

Chapter 11: Emergency Preparedness and Response/First Aid

Introduction

The first few minutes of emergency response conducted efficiently can minimize injuries, save lives, and lower costs of property damage.

The BCTS OHS Emergency Preparedness and Response Plan must be designed to:

- Allow BCTS employees to properly prepare for emergency situations.
- Enable all personnel through effective training and instruction to effectively respond to emergencies while maintaining personal safety.
- Provide for investigation of emergency situations after the fact to look at effectiveness and take corrective actions.
- Promote continual improvement for preparedness and response and to the OHS Program by conducting drills and tests and then assessing the results.

BCTS must also comply with legal and industry recognized first aid requirements. These requirements are discussed in this chapter.

Emergency response cannot be dealt with on a provincial scale. Each BCTS office must produce documentation, adopt the local MOFR/BCTS, or a change the local emergency response plan to resemble the outline and contents of this chapter. The following guidance provides the minimum information staff must have in their local emergency response manual.

Forest Fires, Hazardous Material Spills, Landslides, Major Erosion Events

BCTS Environmental Management System – Emergency Response Manual

All BCTS business areas and field locations implement an environment management system (EMS) which is certified under the ISO 14001 standard.

An integral part of the EMS is an Emergency Response Plan. This plan covers:

- Forest fires, both industrial and natural.
- Hazardous material spills, including fuel, oil and pesticides.
- Landslides and other major erosion events.

BCTS will utilize the emergency response plan for these three elements to serve the same purpose in the OHS Program.



One key difference in the application of these plans is the scope. Under the EMS timber sale holders and holders of other permits are covered in the scope of the EMS. Under the BCTS OHS program they are not.

The link to the general BCTS emergency response plan and template is provided below:

http://www.for.gov.bc.ca/ftp/TSN/external/!publish/EMS2/ERM/Emergency_Response_Manual.pdf

Each field office of BCTS must enter the data in the template (Appendix 2F Form 11-3) to cover the local information needed in their plans.

Other Safety Emergency Response Issues

Staff List and Contact Numbers

Each Business area will maintain staff contact list which contains and makes available the following information (included in ERP Template Form 11-3):

- Name
- First Aid credentials
- Home phone or cell phone number
- Address
- Emergency contact

Emergency Local Telephone Numbers

The following list of emergency telephone numbers will be posted near the Receptionist and on the Emergency Evacuation Plans posted around the office. This list of contacts will be included and kept current.

For Emergencies dial 911.

	<u>Phone Number</u>	<u>Non Emergency</u>
RCMP		
Ambulance		
Fire Department		
Poison Control Center		

Business Area/ District First Aid Contacts

MOFR District and Regional Offices:

District office
Regional office

BCTS Headquarters/Executive

BCTS HQ main office	250-387-1261 (Victoria)
BCTS Operations Director	250-387-8309 – Mike Falkiner
BCTS Assistant Deputy Minister	250-387-4087 – Dave Peterson

MOFR Executive Office

Main Office	250-387-4809
Deputy Minister	250-356-5012 – Doug Konkin

Public Service Agency

Regional Office
Office of the Deputy Minister

WorkSafeBC:

Main Office
Local Office

Transportation Companies

Helicopter companies
Aircraft companies
Water taxi

Others:

Coast Guard
Provincial Emergency Program
Critical Incident Stress Mgmt
Joint Rescue Coordination Centre
(Overdue or missing marine or aircraft)

Manchecks, Overdue Employees, Aircraft, or Marine Vessels

Sign In/Sign Out Requirements and Overdue Employees

The purpose of this procedure is to establish methods for monitoring the well-being of employees. Every employee must become familiar with the sign-out/sign-in procedures for the local office which they are working from. Any employee who fails to comply with the sign-out/sign-in procedures of that office may be subject to disciplinary action by the Employer.

Each office will have procedures and staff assigned to be the safety contact during regular business hours and after hours as needed. This person shall be trained and have responsibility and control over the staff sign-out sheets and emergency response plan.

