RTIA WEBINAR SERIES

Emergency Response Planning in Practice

RTIA | Recovery Training Institute of Alberta
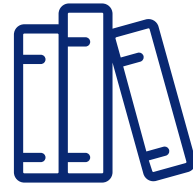
therecoveryinstitute.ca

Emergency Response Planning for Recovery Sites

- ✓ **Safety** for clients, staff, and the recovery environment

- ✓ Support **continuity** during stressful events

- ✓ **Planning** reduces re-traumatization

- ✓ Build a trauma-aware **Emergency Response Plan (ERP)**

Your Site's Responsibilities

✓ Create a site-specific **ERP**

✓ Complete a **HIRA**

✓ **Train staff** yearly

✓ Practice trauma-informed **evacuation** & **shelter-in-place**

How Emergency Response Works at a Recovery Site

- ✓ **Site Lead, Support Lead, Safety Lead**

- ✓ **ICS simplified** for recovery environments

- ✓ **ICS → EOC → POC** coordination flow

Incident Command System (ICS)

Staff Level	Role	Responsibilities
Incident Commander Hierarchy: 1. Executive Director 2. Director of Operations 3. Medical Lead 4. Clinical Director 5. Team Lead/Manager or most senior staff member on-site (if none of the directors are present)	Oversees the entire emergency response effort.	• Direct overall emergency response operations upon received triage information • Communicate with external emergency services and authorities. • Make critical decisions and provide overall direction. • Ensure the safety and well-being of all occupants.
All Staff	Support the Incident Commander in managing the emergency response	• Follow the Incident Commander's directives. Assist with evacuation, rescue, and medical response activities. • Ensure resource allocation and support personnel by providing necessary supplies and logistics.

Internal Communication Methods:
- Staff Radio System
- TV Display System
- Phones (land/mobile)
- Direct Communication

Building a Trauma-Aware Emergency Response Plan

Trauma-informed
communication

Evacuation considerations
for anxiety/withdrawal

ERP

Resource management
(naloxone, medications,
mobility aids)

After-Action Reviews
with client-centered
focus

What should be considered in an Emergency Response Plan

1. Purpose & Scope

2. Authority and Legislative Requirements

3. Provincial & Regional

4. Industry Standards and Corporate Policies

5. Emergency Contact Information

6. Site Map

7. Emergency Preparedness

- Risk Assessment and Hazard Identification
- Technological Hazards
- Health and Safety Risks
- Operational Risks

What should be considered in an Emergency Response Plan Cont.

8. General Preparedness

- Response Organization
- Command Structure
- Incident Command System (ICS) Roles and Responsibilities
- On-Call Protocol
- Overnight and Off-Hours Protocol
- Emergency Contact List
- Muster Points. Map & Why Use Muster Points
- Communication
- Internal Communication Methods
- External Communication
- Coordination with Emergency Services
- Media Inquiries
- Reporting Procedures
- Detailed Reporting Steps
- Emergency Equipment Locations
- First Aid Kits
- Automated External Defibrillators (AEDs)
- Naloxone Kits
- Maintenance and Inspection Protocol
- Transportation Plan for Evacuation
- Evacuation Procedures
- Detailed Evacuation Steps

- Emergency Contact List for Transportation Providers
- Assembly Points and Muster Points
- Transportation Logistics
- Maintenance and Inspection Protocol
- Training and Drills
- Staff Training
- Resident Training
- Emergency Drills
- Pharmacy Supplies
- Relocation and Shelter
- Transportation Services
- Medical Support
- Food and Water Supply
- Security Services
- Roles and Responsibilities
- General Emergency Procedures – Emergency Codes
- Code Procedures

