

Emergency Preparedness Plan and Response Procedures



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Emergency Plan

Our clinic is committed to protecting the health and safety of all staff, patients, and visitors in the event of an emergency. Our emergency preparedness plan is based on timely response, clear communication, and coordinated action to minimize harm and maintain continuity of care. All staff are expected to understand and carry out their responsibilities as outlined in the emergency plan, including participation in required training and drills.

The Workplace

Clinic Name	
Clinic Address	
Phone	

Emergency Risks

The following natural and man-made disasters could impact our clinic (check all that apply):

Fire	Severe Weather	Wildfire
Hazardous Material Spill	Flooding	Disease Outbreak
Power Outages	Earthquake	

Communication Plan

- The emergency plans will be communicated to staff through regular drills, posted notices in common areas, and briefings during orientation and periodic safety meetings.
- In the event of a disaster, staff will be contacted by the emergency warden through phone calls, text messages, or group messaging apps, depending on the situation and available communication channels.

Evacuation Plan

- There are clearly marked exits, and an evacuation map is posted in the clinic.
- Evacuation drills will be conducted at least once a year.
- The emergency warden is responsible for guiding and assisting staff and patients during an evacuation, ensuring everyone is accounted for, and confirming that the area is cleared and secure.
- The emergency meeting location (muster point) is the designated safe area where staff and patients gather during an emergency evacuation.

Designated Emergency Warden	
Designated Meeting Place (Muster Point)	

Shelter-in-Place Plan

- The emergency warden or designated alternate will notify occupants of the emergency and the decision to shelter-in-place, if applicable.
- Staff are aware of what emergency supplies, if any, the clinic will provide in the shelter location, as well as which supplies individuals might consider keeping in a portable, personalized kit.

Designated Shelter-In-Place Room	
Emergency Supplies Available (If Any)	<p>First Aid kit and medications</p> <p>Flashlight with extra batteries</p> <p>Whistle to signal for help</p> <p>Battery-powered or hand-crank radio</p> <p>Copies of important documents and backup data (e.g. printed, USB drive, cloud backup)</p> <p>Garbage bags, moist towelettes and plastic ties for personal sanitation</p> <p>Water, four litres per person per day, for three days, for drinking and sanitation</p> <p>Three-day supply of non-perishable food.</p> <p>Dust mask to help filter contaminated air</p> <p>Seasonal clothing and footwear</p>

Response Procedures

All emergencies

1. Call 9-1-1 to report a fire, a crime, or to save a life.
2. Follow the emergency warden's instructions and guidance.
3. When notifying emergency services of your location, provide the exact street or civic address and nearest intersection.
4. Limit phone use to urgent calls and keep them short.
5. Make sure you are safe before assisting others:
 - When assisting people with disabilities, ask if the person wants your help, and how you may best assist them. If someone refuses your help, wait for first responders to arrive, unless it is a matter of life or death.
 - When assisting a person with a hearing impairment, get their attention with a visual cue or gentle touch (not from behind), face them, maintain eye contact, and speak clearly at a natural pace without shouting.
 - When assisting a person with a vision impairment, stay half a step ahead to guide them, offer your arm, and walk at their pace. Speak clearly, provide specific directions. Warn about stairs, obstacles, or changes in direction, and watch for hazards they may encounter.

Fire

1. Leave the area immediately and alert others of the danger.
2. Activate the nearest fire alarm pull station.
3. Assist anyone in immediate danger only if it is safe to do so.
4. Shut down equipment or processes as pre-planned, if applicable.
5. Close all doors behind you to help contain the fire.
6. Exit the building using the nearest stairwell—do not use elevators.
7. If the space is filled with smoke, stay low, as smoke rises, and cover your face with a shirt or towel, preferably damp.
8. Follow designated evacuation routes and avoid cutting through hazardous areas.
9. Call 9-1-1 immediately to report the fire and request fire department assistance.
10. Do not re-enter the building until authorities confirm it is safe.

If it is safe to do so, you may fight a small, contained fire with a fire extinguisher. Always keep a clear exit behind you and never turn your back on the fire.