BCTS staff working in the field on projects should utilise Checklist 11-1 or a similar local form to ensure that there is an emergency evacuation plan in place if needed.

- It is critical in this type of work to ensure you have accurate maps and that the GPS co-ordinates are correct if this system is being used. Maps often can be in error and distances of 50 to 200 meters may be critical in an emergency. Check map co-ordinates in the field to confirm they are correct.
- Sign In/Sign Out Sheets are generally located at the front desk (may be electronic) and all sections of the sign out sheet **MUST BE COMPLETELY FILLED OUT** (or indicated N/A if not applicable) before an Employee leaves the office (this applies to all Employee's when they leave the office for the field or any out of office location. This information must be specific enough and broad enough to ensure that originating office staff can locate you if you are late or missing (As examples your "destination" should include at least the tenure, operating area, drainage, and block/road name/number you will be in). The only time during the day that this does not apply is during lunch hour, between 12:00-1:00pm or as per local office hours). Once you return to the office or an acceptable check in location you must check in with the office regardless of whether you are working alone or not. If you are behind schedule and will be returning late, you must notify the office before the office closes for the day.
- If a Land Based Employee does not check-in within 1 hour of the designated check-in time, then the Search Procedures for Overdue Land Based Employee's should be followed.
- If a Marine Craft does not make contact within 30 minutes of its designated check-in time, then the Search Procedures for Overdue Marine Craft should be followed.
- If an Aircraft does not make contact within 10 minutes of a designated check-in time then the Search Procedures for Overdue and Downed Aircraft should be followed.

Note: times can be changed to fit local policy or conditions

First Aid Assessment

In 2004, WorkSafeBC updated their OHS regulations and many requirements were adjusted towards a performance-based approach. As a result, First Aid Assessments are now required for workplaces/work sites to determine quantities. To determine the level of First Aid services that is required for a workplace, WorkSafeBC requires the workplace to perform a First Aid needs Assessment. The BC Public Service Agency has developed a web-based First Aid needs assessment tool to assist in the process. By answering some basic questions about the worksite this application will outline:

- First aid attendant certification levels.
- First aid kit requirements.
- First aid facilities requirements.
- Transportation requirements for injured workers.

The assessment model can be found at:

<http://gww.bcpublicservice.gov.bc.ca/firstaid/questionnaire.asp>

First Aid Facilities/Requirements

An Occupational First Aid Attendant of appropriate classification will be on site in the office at all times. Field projects requiring an Occupational First Aid Attendant will be supplied by contracting the services of a recognized Industrial First Aid Attendant. The name, location, and telephone number of the designated District attendant, and if required the backup attendant, will be posted at various locations around the office on safety information cards.

A designated first aid room that complies with all WorkSafeBC regulations is provided and is available during working hours. It is the responsibility of the designated First Aid Attendant to keep this room in order and fully equipped. Any deficiencies will be reported to management and the OSH committee who will arrange to take corrective measures. The location of the first aid room is indicated on the Emergency Evacuation Plan.

First Aid Training Requirements

A WorkSafeBC Level 1 First Aid Certificate is required for all crews of 1-5 persons working more than twenty minutes travel time from a hospital. All employees working in the field will be given the appropriate first aid training (including Transportation Endorsement) at the first available opportunity following their first day of employment. Until such training is received, no Employee will be permitted to work alone or with someone else who has not yet received the Level 1 training. Employees that are not required to hold a valid first aid certificate are encouraged to receive this training also.

All non-field staff will be given the opportunity to attend Level 1 First Aid training based on the availability of funding and work schedule compatibility.

First Aid Kit Requirements

All employees working in the field are required to carry a Personal First Aid Kit. This kit must include *at least* the following items, although carrying more items is strongly recommended:

- One pressure dressing.
- Six sterile adhesive dressings, assorted sizes, individually packaged.
- One wallet-sized instruction card advising the worker to report any injury to the employer for entry in the first aid records, and instructions on how the worker is to call for assistance.
- Six 14cm X 19cm wound cleansing towelettes, individually packaged.
- These items must be kept clean and dry and it is recommended a weatherproof container is used.

