
PART FOUR: SPECIFIC EMERGENCY PROCEDURES

PARK EVACUATION PROCEDURES

In the event of an emergency situation, the Park may need to be evacuated of all guests, exhibitors and eventually PNE personnel. The park should be divided into areas with each area evacuated individually based upon the seriousness of the situation in that area.

Consideration should be given to the following during such an evacuation:

- Establish a Crisis Command Centre as quickly as possible.
- Many guests will be separated from members of their parties. A Guest Reunification Centre should be established quickly so guests can be directed to this area. Small children and the elderly will often require special attention at this relocation centre and Guest Services personnel should be sent to assist guests. Food, blankets and extra clothing should be acquired and sent to the centre as quickly as possible. These items will be taken from available PNE resources.
- All media inquiries must be coordinated through the P/CEO. All media arriving on scene should be informed, if applicable, of the press conference to be held at the Media Reception Area or other alternative location. Refund policies and press releases shall, where possible, be discussed with an appropriately formed Issues Management Team.
- The Issues Management Team should inform the telephone switchboard operators of the evolving situation and develop a series of responses to questions that will be asked. The Issues Management Team will provide additional personnel to work the switchboard since the volume of calls will increase as the situation is published.
- Guests will do everything possible to return to their cars in order to leave the site. In order to avoid unnecessary confrontations, guests should be informed early of the developing situation and assisted in reaching their vehicles, unless doing so would put them at undue risk.
- Early in the evolution of the crisis evacuate all “slow-to-unload” rides at Playland.
- Early in the process, appropriately worded pre-evacuation and evacuation announcements must be formulated and disseminated.
- Consideration should be given as to how to accommodate any animals kept on site. If possible animal owners should be encouraged to remove them early in the development of the incident. Under no circumstances should animals be released into the general public during a crisis.

RIDE EVACUATION PROCEDURE

In the event of an emergency situation, an amusement ride may need to be evacuated of all guests. In the event of such a situation the following protocol will be followed by all responding departments.

1. **Crisis Coordinator** is the Park Duty Manager who organizes situational responses and ensures that proper procedures are followed. When necessary the Crisis Coordinator role will be assumed by the Director of Operations or the Vice President of Operations. The primary role of the Crisis Coordinator is to coordinate the safety and timely removal of the guests on a ride attraction that requires an evacuation or classified as 10-17 together with proper reporting of the incident and guest care after completion of the incident. The Crisis Coordinator will maintain a timeline of the incident together with a sequence of events during the evacuation.

2. A **Ride Operations Manager** together with Public Safety staff will secure the entrance and exit of the ride attraction allowing only necessary staff and emergency response personnel into the deck area of the attraction. The Ride Operations Manager will give periodic updates of the situation through Public Safety staff to guests who may have family members on the ride being evacuated. The Rides Operations Manager together with Public Safety staff will coordinate a first aid response if deemed necessary.

In order to maintain the safety of both the guests on the ride and employees who are assisting in the evacuations only the following individuals are permitted into an active ride area unless requested by the Crisis Coordinator.

- Crisis Coordinator
- Necessary Playland maintenance Staff
- Necessary Ride Operations Staff
- Guest Services Manager (If necessary)
- Senior Managers (If necessary)
- Emergency Response Personnel

3. The **Playland Tech Services Manager** in coordination with the Crisis Coordinator with complete regard for guest safety will make the decision to evacuate the ride attraction after all other available options have either failed or are deemed unsafe to attempt. If a track ride is involved and if the attraction does not have a safety walkway and railing every effort to bring the train back into the station should be considered if safe to do so.

4. Procedures for the actual ride evacuation are prepared by each ride manufacturer and the Playland Tech Services Manager, in conjunction with Rides Department manager and Public Safety will implement the procedures necessary.

5. In an effort to create an organized environment together with a safe and prompt response to the evacuation, all communication between departments will follow chain of command and be made through departmental managers' onsite.

6. The **Guest Services Manager** will coordinate all reporting of the evacuation which will include seating locations of guests on the ride together with necessary guest care while the ride is being evacuated and post care after completion of the evacuation. Reporting of the evacuation must take place prior to the guests leaving the ride area in an organized and expedited manner.