Code Procedures

Code	Description	Procedure	Radio Communication
Code Red	Fire	Follow R.A.C.E. (Rescue, Alarm, Confine, Extinguish). Ensure immediate safety, activate the nearest fire alarm, call 911, notify LRC leadership or another staff member, confine the fire by closing doors and windows, use a fire extinguisher if trained and it is safe, and follow evacuation procedures to the muster point. Fire marshals will confirm population counts to ensure all on-site are accounted for.	"Code **Red** at [specific location]. Immediately and proceed to muster point." Repeat communication.
Code Blue	Medical Emergency	Assess the situation, check for signs of life, administer naloxone and commence CPR/First Aid as needed. Await medical response for further direction.	"Code **Blue** at [specific location]." Repeat communication.
Code Orange	Proceed to Muster points	All staff, residents and visitors are to proceed to the nearest muster point to await further instruction. Fire marshals will confirm population counts to ensure all on site are accounted for. This emergency code includes natural disasters, bomb threats, gas leak, chemical spill/hazardous materials etc.	"Code **Orange** at [specific location]. Proceed to the nearest muster point." Repeat communication.
Code White	Aggression/Physical Violence/Staff need immediate assistance	Secure the area by locking doors and ensuring safety, attempt to de-escalate the situation if safe to do so. If violence persists, call 911.	"Code **White** at [specific location]." Repeat communication.
Code Black	Shelter in Place	Identify the threat and move people to safety, notify authorities, provide first aid if needed, notify Lakeview leadership or another staff member, secure the area, follow authority guidance, document the incident.	"Code **Black** at [specific location]. Shelter in place." Repeat communication.

Standard Operating Procedures

Fire Emergency	Medical Emergency	Suspected Overdose	Severe Weather	Power Outage	Wildfire Standard
Intruder/Active Shooter/Lockdown	Chemical Spill/Hazardous Materials Incident	Physical Altercation	Verbal Altercation	Evacuation Procedures	Bomb Threat
Water Supply Contamination	Communication Failure	Gas Leak	Heatwave/Extreme Heat	Pandemic/Epidemic Outbreak	Cybersecurity Breach
Building Structural Collapse	Lost or Missing Person	Severe Allergic Reaction (Anaphylaxis)	Suspicious Package or Object	Extreme Cold Weather/Frostbite Prevention	Animal Attack/Wildlife Encounter
Flooding from Internal Water System Failure	Downed Power Line	Found Substances	Sexual Assault	Emergency Notification	Suspicious Person(s) Near Property

Scenario Practice for Recovery Settings

Fire alarm during programming

Physical altercation

Wildfire warning in the locality

Fire Alarm During Programming

Step	Procedure	Details
1	**Rescue**	If safe to do so, assist anyone in immediate danger. Prioritize the safety of individuals who are closest to the fire or unable to evacuate on their own. Do not attempt rescue if it puts your own safety at risk. Instead, call for assistance.
2	**Alarm**	Immediately activate the nearest fire alarm to alert all occupants of the fire. Call 911 to notify emergency services of the fire, providing them with detailed information about the location and nature of the fire. Use internal communication systems (PA systems, radios) to inform all staff and residents of the fire emergency.
3	**Confine**	Close all doors and windows to contain the fire and prevent it from spreading. Ensure that fire doors are closed but not locked, allowing for safe evacuation. If possible, shut down any equipment or systems that may exacerbate the fire.
4	**Extinguish**	If trained and it is safe to do so, use a fire extinguisher to put out the fire. Follow the PASS method for using a fire extinguisher: Pull the pin, Aim the nozzle at the base of the fire, Squeeze the handle, Sweep the nozzle from side to side. If the fire cannot be extinguished quickly and safely, evacuate the building immediately.
5	**Evacuation**	Evacuate the building using the nearest safe exit. Assist those with mobility issues or other special needs in evacuating. Proceed to the designated external muster points. Conduct a headcount at the muster points to ensure all individuals are accounted for. Use the most recent attendance lists for accuracy. Report any missing individuals to the site leadership and emergency services immediately.
6	**Post – Evacuation**	Await further instructions from emergency services and LRC leadership. Do not re-enter the building until the all-clear signal is given by the fire department or LRC leadership. Provide first aid to any injured individuals and ensure they receive medical attention as needed. Complete an incident report detailing the fire, response actions, and any injuries or damages.