Record of Training:

All Employees will be advised who their immediate Supervisor is and the Supervisor will ensure that all Employees receive formal job safety orientation training. Each Supervisor will ensure that a record of all training for all subordinate staff will be kept on the appropriate file and be recorded in CHIPS via the Training & Development form. This training will commence during the Employees first day at work and will be completed before the Employee begins their regular duties. This includes reviewing this Safety Manual and verifying their employee contact information is correct and that their First Aid information is up to date.

First Aid Procedures (Office)

Collapse or Serious Injury:

In the event of collapse or serious injury, the person closest to the injured person:

- Ensures the accident scene is safe and that there is no further danger to him or herself, co-workers, or the injured person.
- Does not move the injured person unless there is a high risk of further injury and it is safe to do so.
- Keeps calm and does not leave the injured worker unattended unless he/she is the only one available to provide first aid.
- Contacts the First Aid Attendant immediately.
- Ensures that management is informed of the situation.

First Aid Attendant Procedures:

- Respond to the call as quickly as possible.
 - Arrive on the scene with your jump kit and equipment.
 - Provide treatment to the injured workers.
 - Assess the need to transport the injured worker to medical treatment.
 - Accompany injured worker to medical treatment if necessary.
 - Document the injury in the First Aid Record book.
- Complete a WCB Form 7A if worker:
- Is injured and loses consciousness.
 - Is sent for medical treatment by a first aid attendant or supervisor.
 - Has an injury or disease that needs medical treatment.
 - States that he or she is going to get medical treatment or has already received medical treatment for an injury or disease.
 - Is (or claims to be) unable to do his or her job because of an injury or disease.
 - If an accident breaks an artificial limb, eyeglasses, dentures, or hearing aid.

Authority of First Aid Attendant:

The first aid attendant is responsible, and has full authority for all first aid treatment of an injured worker until responsibility for treatment is accepted at a place of medical treatment, by an ambulance service acceptable to the board, or by a person with higher or equivalent first aid certification.

First Aid Procedures (Field)

In the event that an accident occurs in the field and you require a First Aid attendant, the following steps (by radio or cell phone) should be followed:

- Make sure the radio is on the repeater channel.
- Stay calm and speak slowly and clearly.
- Say twice **“This is an emergency I need radio silence”**.
- Contact the District First Aid reps.

Incident and Emergency Reporting

Injury Reporting:

It is mandatory for all Employees to report any personal injury regardless of the significance of the situation. If the individual is working alone and the injury occurs in the field the office should be notified if medical attention is required. Any personal injury must be reported to your immediate supervisor and to the First Aid attendant on site.

The supervisor should be notified if an incident has occurred that could have resulted in considerable personal injury. Specific procedures are in place for most types of situations, but when in doubt Employees should contact the office immediately to make an initial report of their personal condition or observations. When reporting or receiving information regarding an emergency situation, valuable time can be saved if a standard checklist is used to convey critical information to emergency workers and rescuers. This may include the following:

- Exact location, be as specific as possible.
- Type of emergency: injury, vehicle accident, missing co-worker.
- Number of people injured. Do not give out names of the injured persons over the radio.
- Weather conditions at the scene, cloud cover, snowfall, fog, wind.
- Physical conditions at the scene, ice, wash-out, unstable slope, fire.
- Has First Aid been given?
- Is medical attention required?
- Special medical conditions, victim's history i.e., heart condition, diabetes.
- Accessibility, air, marine, 4x4, walk in if any specific equipment is required - HOW FAR?
- Special requests such as a basket stretcher and spine board, oxygen, dry clothing, flashlights, etc.
- All the details around the incident and what is required to deal with it.

