

EMERGENCY PREPAREDNESS: ROOFTOP INCIDENTS

Health and Safety Guidelines, February 2014

Purpose

The purpose of this document is to assist Starlite Communications Inc. (SCI) employees in implementing their workplace emergency preparedness for rooftop incidents.

1. Fire

In all circumstances, protecting the life and personal safety of staff, clients and visitors during a fire emergency takes precedence over protecting property.

The purpose of this procedure is to outline what to do in the event of a fire.

Procedure

Sounding the Alarm:

- If you detect fire or smoke, shout "Fire! Fire! Fire!" and pull the nearest fire alarm.
- Call 911 (or appropriate numbers for Police, Fire, Ambulance, etc.) if it is safe to do so.
- If you are not in imminent danger report all details of the fire to the Building Manager as quickly as possible.
- Begin evacuating the building without delay.
- Remain calm
- Pull the fire alarm
- If the fire is small and you are appropriately trained, put it out with a fire extinguisher - DO NOT jeopardize your or your co-workers personal safety.
- NEVER allow the fire to come between you and the exit.
- Evacuate the area.

- If you evacuate the area, close doors and windows behind you to confine the fire, if it is safe to do so.
- Go to the designated Muster Location

DO NOT:

- break windows as oxygen will fuel the fire
- return to your office to retrieve your possessions
- leave the muster area until instructed to do so
- return to the building until instructed to do so
- speak to the media unless you are assigned to the task

Evacuation

Evacuate the building as outlined in the Emergency Evacuation Procedure.

After Hours Alarms

If you hear or activate the fire alarm outside regular working hours, briefly check the floor for other people before you evacuate. Do not re-enter the building until authorized by the Fire Department.

Controlling and Extinguishing the Fire

Do not attempt to control or extinguish a fire unless you are trained and have no other course of action to evacuate the building. The personal safety of staff is more important than any property loss.

2. Medical Emergency

A medical emergency refers to any situation in which a person(s) requires medical intervention or where a death has occurred. Medical emergencies include complications from medical conditions, work injuries, violent incidents,

or other unforeseen events. Having trained staff and effective emergency response procedures will reduce the impact of a medical emergency on the individual and the organization.

Procedures

Training:

- The Site Supervisor will ensure there is the required number of trained First Aid Attendants available at all times.
- Names of First Aid Attendants will be posted in prominent places and near the First Aid kits.

First Aid Kits:

- There are First Aid Kits available for First Aid Attendants to administer first aid in every vehicle on site.
- Warehouse: One kit will be located (lunch room) and the second kit is located (washroom).
- First Aid Kits will be maintained by the on-call First Aid Attendant.
- First Aid Attendants will request replacement items for the first aid kits from management.
- Management will forward replacement items to the First Aid Attendant for restocking of the First Aid Kit.

If you are the first person on the scene of a medical emergency:

- Ensure your own safety as you approach the scene by making sure that there is no hazard to you.
- Once you consider the scene safe, administer first aid if qualified to do so.
- If you are not qualified to administer first aid yell for help.
- When help arrives, ask them to call the First Aid Attendant and report back to confirm that the First Aid Attendant is on his/her way.

- If you believe at any time during the medical emergency that the person needs emergency medical services, call 911 (or appropriate numbers for Police, Fire, Ambulance, etc.). Stay with the person until the First Aid Attendant arrives.
- Follow instructions of the First Aid Attendant.
- Call 911 (or appropriate numbers for Police, Fire, Ambulance, etc.).
- Report back to the First Aid Attendant to confirm that an ambulance is on its way.

First Aid Attendant:

- When called, retrieve the First Aid Kit and go to the scene as quickly as possible.
- Assess and control any hazards.
- Administer first aid and call for emergency medical services, as required.
- Report relevant information to the Ambulance Attendant, as required.
- Log the incident in the First Aid book and complete any other required reporting (e.g., Workers' Report of Injury in the case of a workplace injury).
- Meet with other First Aid Attendants after any emergency to debrief.

All Other Staff:

- Stay away from the area.
- Await instructions.

3. Violent Incidents and Threats

Injuries from violent incidents and threats are a serious hazard that we face working at YG (insert department/crown corporation).