Physical Altercation

Step	Procedure	Details
1	**Assess the Situation**	Quickly assess the situation to determine the severity of the altercation. Identify any immediate threats to safety and whether the altercation can be de-escalated verbally.
2	**Call for Assistance**	Use radios or other communication devices to call for immediate assistance from other staff residents. Announce Code White to signal a physical altercation. For example, "Code White at [specific location]." Repeat communication.
3	**De-escalate the Situation**	Approach the individuals involved calmly and assertively. Use verbal de- escalation techniques, such as speaking in a calm voice, using open body language, and avoiding confrontation, to defuse the situation.
4	**Ensure Safety**	Ensure the safety of all individuals involved. Separate the individuals if it is safe to do so and move them to different areas to prevent further conflict. Do not physically intervene unless absolutely necessary for safety.
5	**Secure the Area**	If the situation cannot be de-escalated or if it escalates further, secure the area by removing bystanders and isolating the individuals involved. Lock doors if necessary to contain the altercation and prevent others from entering.
6	**Contact Authorities**	If the altercation involves serious violence or potential weapons, contact local law enforcement (RCMP) immediately. Provide them with detailed information about the situation and location.
7	**Provide First Aid**	All residents involved in a physical altercation will be assessed by the medical team for injuries. If injuries are identified, provide first aid as needed. Call for medical assistance if necessary. Ensure that injured individuals receive appropriate medical care.
8	**Document the Incident**	Complete an Incident Report Form detailing the physical altercation, actions taken, and any injuries or damages. May include statements from witnesses and those involved. Submit the report for review and follow-up.
9	**Follow-Up and Support**	Provide support to individuals involved in the altercation, including counseling if needed. Conduct a debriefing with staff to discuss the incident and identify any improvements to procedures. Review and update safety protocols, as necessary.

Wildfire Warning in the Locality

Step	Procedure	Details
1	**Notification and Monitoring**	Continuously monitor local fire alerts and reports for wildfire activity within a 200 km radius of the facility. AEMA notification alert system set up and received by administrator, LRC information email and Director of Operations. Notify all on-duty staff to remain on stand-by if a wildfire is detected within this range. Use internal radio to inform all staff and residents of the potential threat.
2	**Evaluate Risk**	If a wildfire is detected within 200 km and moving towards the facility, elevate the threat level to a wildfire risk. Assess the speed and direction of the fire to determine potential impact.
3	**Notify Local Authorities**	LRC leadership must call local emergency services and fire authorities to report the wildfire risk, get updates on the expected impact, and receive any specific instructions. They must also coordinate with them for any evacuation orders or other safety measures.
4	**Gather and Move Residents**	Prepare to move residents to designated safe areas within the facility, such as fire-safe buildings or shelters. Ensure all residents are accounted for using population lists. Assist those with mobility issues or other special needs.
5	**Gather Supplies**	Ensure emergency supplies, such as fire extinguishers, first aid kits, and protective gear, are readily available and accessible. Prepare to use these supplies to mitigate fire impact.
6	**Shut Off Utilities**	Leadership must call the contracted facility provider to report the concern and request that utilities be shut off.
7	**Monitor and communicate**	Continuously monitor the situation via local news, fire updates, and communications from local authorities. Maintain regular communication with staff and residents to provide updates and instructions.
8	**Evacuation (if necessary)**	If instructed by local authorities, evacuate the building using designated evacuation routes to safe locations. Ensure all residents are accounted for at the evacuation site.
9	**Post-Event**	After the wildfire threat has passed, assess the facility for any damage and check for injuries among occupants. Wait for an all-clear signal from the Executive Director or designate before returning to the building. Provide first aid to any injured individuals and ensure they receive medical attention as needed. Complete an incident report detailing the wildfire risk event, response actions, and any impacts on the facility or individuals.