

Vancity emergency guide.

Introduction.

It is important to be aware that emergencies can happen at any time. The Business Continuity Program has produced this Emergency Guide to address the common emergency situations which provide response procedures that can accommodate various situations. All Vancity employees are highly encouraged to review the content and be familiar with the response procedures.



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911 procedures.

When calling 911 do not hang up – additional information may be needed. (If you place a 911 call by accident please speak to the dispatcher and advise).

Provide the following information to the dispatcher:

- ☐ Nature of the emergency
- ☐ Your name
- ☐ Exact address and nearest cross street
- ☐ Telephone number from which you are calling
- ☐ Floor number*

**Vancity Centre – notify Security Desk*

911

**Police
Fire
Ambulance**



Emergency contact numbers.

| | |
|--|--------------------------------|
| Vancity Centre 24-hour Security Desk (Concierge) | 604-877-4911 |
| Building Maintenance Emergency (all locations) | 604-648-5614 |
| Fraud & Security | 604-707-4204 |
| Business Continuity Employee Hotline | 604-696.2114 1-855-696-2114 |
| Media Relations Strategist, Communications | 778-837-0394 |
| Employee & Family Assistance Program | 1-800-387-4765 |
| 24 Hour BCNurseLine (www.bchealthguide.org) | 811 or (9) 811 |
| Poison Control | 604-682-5050 |
| Fortis BC (natural gas) | 1-800-663-9911 |
| BC Hydro (electricity) | 1-888-769-3766 |

First-aid.

If you have an extreme emergency call 9-1-1 first, then contact your first-aid attendant.

Here's how to reach your first-aid attendants:

Location

183 Terminal Avenue604.707.4212

Surrey Central604.707.4101

Branches.....Speak to your Manager.

If a first-aid incident occurs while working from home, contact your Manager.



Medical emergencies.

In the event of a medical emergency, immediately call a First-Aid attendant and if not available call 911 for paramedics and advise the emergency medical dispatcher of the following:

- ☐ Your name and telephone number
- ☐ The building name and address
- ☐ The floor and the location on the floor where you and the patient are located, and
- ☐ The nature of the emergency and any details available, for example any hazards present that the first responder should be aware of.

Have someone else take these steps:

- ☐ Retrieve the first-aid kit and/or a defibrillator if available onsite.
- ☐ Update the Emergency Medical Dispatcher on the patient's condition and the exact location of the patient.
- ☐ Greet arriving emergency personnel (Paramedic/Fire/Police) and escort them to the patient's location.

Ensure the scene is safe and provide first-aid based on your level of training:

- ☐ Tell patient that help is on the way.
- ☐ Stay with the patient until help arrives.



Fire.

Fire in your area:

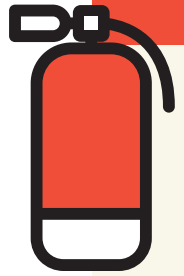
1. Activate fire alarm to alert others.
2. Call 911 and report location of fire
3. Follow emergency evacuation procedures.
4. If your clothing catches fire

Stop....drop....cover face....roll.

Do not run – running will fan the fire.

Fire extinguisher instructions:

- P Pull** safety pin from handle
- A Aim** nozzle at base of the fire
- S Squeeze** the trigger handle
- S Sweep** from side to side



If you feel safe to do so, use fire extinguishers on small fires only.

Fire evacuation.

When a fire alarm is activated:

1. Evacuate based on the bell status (continuous ringing of bells – evacuate **immediately**; intermittent ringing of bells – prepare for evacuation).
2. Check doors for heat before opening. If hot, find alternate exit.
3. Close doors behind you to confine the fire as much as possible.
4. Evacuate using the stairwell (remove high heels to avoid tripping, keep conversation to a minimum).
5. **Do not** rush or crowd, use handrails in stairwell.
6. Ask persons with disabilities if they require assistance.*
7. **Do not use** the elevators.
8. Move away from the building quickly.
9. Watch for falling glass and debris.
10. Go to the designated assembly area.

If you have evacuated the building, do not return until you are notified that it is safe to do so.