Example: Where possible seats should be unloaded individually when acquiring guest information.

When dealing with an incident on a ride attraction it is sometimes necessary for individuals who are both familiar and unfamiliar with the operation of the attraction to cross a track. The safety procedures listed below must be followed at all times:

- Regardless of what side of the station you are on, place arms across your chest in an "X" formation and make eye contact with the ride operator at the controls.
- When the control operator sees this, he/she will understand the signal that you want to cross the track and will raise both arms in the air to confirm.
- When you see the control operator raise both arms then you in turn will put one arm down outstretched to indicate you are now going to cross the track.
- The control operator must keep both arms in the air until you are across the track and sees that you raise your arm up in the air to indicate you are across. Until the operator sees your arm up in the air, he/she must keep both arms up as you may be assisting guests or other staff across.
- While you are crossing from one side to the other you will do so only by stepping through the seat of a car; you may not cross over empty track or in front of, in between or behind a car.

1. The **Crisis Coordinator** is the Duty Manager of an event or is assigned by the Duty Manager. The **CC** organizes situational responses and ensures that proper procedures are followed. The CC assesses a given situation and determines if an evacuation is necessary and initiates the necessary steps. They will ensure that a radio announcement is first made to notify the staff that there is an emergency, and that an evacuation is imminent. In the event that the emergency is in the Coliseum the announcement would be

“Attention all radio carriers...attention please. Maintain radio silence for the following important announcement”. “All radio carriers, the coliseum is Code 4...repeat, the Coliseum is Code 4. Please move to your assigned areas and await further instructions”.

The staff will know that this announcement is the prompt to get into position for an evacuation. This announcement will then be followed by a general PA announcement (see Emergency Evacuation Announcement).

2. The **Public Safety Managers** will work closely with the CC and will be responsible for activating the relevant Emergency Services, ensuring that they know exactly where they are needed. The **PSM** will notify parking via Radio Channel 5 that Ambulance and/or Fire are coming and where they will be accessing the site. They will also coordinate with and direct the Event Supervisors to ensure the following: all guests are at least 300 feet away from the building, the way is clear for emergency vehicles, no elevators are used during evacuation, a reasonable sweep of the building has been conducted in an effort to clear the building of as many people as possible, and that nobody re-enters the building until receiving confirmation from the proper authorities that the building is clear.

3. **Event Supervisors** are the Public Safety Supervisors working during an event. **E.S.'s** assist by following the direction of the Public Safety Managers and ensuring that all the ushers are mobilized and doing their part to safely evacuate the building. ESs ensure that aisle ushers are standing in the concourse directing PNE guests towards the nearest exit, that the door ushers are directing the guests to designated muster points such as Italian Gardens, Lot 7, Central Park, etc., that special attention is given to those requiring assistance (children, wheelchairs, elderly, etc.), and that aisle ushers do not leave their designated areas before ensuring their sections are clear

Building Evacuation Announcement

In the event of an emergency evacuation, read the following announcement over the in-house PA system...

Your attention please. Your attention please.

Due to unforeseen circumstances, it is necessary to immediately evacuate the building. Again, it is necessary to immediately evacuate the building.

Follow the instructions of staff and move to the nearest exit.

(REPEAT)

This announcement is posted at the annunciator panels for the Coliseum, Agrodome and Forum buildings.

EVACUATION PROCEDURES

- Call **911**
- Announce a **Code 4** over the radio and instruct all radio users to observe radio silence
- All supervisors and forepersons will instruct their non-radio using staff to prepare for an evacuation and to open all accessible emergency exit doors
- The evacuation announcement should then be made from either the PA system in the engine room or via the wireless microphone system
- All PNE staff should help to direct guests towards all available emergency exits unless otherwise directed by their supervisors
- All guests should be directed to the designated muster area, which is Callister Park (West of the Coliseum) across Renfrew Street
- As the building empties, all unnecessary staff should report to the designated muster station for a head count, with the following exceptions:
 1. **Security** - should sweep the building for stragglers, clearing areas they are assigned by the Crisis Coordinator
 2. **First Aid** should set up a satellite station as directed by the Crisis Coordinator or the First Aid manager / supervisor
- After the building is cleared, a head count of all staff should be done to ensure no one is missing
- No one is to reenter an evacuated building until given the 'all clear' from the Crisis Coordinator or their designate.

