the phone: "Please take cover." Repeat message three times. Hang up.
- Take shelter in an inner hallway or interior room. Stay away from windows, glass, outside walls and doors.
- Stay away from items that conduct electricity (appliances, radiators, etc.)
- Follow any additional instructions provided by the Fire Captain or Leadership member.
- Leadership to activate Business Continuity Plan and/or Crisis Communication plan if applicable.

Other Weather Warnings

- Leadership team to determine the severity and risk to employees.
- If necessary, Leadership team to activate the Business Continuity Plan and/or Crisis Communication plan.

NOTE: The responses and the respective communication will vary based on the circumstances.

Suspicious Package

- Do not handle or open the package. Close the door to the area and evacuate the area.
- Wash hands thoroughly. Do not allow anyone to access the area. Call 911.
- Do not evacuate the building or activate the fire alarm unless directed to do so by the Fire Captain or a member of the Leadership team.
- Await the arrival of emergency services.

Bomb Threat

- By phone: do not hang up and alert someone to call 911. Remain calm and courteous. Get as much information as you can. Await the arrival of emergency services.
- By mail/email: do not dispose/delete. Call 911. Await the arrival of emergency services.

Hostage

Witness a hostage situation:

- Remove yourself from the area and warn others.
- Call 911 or activate panic button if available.
- Attempt to evacuate if safe to do so (use email, Teams, other technology, or discreet in-person communication depending on the situation).
- If not, quickly go to the nearest secure room and lock/barricade door. Do not go to common areas.
- Turn off lights, stay quiet. Call 911.

Upon being taken hostage:

- Remain calm of cooperate with your captor.
- Do not attempt to escape unless there is an extremely good chance of survival.
- Try to form a relationship with the captor.
- Try to stay low to the ground and away from windows if possible.

Violence/Aggression

- Determine level of severity; if possible to diffuse, begin the aggression diffusion process (Awareness, Containment, Problem Solving and Closing).
- If it is not safe to diffuse, attempt to evacuate or go to the nearest secure room (no common areas). Lock/barricade doors. Warn others if possible.
- Turn off the lights and stay away from windows and doors.
- Take cover and remain quiet.
- Call 911 or direct someone to do so.
- Active panic alarm if available.
- Await the arrival of emergency services.

NOTE: No cellphone use unless necessary to communicate regarding the incident. Cellphones should be shut off or put on silent.

Utility Outage

- Leadership to determine if evacuation and Business Continuity Plan activation is necessary.

If no evacuation necessary:

- Fire Captain or Leadership member to pick up a phone handset to activate the Business Connect intercom by dialing 888.
- After the three-second delay, announce into the phone: "There is a power/heat/water outage. Please stay inside the building and await further instruction." Repeat message three times. Hang up.

- Leadership to determine next steps based on the circumstance.

If evacuation necessary:

- Fire Captain or Leadership member to pick up a phone handset to activate the Business Connect intercom by dialing 888.
- After the three-second delay, announce into the phone: "Please evacuate the building and proceed to the muster point." Repeat message three times. Hang up.