** Ensure you advise your Vancity Fire Warden/Manager in advance if you require an accommodation.*



If trapped in a room:

1. Place cloth material around/under door to prevent smoke from entering.
2. Retreat – close as many doors as possible between you and fire. Be prepared to signal from a window – do not break glass (a broken window will compromise air flow and will result in more smoke being drawn to the broken window).



If caught in smoke:

Drop to hands and knees to get below the smoke. Crawl to an exit door. Breathe through the nose and use a piece of fabric such as clothing, towel as a filter.

If forced to advance through flames:

Hold your breath, move quickly, cover head/hair; keep head down and eyes closed as much as possible.

Fire safety plans.

Fire safety plans are unique and specific to every building. Employees should become familiar with the fire safety plan for their work location and be prepared should an evacuation occur. To learn more about the fire safety plan speak to your Manager or designated Fire Warden(s). Fire safety evacuation signs are posted by each exit in a building.

Active attacker with a weapon.



An active attacker is an individual who is engaged in killing or attempting to kill people in a confined and populated area.

Response actions:

When an active attacker with a weapon is in your vicinity, you must react immediately. It is critically important to prepare yourself, mentally and physically, to deal with the situation.

- **Run (escape).** Your first reaction should always be to **run**. If there is an accessible escape path, try to evacuate the area.
- **Hide.** If evacuation is not possible find a place to hide where the attacker is less likely to find you or that you can secure.
- **Defend.** As a last resort, and only when your life is in danger, attempt to disrupt and/or incapacitate the active attacker.

Below is elaboration on the run and hide sequence.

Run.

If there is an accessible escape path, attempt to evacuate the premises.

Be sure to:

Have an escape route and plan in mind.

- ☐ Evacuate regardless of whether others agree to follow.
- ☐ Leave your belongings behind.
- ☐ Prevent individuals from entering an area where the active attacker may be.
- ☐ Keep your hands visible to any emergency response personnel.
- ☐ Call 911 when safe to do so.

Hide.

If evacuation is not possible, find a place to hide where the active attacker is not likely to find you. Ideally, your hiding place should:

- ☐ Be out of the active attacker's view
- ☐ Be in a room with a lockable door or one that can be secured with furniture or wedges
- ☐ Have heavy furniture that you can use to blockade the door
- ☐ Have no sources of noise (silence phones, TV, radio, etc.)
- ☐ Have large furniture to hide behind (cabinets, desks)
- ☐ Window coverings



Lock down.

A lockdown is implemented when there is serious security risk (e.g., violent or armed intruder) to building occupants.

Examples of incidents:

- A person with a weapon inside the facility
- An active attacker inside the facility

What to do – if it is safe:

- ☐ Move immediately to the nearest room you feel safe with as many people as possible.
- ☐ Close and secure doors and windows.
- ☐ Barricade doors with furniture or wedges if unable to secure them.
- ☐ Turn off the lights or maintain minimal lighting.
- ☐ Keep away from doors and windows.
- ☐ Silence cell phones except to report injured people.
- ☐ Keep calm and quiet.
- ☐ Lie on the floor if gunshots are heard.
- ☐ Stay in the room until police arrive. Remember it may be several hours before you can be safely evacuated.

Police response.

When police arrive:

- ☐ Remain calm and follow instructions.
- ☐ Drop any items in your hands (such as bags, jackets).
- ☐ Raise your hands and spread your fingers.
- ☐ Avoid quick movements towards the officers.
- ☐ Avoid pointing, screaming or yelling.



Threatening communication.

Threatening communication is any form of communication that is intended to manipulate, control, hurt and/or intimidate to cause a change in the target's behavior. Threatening communication in-person can be sent in several ways, such as mail, email social media, telephone, and voicemail. All threats should be treated seriously.

Upon receipt of threatening communication:

- ☐ Stay calm and immediately contact your Manager.
- ☐ Note down as much information about the threat as you can.
- ☐ If the communication is deemed to be threatening, you should also report the incident to the Police at 911.
- ☐ Contact Fraud & Security 604-707-4204 and email healthandsafety@vancity.com

If the communication is received in writing:

- ☐ Limit handling of the letter.
- ☐ Keep the envelope.
- ☐ Do not time stamp or write on the letter.