*****In the event of a concert or similar events that make a PA announcement difficult, the show promoter will be informed of the incident and the shows performer will be asked to give the evacuation announcement from the stage as per our instructions.***

Emergency Lockdown Procedures-Non Event

A lockdown of the site will be directed if an immediate threat such as a suspicious individual or dangerous animal is identified. In this event, it is more dangerous to evacuate buildings, therefore, all workers/contractors/guests are to remain inside or go to the closest building.

Vancouver Police Department will be contacted in the event of a suspicious individual. BC Conservation Officer will be contacted in the event of dangerous animal on site. A Crisis Coordinator will be allocated to direct the lockdown. Each department will be notified as soon as possible and will direct their workers to move to a safe area. All Emergency Wardens will be notified by the Crisis Coordinator. Emergency Wardens will then communicate instruction to their teams.

Communication

During a lockdown, communication will be made to all workers/contractors/guests on site. Communication will be made via the following:

- Radio
- Phone Calls
- In Person Notification
- Smart Phone App- Manager Chat Group

Contractors and guests must be notified and directed to remain inside until the lockdown has ended. It is the responsibility of the PNE contact of the contractor/guest to inform them of the lockdown. See PNE Contractor Program for further information.

Lockdown due to suspicious individual

If a lockdown occurs due to a suspicious individual, **CODE 10-33** will be announced on the radio by the Crisis Coordinator or delegated person. There must be minimal communication on the radio to allow for direction or updates. All supervisors and forepersons will instruct their non-radio using staff to stay inside or move to the closest building.

If Code 10-33 is called on the radio:

- If you are outside, go to your closest building. Contact your foreperson/manager to inform them you are safe.

- If you are already in a building, move away from windows. DO NOT close blinds or look outside.
- Move immediately to the nearest room you feel is safe with as many people as possible.
- Turn off the lights or maintain minimal lighting.
- Listen for direction/updates on the radio.
- Use judgement before letting anyone inside

Lockdown due to a wild animal

If a wild animal is on site, then a lockdown will be required. Communication will be made on the radio to identify the animals location on site. BC Conservation Officer will be notified and called to site.

If a wild animal is on site:

- If you are outside, go to your closest building.
- If you are already in a building, remain inside.
- Listen for updates on the radio.

Debrief of incident

Following a lockdown emergency, communication will be made to workers giving an “all clear”. All workers, contractors and guest will be debriefed on the incident via email and meeting. Managers are responsible for providing information to workers with no email access.

FIRE PROCEDURES

In the event of a fire involving one of the many buildings on site, each location has a specific fire safety plan developed with individual responsibilities established for applicable departments. These responsibilities are summarized in the Fire Safety Plan. Copies of this plan will be available from the Health & Safety Officer.

In the event of a building fire, muster points have been designated and diagrams displaying the locations of these muster points are shown on the map in the appendices.

BEFORE A FIRE HAPPENS

It is important for each employee to ensure they are adequately familiar with the following procedures in case a fire bell sounds.

1. Familiarize yourself with the following:
 - Emergency exit and telephone locations
 - Fire alarm pull stations
 - Fire extinguisher locations and types
 - Fire hose cabinet locations

2. Carry out an inspection of your area to ensure:
 - Exits are clear and emergency lights function
 - Fire alarm pull stations are not damaged
 - Fire extinguishers and hose cabinets are in good order

It is important to ensure all of the areas and items noted above are clear of obstructions.

FIRE ALARMS – PNE & PLAYLAND

Normally, the fire alarm is set off by:

- A smoke detector
- A fire alarm pull station
- A sprinkler system

Problems in the PNE alarm system, vehicle smoke, or a malicious act of pulling the alarm will also set off the PNE fire alarms. Under normal circumstances, the fire department is automatically notified when a PNE building fire alarm sounds.