Fatality Reporting:

When reporting an obvious fatality **NEVER RELAY THE NAME OF THE SUBJECT OVER THE RADIO**. If possible, sensitive information should be relayed by telephone, cell phone or any other secure link. In the case of a co-worker, the individual's identity will be relayed only to the Management and they will take the necessary steps to prevent unauthorized persons from being able to identify the subject. It is sufficient to report that an accident has occurred resulting in the death of a co-worker. In the case of a member of the general public, explain the situation simply without identifying the person(s) involved. In the event of a fatal accident the following specific tasks must be completed by Employees at the scene and at the office:

- Notify the Office immediately and the receptionist will notify senior management.
- Protect the scene, do not move the subject if it is obvious they are deceased.
- Make notes as to your observations of the accident and sketch the scene before any disturbance takes place.
- Do not leave the scene unless relieved or advised by the RCMP or, if staying at that location will place you at personal risk i.e., approaching fire and landslides.

Safety Officer:

Relay the report to the Timber Sales Manager or designated Management.

Timber Sales Manager or Designate:

1. Notify the RCMP and request attendance at the scene.
2. Notify the WorkSafeBC Accident Investigation Section in Nanaimo during office hours or the Richmond office, 24 hour line outside of office hours.
3. Notify the Operations Director or Assistant Deputy Minister.
4. Notify the Deputy Minister unless this will be done by the BCTS executive.
5. Notify the Deputy Minister of the Public Service Agency.
6. Notify the deceased Employees' Supervisor.
7. The Timber Sales Manager may notify the next of kin where the death is due to natural causes. The RCMP will be responsible for the investigation of the incident and notification of the next of kin if the fatality is due to an industrial accident.

Marine Vessel and Aircraft Incident Reporting:

The procedures for reporting marine and air accidents are similar to the reporting of other types of accidents. The obvious differences are that there can be a greater risk of imminent danger as the result of these types of incidents.

Employees at the scene should:

1. Report the incident to the office immediately, and the receptionist will notify senior management.
2. Protect the scene, do not move the subject if it is obvious they are deceased.
3. Make notes as to your observations of the accident and sketch the scene before any disturbance takes place.
4. Do not leave the scene unless relieved or advised by the RCMP or, if staying at that location will place you at personal risk i.e., fire and sinking.

Safety Officer:

Relay the report to the Timber Sales Manager or designated Management.

District Manager or Designate:

1. Notify the RCMP and request attendance at the scene.
2. Notify the WorkSafeBC Accident Investigation Section in Nanaimo during office hours or the Richmond office, 24 hour line outside of office hours.
3. Notify the Regional Executive Director.
4. Notify the Assistant Deputy Minister Operations unless this will be done by the Regional Executive Director.
5. Notify the deceased Employees' Supervisor.
6. The District Manager may notify the next of kin where the death is due to natural causes. The RCMP will be responsible for the investigation of the incident and notification of the next of kin if the fatality is due to an industrial accident.

Emergency Response for FIRE

Staff will be familiar with their Office “Evacuation Plan”, the nearest emergency exit to their work location, and who the Floor/Area Warden and Alternate are.

If a Fire Is Discovered

Warn co-workers and notify switchboard/receptionist if possible,

- Fire extinguishers are to be used if the fire is blocking your escape or if it is a small fire and there is some one with you to assist and watch for other danger.
- Exit the building and make your way to the designated assembly area. Let your Floor Warden know you are out and ensure that you are accounted for.
- Do not re-enter the building.
- If you are caught in smoke, drop to your knees and crawl; try to hold your breath as much as possible and breath through clothing to filter the smoke.
- If you must advance through flames, cover your head, keep your eyes closed, hold your breath and move quickly through the flames.
- If you are trapped in a room, place cloth materials under the door to prevent smoke from entering.
- If there are several rooms between you and the fire, retreat to the farthest room away and close the door.
- If you are trapped in a room, signal for help without breaking the glass as this may cause smoke to enter your room.

Earthquakes

It is the responsibility of all Employees to be aware of the dangers of earthquakes.