If the communication is received by email:

- ☐ Do not delete, respond, or forward the email to others.

If the communication is received over social media:

- ☐ Take and save screen shots of the threats.
- ☐ Note the date and time of the posts or messages received.
- ☐ Note any other details about the threat that you can perceive (location, device being used, usernames, etc.).
- ☐ Do not respond or engage with the user.

If the communication is received over the phone or voicemail:

- ☐ Note the date, time, phone number and name of caller if known.
- ☐ Write down what was said in detail.
- ☐ Do not argue with the caller.
- ☐ Do not transfer the call.
- ☐ Do not make further calls from the extension that the call was received on.
- ☐ Save any voicemails.
- ☐ Immediately upon completion of the call move to a different phone and report the details of the incident.

Workplace violence.



Types of workplace violence.

- **Threatening behavior** – shaking fists, damaging, or destroying property, throwing objects, stalking, pranks, anger-related incidences.
- **Verbal or written threats** – expressing an intent to inflict physical harm or threatening a person's position, job, promotion, or property.
- **Harassment** – discrimination-based behavior that demeans, embarrasses, humiliates, annoys, alarms, or verbally abuses a person and that is known to be, or would be expected to be, unwelcome.
- **Sexual harassment** – words or actions that cross another person's sexual boundaries.
- **Verbal abuse** – swearing, rumors, insults, and condescending language.
- **Physical assault** – hitting, shoving, pushing, punching, and kicking.

Prohibited conduct:

No employee shall subject any other person to workplace violence or intentionally use any of the known factors that contribute to violence in the workplace.

If you are experiencing workplace violence:

1. Ask the person to stop and walk away to a safe place.
2. Make a note of the event.
3. Report incident(s) to your Manager immediately and email healthandsafety@vancity.com

Call 911 if you are in immediate physical danger.

Vancity Group business locations include:

- Offices
- Meeting rooms
- Lunchrooms
- Off-site meetings
- Business travel
- Social events related to employment

Vancity Group workplace communications:

- In-person/virtual meetings
- Telephone
- Email/electronic
- Writing/paper

Suspicious packages and envelopes.

Identifying suspicious packages and envelopes.

Each type of suspicious package poses separate risks and challenges. If a package or envelope appears suspicious, do not open it.

Handling suspicious packages and envelopes.

1. If you believe the package to be suspicious do not touch it.
2. Advise your Manager and call the Police.
3. Call Fraud & Security 604-707-4204 and email healthandsafety@vancity.com
4. Do not shake or empty the contents of any suspicious package or envelope.
5. Leave the area and close any doors.
6. Alert others and prevent them from entering the area.
7. Wash hands with soap and water to prevent spreading potentially infectious material to face or skin.
8. Cordon off the area until appropriate response personnel arrive (Fraud & Security and Police).



Bomb threat.

Most bomb threats are made by callers who want to create an atmosphere of general anxiety and panic. All calls must be taken seriously and handled as though an explosive is in the building. Do not hang up.

Fill out the bomb threat report, immediately.

Bomb threat procedures.

- 1.** Listen carefully.
- 2.** Be calm and courteous.
- 3.** Do not interrupt the caller.
- 4.** Signal attention of co-worker.
- 5.** Obtain as much information as possible.
- 6.** Notify your Manager.
- 7.** Call 911.
- 8.** Complete form below and email healthandsafety@vancity.com
- 9.** Call Fraud & Security 604-707-4204



Bomb threat telephone incident details.

| | | | |
|-------|-------|----------------|---------------------------------|
| Date: | Time: | Call duration: | Name/number displayed on phone: |
|-------|-------|----------------|---------------------------------|

Exact wording of the threat:

Questions to ask:

Who is this?

Where are you now?

Where is the bomb?

What does the bomb look like?

When is the bomb going to go off?

Why did you plant the bomb?

Why did you call me?