Located near the main entrance of most PNE buildings is an annunciator fire panel box that indicates the location of fires by displaying lighted areas on the panel display terminal. Ensure you know where this annunciator box is located in the building that you are working in. The fire department will usually report to this location when they attend an alarm.

Alarm systems in PNE buildings are “two-stage” alarms. The first sounding of the alarm is the warning that a problem exists. The first-stage alarm will be a steady ring of one alarm bell. If no action has been taken to abort the system, the second-stage alarm will sound after approximately **one & one-half minutes**. The second-stage alarm will be a steady sounding of all of the building’s alarms.

FIRE ALARMS – PLAYLAND

The Playland building fire alarm system is a **local alarm system only**. Only the Playland Administration Building has an annunciator panel. The other buildings do not have an alarm system. This alarm system will not automatically notify the fire department of a fire. Therefore, when a fire occurs involving a Playland building, 911 must be contacted directly.

In all cases,

THE BEST DEFENSE AGAINST A FIRE IS PREVENTION.

It is every **employee’s responsibility** to be on the lookout for potential fire situations wherever they are on site.

It is every **manager/supervisor’s responsibility** to make their staff aware of the fire hazard potentials in their work areas.

If you discover a ***FIRE***,

PULL ***the nearest FIRE ALARM.*** (If your area has a fire alarm)

CALL **911.** Inform the operator that you are calling from Hastings Park (PNE) and tell them the name of the area or building that is on fire.

EVACUATE ***all people in your area. Remain calm, but act quickly.***

If possible, close doors behind you and direct people to the nearest emergency exit. If people are injured, move them to a safe area.

FIGHT THE FIRE ... ***only if it is small***..... ***ALWAYS ensure your own safety.***

CONTACT PNE Staff at Telephone Numbers listed below to inform them of the situation.

GO..... ***to your designated muster point if directed. Await further instructions.***

DO NOT ENTER ANY BUILDING UNTIL YOU HAVE BEEN ADVISED BY THE FIRE DEPARTMENT THAT IT IS SAFE TO DO SO.

Playland Season, contact:	
(Business hours)	Guest Services @ 604-252-3620 or 604-251-7704
(After hours)	(See below – Off-Season After hours)
The Fair, contact:	
(Business hours)	“Dispatch” on Radio Channel 1
(After hours)	(See below -off -Season After hours)
Off-Season	
(Business hours)	Public Safety Office @ 604-252-3570, or 604-252-3514 PNE Reception @ 604-253-2311 Health and Safety @ 604-760-1506
(After hours)	<u>PNE Watchperson</u> - “87” on Radio Channel 1 or phone 604-505-4135

AMMONIA EXPOSURE PROCEDURES

In the event of an Ammonia leak, the following procedures are to be followed:

PULL..... *the nearest FIRE ALARM.*

CALL..... **911.** Inform the operator that you are calling from the Coliseum at the PNE and that there is an ammonia leak.

EVACUATE..... *all people in your area. Remain calm, but act quickly.*
Direct people to the nearest emergency exit.

GO.....*to your designated muster point or as directed. Await further instructions.*

DO NOT ENTER ANY BUILDING UNTIL YOU HAVE BEEN ADVISED BY THE FIRE DEPARTMENT THAT IT IS SAFE TO DO SO.

HAZARDS IDENTIFICATION

Poison! Danger! *Corrosive Alkaline Solution.* Causes burns to any area of contact.

Harmful if swallowed, inhaled or absorbed through skin.

Ammonia is very alkaline and reacts corrosively with all body tissues.

Should an employee have been overcome by an ammonia leak, ensure that there is no danger to any person attempting a recovery.

Removal of a victim from a contaminated area is only to be done by an employee that has been trained as to the proper use of (S.C.B.A.) Self Contained Breathing Apparatus.

Should an employee have been overcome by an ammonia leak, ensure that there is no danger to any person attempting a recovery.