Personal injury as a result of earthquakes is normally caused by being struck by falling objects and breaking glass. Possible hazards may include but are not limited to:

- Falling windows, roofing and other building structures.
- Falling power lines and related structures.
- Ruptured water and natural gas lines.
- Fires ignited as a result of damage to utilities.
- Tall heavy furniture tipping over.
- Hanging plants and picture frames falling from their hooks.
- Breakable or heavy objects falling from overhead shelves.
- Files and equipment falling from unsecured cabinets.
- Ceiling tiles and light fixtures falling.
- Trees, branches falling or being uprooted.
- Landslides and falling rock debris.

Should an Earthquake Occur

Follow the instructions to the Emergency Evacuation Procedures if possible. In addition:

Inside Buildings:

- Take immediate cover: under desks or strong tables or other places that will protect you from flying debris.
- Stay away from windows, tall heavy furniture, and overhead shelves. Also stay away from the orange ribbons on the ceiling; these indicate areas with heavy overhead objects that may pose a hazard during or after an earthquake.
- Step under doorways or hallway accesses and be careful of doors swinging shut.
- Stay clear of light fixtures.
- If no cover is available, kneel with your back to an interior wall and cover your neck and face by whatever means possible.
- **STAY IN YOUR POSITION UNTIL THE “ALL CLEAR” IS GIVEN. THERE MAY BE AFTERSHOCKS.**
- Sixty seconds after the shaking stops, Zone Wardens will order to have the building evacuated. Following the Emergency Evacuation Procedures, leave the building in an orderly manner and meet at the rendezvous location being aware of:
 - Live electrical wires
 - Fires
 - Loose or shifting debris - Do not attempt to move fallen structures, doing so may create further collapse, the moving and shoring of structures will be the responsibility of trained emergency workers.
 - Injured and trapped co-workers. Do not place yourself at risk to render assistance.
- Turn off all electrical equipment only if doing so does not present any danger or delay to your evacuation of the building.
- Report to the Chief Warden and inform that person if you noticed any trapped or injured co-workers.
- Find a safe place to sit and be prepared for aftershocks.

Outside Buildings:

- Stay outside.
- Do not take protection near the exteriors of buildings.
- Move to an open space away from trees, power lines and buildings.
- Lie down or crouch, protecting your neck and face by whatever means available.
- Attempt to make your way to the rendezvous location after the shaking subsides.
- Report to the Chief Warden and inform that person if you noticed any trapped or injured co-workers.
- Find a safe place to sit and be prepared for aftershocks.

Inside Vehicles:

- Pull over and stop, avoiding overpasses, power lines, and large trees.
- Do not leave the vehicle.
- Attempt to make radio contact with the office.
- Ensure there are no power lines crossing the vehicle before attempting to step outside.
- Proceed only after the shaking has completely stopped, be prepared for aftershocks.
- Use caution when crossing bridges and overpasses that may have been damaged.
- If the vehicle is not serviceable, proceed with caution to the nearest public road and contact the first available public service agency, your home or the office, by whatever means available. Request that a message be relayed to the Timber Sales manager with regards to your location.

Bomb Threats:

Should an Employee receive a bomb threat, all staff must be notified and the office should be evacuated. The RCMP should then be notified.

Office Evacuation Plan

The purpose of the plan is to identify the location of emergency equipment and designated safe evacuation routes in the event of a fire, natural disaster or other threat to the health and safety of Employees. Employees should follow the procedures in the Office Occupation and Demonstration section should such an event occur. It is the responsibility of all Employees to become familiar with the location of fire extinguishers and emergency exits. Supervisors of new Employees are responsible for giving a tour of the facilities to new Employees. This should occur on their first day of regular duty. Evacuation Plan maps are posted throughout the office.

BCTS Test Emergency Response Drills

BCTS in conjunction with MOFR and others must test components of this system on a regular basis.

Checklist 11-2 provides guidance in conducting tests and should be used unless the business area has a similar local form.

At least two tests should be conducted each year in each business area. These should be planned in conjunction with other tests planned by the joint occupational health and safety committee or other organizations.

Local Procedures

Yes.

Forms and Checklists

Appendix 11-1 Emergency Evacuation Checklist 11-1

Appendix 11-2 BCTS Test/Drill Report Checklist 11-2.

Appendix 11-3 Emergency Response Template 11-3