Identifying characteristics: (check the ones that apply)

Any distinguishing accents? ☐ no ☐ yes

☐ If yes, please specify

Voice: ☐ loud ☐ soft ☐ high-pitched ☐ deep

☐ other

Speech: ☐ fast ☐ slow ☐ slurred ☐ other

Threat language: ☐ foul ☐ irrational ☐ well-spoken

Manner: ☐ polite ☐ calm

☐ other

Background noise: ☐ traffic ☐ machinery ☐ music ☐ crying ☐ children

☐ other

Voice was familiar (specify):

Caller was familiar with the area (specify):

Additional information:

Save form

Submit form by email

Reset form

Kidnapping.

1. If you receive a phone call advising of a kidnapping, remain calm. Tell the caller you will comply with their demands.
2. Immediately fill out the form below.
3. Call 911 and advise your Manager.
4. Call Fraud & Security 604-707-4204 and email healthandsafety@vancity.com

If you witness a kidnapping, immediately call 911 and be prepared to give a description to Police of the vehicle, **license plate**, suspect and any information on the kidnapped victim.



Kidnapping telephone incident details.

Date:

Time:

Call duration:

Name/number displayed on phone:

Details of the phone call:

Who has been kidnapped?

Details of demand:

How do I know this is not a hoax?

Please describe the hostage:

Is the hostage alive?

May I speak to (hostage name)?

If yes, what does the hostage say?

Identifying characteristics: (check the ones that apply)

Any distinguishing accents? ☐ no ☐ yes

☐ If yes, please specify

Voice: ☐ loud ☐ soft ☐ high-pitched ☐ deep

☐ other

Speech: ☐ fast ☐ slow ☐ slurred ☐ other

Threat language: ☐ foul ☐ irrational ☐ well-spoken

Manner: ☐ polite ☐ calm

☐ other

Background noise: ☐ traffic ☐ machinery ☐ music ☐ crying ☐ children

☐ other

Voice was familiar (specify):

Additional information:

Save form

Submit form by email

Reset form

Pandemic – infectious disease.



An infectious disease can be spread directly from person to person or indirectly from person to environment to another person.

Immediate action.

- Notify your physician or healthcare provider.
- Follow their instructions.
- If sick stay home and notify your Manager.
- If current condition is life threatening, call 911.

Follow directions.

If you believe you may be infected, contact your doctor or healthcare provider immediately before attending their clinic. They will advise you of appropriate procedures and protocols to follow. Follow the directions of health care providers and public health authorities.

Keep away from public spaces.

If you are infected, do not frequent public spaces as this can cause further spread of the disease. If you are not infected but there is an outbreak in the area, it is best to limit outings in public spaces.

Stay informed.

Continue to monitor postings and notices from public health.

Earthquake.

During an earthquake **drop, cover** and **hold on**:

- ☐ Stay inside and move away/face away from windows.
- ☐ Drop to your hands and knees.
- ☐ Stay away from objects which could fall on you.
- ☐ Cover your head and neck with your arm and shelter under a sturdy piece of furniture. If there is no shelter nearby, crawl to the nearest corner or wall while continuing to protect your head and neck.
- ☐ Hold on to your shelter, covering your head and neck until shaking stops.
- ☐ Stay where you are – **do not** run outside. Falling debris may cause injury.
- ☐ **Do not** use elevators.
- ☐ If outdoors, stay in an open area. **Do not** enter buildings.
- ☐ If you are in an elevator, the elevator will not fall down the shaft and nothing heavy can fall on you. If the power fails, the elevator will stop, and the lights will remain off until emergency power is restored. Stay calm and be patient. Wait for assistance.
- ☐ If fire should occur, sound the alarm, and follow evacuation procedures.

After the earthquake:

- ☐ Keep calm. Stay under cover for an additional 60 seconds after the shaking stops allowing objects a chance to settle.
- ☐ Watch for falling debris and potential for aftershocks or tremors.
- ☐ Wait for instructions from Fire Wardens or emergency personnel (if applicable).
- ☐ Be prepared to evacuate to lower floors (if necessary).
- ☐ Alert Fire Wardens to anything needing their attention.
- ☐ Do not move injured victims. Advise Fire Wardens.
- ☐ Do not use telephones. Telephones are to be reserved for emergency use only.
- ☐ Do not use elevators until declared safe to do so.



Vancity emergency supplies.



Emergency Supply Cabinets.