Fire extinguisher instructions

Pull the safety pin from the handle.

Aim the hose at the base of the fire.

Stand three to six feet away from the fire.

Squeeze the handle and sweep the hose from side to side.

Hazardous Material Spill Response

1. Alert nearby staff and notify your supervisor.
2. Retrieve the spill kit and put on appropriate personal protective equipment (PPE) before responding (e.g., gown, gloves, eye and face protection, and respirator, if there is an inhalation hazard).
3. Stop the leak if it is safe to do so (e.g., upright the container, close a valve).
4. Shut off ignition sources if the chemical is flammable.
5. Prevent the spread:
 - For liquids: Use appropriate absorbent materials (e.g., booms, pads). Neutralize acid or base spills before cleanup, following instructions in the Safety Data Sheet (SDS).
 - For solids: Carefully sweep material into a plastic dustpan and place it in a sealed bag.
 - Block or cover floor openings to keep chemicals out of drains.
6. Place contaminated materials in labelled, compatible disposal containers. The container label should include the name of the spilled chemical.
7. Do not mix incompatible wastes (dangerous chemical reactions may occur).
8. Decontaminate the area and any tools used (e.g., broom, dustpan).
9. Clean or dispose of PPE as directed in the SDS.

Power Outage

Building power outage:

1. Unplug all electrical equipment, including computers, to protect devices from power surges when electricity is restored.
2. Remain calm and follow directions from the emergency warden, if present.
3. If evacuation is required, assist people who need assistance.
4. Do not use the elevator.
5. Proceed to the muster point if required and consider weather conditions.
6. If sheltering in place, consider how to keep warm indoors. Be aware of carbon monoxide poisoning. Never heat an indoor space using combustion appliances.

People trapped in an elevator:

1. Press the emergency button or the elevator's phone to alert building security, if available.
2. Stay calm and wait for assistance. Do not attempt to open the doors or escape unless instructed by emergency personnel.
3. If you are outside the elevator, inform those inside that you are getting help, and contact building security or call 9-1-1 for assistance.

Severe Weather

High winds:

- If possible, remain inside the building, away from the windows.
- If outside, avoid areas with the heaviest concentration of trees.
- Stay clear of sagging or downed power lines. Downed power lines are dangerous and are considered an emergency. Stay back at least 10 metres and call 9-1-1 to report it.

Heavy rains:

- In the case of roof or window leaks, unplug any electrical devices beneath them and protect equipment by moving it off the floor or covering it securely.

Snow and ice:

- If possible, walk only on paths that have been cleared or sanded.
- Wear appropriate clothing and gear (clothes in layers, hat, gloves, and waterproof winter boots).
- Heavy snow may cause tree limbs to fall. Avoid areas with the heaviest concentration of trees.
- Stay clear of the sagging or downed power lines.

Flooding

During a flood:

1. Monitor local radio stations, television news, and social media for the latest information from your local officials on possible evacuation procedures and routes.
2. If a flood warning is in effect, shut off the electricity.
3. Secure vital equipment, records, and chemicals. Move small appliances, electronics, and furniture to higher floors or areas unlikely to be affected.
4. If possible, block floor drains and toilets using sandbags, plastic sheeting with heavy objects, or tightly packed towels or rags to prevent sewage backup.
5. If advised to evacuate, do so immediately. Help anyone who needs assistance.
6. Follow instructions from emergency personnel or the clinic's emergency warden.
7. Follow recommended evacuation routes and climb to higher ground.
8. Be careful. Do not drive or walk across flooded roads – 15 centimetres of rushing water can knock an adult off their feet; 30 centimetres of water can sweep away a vehicle.

After a flood:

- Flood dangers do not end when the water begins to recede.
- Stay out of the building if flood water remains around the building.
- Water may be contaminated by sewage or other chemicals.
- Do not return to the area until authorities indicate it is safe to re-enter.
- Ensure electricity has been turned off. Do not attempt to turn the power back on until the wiring has been inspected by a professional.

- Before cleaning up, open all interior and exterior doors and windows, allowing air to flow freely through the space.
- Only use tap water if it has been tested and deemed safe by your local authority.