The majority of potential violent situations will be managed using skills acquired through training and safe work practices and/or safe job procedures. Unfortunately, there may be some situations that cannot be controlled where

staff will be faced with threats and violence. These procedures focus on how to recognize when a person has crossed the line and how to safely disengage from that violent person.

Definitions

Incident

An incident is an event or series of events that:

- causes an individual to feel that personal safety is compromised; or
- results in physical harm or loss to an individual.

Threat

A threat can be an implied or can be an actual act or behaviour intended to inflict injury or pain.

Physical Violence

Violence is characterized through acts of aggression, intimidation, abuse, and outrage, resulting in physical force being unlawfully exercised or an act tending to cause bodily injury or damage to property. Incidents of violence may include assault, damage of property, display and/or use of weapon and extortion.

Procedures

Who to call:

- Physical violence and threats are violations of the criminal code and must be reported to the police.
- If safe to do so, immediately report the incident to your supervisor who will contact the police.

- Contact 911 (or appropriate numbers for Police, Fire, Ambulance, etc.).

Behaviour and signs to consider in every contact situation:

Evaluate each situation for the following behaviours for the potential of escalating violence:

- Upset over recent event(s).
- Recent major change in behaviour, demeanour or appearance.
- Recently withdrawn from normal activities, family, friends or coworkers.
- Intimidating, verbally abusive, harasses or mistreats.
- Challenges/resists authority.
- Blames others for problems in life, work; suspicious, holds grudges.
- Use/abuse of drugs and/or alcohol.
- Unwelcome obsessive romantic attention.
- Stalking.
- Makes threatening references to other incidents of violence.
- Makes direct or veiled threats to harm self, others or property.
- Has known history of violent behaviour.
- Has communicated specific proposed act(s) of disruption or violence.

Evaluate each situation for the following signs of potential violence:

- Hands - made into fists, wringing or holding hands behind back.
- Eyes - bloodshot, dilated pupils or "1000 yard stare".
- Feet - tapping, fidgeting or "drag and set".
- Opening space - opens space between them and you.
- Closing space - invades personal or intimate space.
- Natural movements - use of natural movements to distract just prior to violence.

If you are threatened or fear your personal security:

- Maintain your professional face (don't show personal emotion).
- Maintain a bladed stance (staggered stance with feet shoulder width apart) and a safe distance.
- Explain to the person that what they are asking for is beyond your authority.
- Tell them you know where your supervisor is and that you can get them to come and speak to the person.
- Ask for their cooperation.

If the individual refuses to cooperate:

- Explain that you are required to call police.
- Give them options on how to leave. Tell them:
 - It would be ideal if they left now and police can question them privately.
 - It would be embarrassing to have them escorted out by police or in handcuffs.
 - To leave now and without any further incident as it would be good for everyone.

If the individual cooperates:

- Leave the area.
- Go get your supervisor and inform them of the situation.
- Call 911 (or appropriate numbers for Police, Fire, Ambulance, etc.).
- The supervisor will go see the client, introduce themselves, explain the police have been contacted, and give options around how the person can leave.
- The supervisor may offer to schedule a meeting for another time.
- If the individual agrees to cooperate, the supervisor must escort the person to the door.

If individual continues to refuse or if you are attacked physically:

- Defend yourself from the attack.

- Leave the room as quickly as possible.
- Warn others in the area of the problem as you leave the area for a safe place.
- Shout for someone to call 911 (or appropriate numbers for Police, Fire, Ambulance, etc.) or if necessary, do it yourself when it is safe to do so.

If you witness a coworker being threatened or being physically attacked:

- Immediately contact 911 (or appropriate numbers for Police, Fire, Ambulance, etc.), as quickly and discretely as possible.
- Warn others in the area to leave to a safe place.
- Approach the interview room or office and offer support to your colleague if it is safe to do so.

All other staff:

- Leave the area and go to a safe place.
- Do not gather around the situation to observe.
- Do not stand and overlook the area from a distance.

After a threat or violent incident:

- Report all incidents of threats and violence using the “Incidents of Threats and Violence” document.
- Senior Management will coordinate follow-up actions with the police.