To ensure Vancity staff is prepared to deal with a disaster, there are emergency preparedness equipment and supplies that meet the 72-hour recommended survival period at all Vancity locations.

Based on a staff count percentage, Vancity currently has both food & water survival kits and earthquake supply kits at each location in varying quantities.

What you need to know about the Emergency Supplies.

Emergency preparedness supplies are stored in the Emergency Supply cabinets and are only designated for use during disaster type emergencies. It is important to note the Survival First Aid kit is not to be confused with the standard First-Aid kit used by First-Aid attendants on a day-to-day basis.

The contents of the cabinet include:

- **Food/Water/Survival Kits**
- **Rescue Kits**
- **Survival First-Aid Kits**



Work from home emergency preparedness.

Being prepared for an emergency in your home is always good practice. If an emergency happens in your community, it may take emergency workers some time to reach you. It is recommended to be prepared to take care of yourself and your family for a minimum of 72 hours.

Determine an accessible location within your home to store the materials listed below.

Emergency communication.

- ☐ Create a contact list of important phone numbers, such as those of your family members, medical clinic, local area Police, Fire, Ambulance and Managers.

First-aid.

- ☐ Keep a list of first-aid contact numbers.
- ☐ Have a first-aid kit in your home and car.

Fire & smoke warning systems.

- ☐ Your home should have working smoke and CO2 detectors.
- ☐ Perform periodic testing to ensure that any warning systems are working.
- ☐ Replace batteries at least once a year.

Home emergency plan.

Create a home emergency plan that answers the following questions:

- ☐ When should I evacuate?
- ☐ How should I evacuate and by what route or method?
- ☐ Where should I go when I evacuate?
- ☐ Who should I call or notify?

Click on the link for information on creating your home emergency plan: Your home emergency plan (www.getprepared.gc.ca/cnt/plns/mk-pln-en.aspx)



Emergency Response Procedures.

Prepare for earthquake, fire, power outage, flood, violence, or another emergency:

- ☐ Assess potential hazards in the telework location and environment.
- ☐ Have a practical response plan for each identified hazard.



Emergency Kit for Disaster Response.

In the event of an emergency, it is important to have supplies on hand. Emergency preparedness kits can help people survive after a disaster occurs. The first 72 hours after an emergency are important as you may need to get by without power or tap water. Following a disaster, you may need to:

- ☐ Stay at home with an emergency kit and a first-aid kit or
- ☐ Leave immediately with a grab and go bag.

Click on the link below for information on building an emergency kit and a grab and go bag: Create a kit (www2.gov.bc.ca/gov/content/safety/emergency-management/preparedbc/build-an-emergency-kit-and-grab-and-go-bag)

Drop, cover and hold.

Along with the above points, it is encouraged to practice drop cover and hold as if an earthquake were taking place. The great British Columbia ShakeOut is an annual opportunity to remind British Columbians about the importance of proper technique to protect yourself during an earthquake however its helpful to practice twice a year. For more information on earthquake planning and preparedness, visit Public emergency preparation and recovery

(www2.gov.bc.ca/gov/content/safety/emergency-management/preparedbc)



Business continuity incident.

If your business unit is experiencing one or more of these impacts:

- ☐ Business outage over 24 hours
- ☐ Workplace deemed unusable
- ☐ More than one business unit experiencing an outage

1. Notify your Manager if they are unaware of the incident.
2. Wait for directions.
3. Find out from your Manager, the alternate workplace location (if applicable).
4. Follow your Manager's instructions.
5. If you are a Manager or BCP Line of Business Representative, call the BCP Employee Hotline to report a BCP incident.



Business continuity emergency communication channels – wallet card.

1. Ask your manager for a wallet card.
2. Fill out the requested information on the back of the card.
3. Keep this card in your wallet to access current incident response information during a BCP event.
4. Email bcpepconnect@vancity.com to request a wallet card.

For BCP updates, the following resources are available:

- ☐ Insite remote access: bcpvancity.com
- ☐ Business Continuity Employee Hotline:
604.675.6234 / 1.877.675.6234

The information in this guide covers most actions to be taken during emergencies. Common sense must prevail when instructions are not available. If you have questions concerning a unique situation not covered in this guide, email bcpepconnect@vancity.com