ACCIDENTAL RELEASE MEASURES

For a small leak or spill

- Approach release from upwind.
- Ventilate area of leak or spill.
- Wear appropriate personal protective equipment as specified below. Keep unnecessary and unprotected personnel from entering. Contain and recover liquid when possible. Carefully neutralize spill with dilute HCl. (hydrogen chloride in water).
- Collect liquid in appropriate container or absorb with an inert material (e.g., vermiculite, dry sand, earth), and place in a chemical waste container.
- Use water spray to cool, absorb, and disperse vapors.
- DO NOT use combustible materials, such as saw dust.
- DO NOT flush to sewer.
- Report any spills and releases to soil, water and air in excess of reportable quantities to the Health and Safety Officer.

PERSONAL PROTECTIVE EQUIPMENT

Hazard Item:

Skin Protection
 Eye Protection
 Eye/Body Exposure

PPE Required:

Rubber Gloves
 Gas tight chemical goggles
 Eyewash station/body shower

The eyewash station and body shower are inside the Boiler Room.

The above list has been provided and is available to employees who work or have responsibility in the ice-making room.

Maintenance and upkeep, including periodic inspection is to be done under the supervision of the arena manager.

FIRST AID MEASURES**Inhalation:**

Remove to fresh air. If not breathing, give artificial respiration. If breathing is difficult, give oxygen, place patient in position of comfort, generally semi-sitting. Get medical attention immediately. As soon as they resume breathing, always place unconscious patients in the drainage position, (on their side so fluids can drain from the mouth and airways). Never give an unconscious patient anything by mouth.

Ingestion:

If swallowed, DO NOT INDUCE VOMITING. Give large quantities of water. Never give anything by mouth to an unconscious person. Get medical attention immediately.

Skin Contact:

Immediately flush skin with plenty of water for at least 15 minutes while removing contaminated clothing and shoes. Get medical attention immediately. Wash clothing before reuse. Thoroughly clean shoes before reuse.

Eye contact:

Immediately flush eyes with plenty of water (preferably lukewarm), for at least 15 minutes lifting lower and upper eyelids occasionally. Get medical attention immediately. After flushing has removed all traces of ammonia, cover both eyes with moistened sterile gauze pads and bandage enough to keep light out.

Apply insulated ice packs to help reduce pain.

NOTES:

- Do not attempt to neutralize the ammonia with other chemicals.
- Do not apply oils, ointments, or medications unless prescribed by a doctor.
- Skin contact with liquid ammonia or an ammonia gas stream leaking under high pressure can cause frostbite. Pure liquid ammonia can cause severe burns.

TELEPHONE THREAT PROCEDURES

Telephone threats, including bomb threats, although rarely true, must always be taken seriously! Threats received by telephone should be handled using the following steps:

1. REMAIN CALM AND COURTEOUS TO THE CALLER.

2. Keep the person on the telephone talking as long as possible. If caller ID shows a number, record it.
3. Listen for background noises i.e. music, equipment, traffic etc. Write down the exact wording of the threat.
4. Try to gain as much information as possible before the person hangs up.
5. Use the Threat Procedure Chart (see Appendices). It will assist in the identification of the person or persons involved.

Upon completion of the phone conversation:

1. Notify the Public Safety Duty Manager, the Event Duty Manager or Playland Park Manager, if possible by telephone or in person, not radio.
2. Keep discussions to a minimum, in a quiet, discreet manner, away from exhibitors and the public.
3. Do not discuss the incident with the media. Direct all inquiries to the P/CEO or designate.

The applicable Duty Manager will:

1. Contact the police at 911 to advise them of the threat, the building and what action is being taken.
2. Notify Guest Services personnel who will in turn contact the P/CEO or designate to inform them of the situation. Public Safety will keep personnel and guests away from the area.
3. Inform the show promoter (if any), the nature of the threat.
4. Instruct the event supervisor to have his staff carry out a general building/site search while evacuating guests from the building. Personnel must be advised **look for, but not touch**, parcels of a suspicious nature. Locations of suspicious items noted must be reported to the event supervisor. Only authorized staff will conduct a thorough search.
5. Contact police at 911 if any suspicious items or parcels were observed during the building evacuation.