Earthquake

The biggest dangers during an earthquake stem from:

- Falling objects such as pictures, items on shelves or cupboards, ceiling tiles, furniture, cabinets, and bookshelves.
- Swinging doors and broken windows.
- Fires from broken natural gas lines or electrical short circuits.

If you are inside a building during an earthquake:

- Stay inside, immediately drop, take cover underneath a desk, and hold on.
- Stay away from windows and do not use the elevator.

After the shaking stops:

- After the shaking stops, count to 60 before getting up. This gives loose objects time to settle.
- Stay in the clinic if it's safe to do so. Move cautiously. Look for hazards from above and below.
- If the clinic is severely damaged and poses a safety risk or local officials have directed you to evacuate, leave immediately.
- If instructed to evacuate, follow the clinic evacuation procedures.
- Only call 9-1-1 for life-threatening emergencies.
- Help injured or trapped people if it is safe to do so. If you are able, provide first aid, where appropriate.
- Do not move anyone seriously injured unless they are in immediate danger of further injury.

Wildfire

- Stay indoors as much as possible with windows and doors closed.
- Use recirculating A/C and run HEPA filters if available.
- A humidifier may help reduce indoor smoke.
- Stay cool and drink plenty of fluids.

Disease Outbreaks

1. Stay Informed. Follow current infection prevention and control protocols from public health authorities.
2. Wash hands regularly with soap and water — or use hand sanitizer (minimum 60% alcohol) when hands aren't visibly dirty.

3. Wear a face mask when appropriate to reduce the spread of droplets and airborne particles.
4. Cover your mouth and nose with a tissue or your elbow when coughing or sneezing. Dispose of tissues immediately and sanitize hands.
5. Clean and disinfect frequently touched surfaces daily. Clean visibly dirty areas before disinfecting.

Official Orders (from local or provincial government)

- If hazardous materials are released outside the clinic, you may be instructed to shelter-in-place. Remain indoors, close all windows and doors, turn off ventilation systems, and move to an interior room above ground level. Seal any cracks around doors and vents with tape.
- If authorities issue an evacuation order, shut off water and electricity if instructed, leave natural gas on unless told otherwise, and lock the clinic before leaving. Take your emergency kit, identification, essential documents, and a phone with charger. Follow routes set by the authorities.

References

- [WorkSafeBC – Emergency Evacuation Planning for your Workplace](#)
- [WorkSafeBC – Emergency Planning & Response](#)
- [PreparedBC – Guide for Small Business](#)
- [PreparedBC – Small Business Emergency Plan](#)
- [Government of Canada – During an Emergency](#)
- [Government of Canada – Emergency Preparedness Guide for People with Disabilities](#)
- [CCOHS – Emergency Response Planning Guide](#)
- [CCOHS – Fire Protection](#)
- [CCOHS – Spill Response Chemicals](#)
- [PreparedBC – Winter Weather and Storm Preparedness Guide](#)
- [PreparedBC – Flood Preparedness Guide](#)
- [PreparedBC – Earthquakes and Tsunamis Guide](#)
- [PreparedBC – Wildfire Preparedness Guide](#)
- [PreparedBC – Pandemic Preparedness Guide](#)

Emergency Contact List

Essential Emergency Contacts

Emergency Services (Fire, Police, Ambulance)	911
Local Fire Department	
Local Police Department	
Local Public Health Unit	
BC Poison Control Centre	24-hour Line: 604-682-5050 or 1-800-567-8911

Utilities and Critical Services

Property Insurance Provider	
Water Utility Company	
Electric Utility Company	
Gas Utility Company	
Building Management /Landlord	

Essential Emergency Locations

Fire Extinguisher	
Water Valve	
Electrical Panel	
Gas Valve	
Floor Drain	

Clinic-Specific Contacts

Clinic Manager / Owner	
IT Support	
Primary Care Network (PCN) Coordinator (if applicable)	
Biohazard Waste Disposal Provider	

Suppliers Contact Information

Company	
Materials Provided	
Contact Person	
Phone	
Email	

Company	
Materials Provided	
Contact Person	
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