



## APPENDIX F

### REQUIRED CONTENTS OF AN EMERGENCY PLAN

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#### **A department emergency action plan should include, as a minimum:**

1. Instructions for calling for help;
2. Instructions for calling for medical assistance;
3. Instructions for notifying the proper authorities (security personnel and the police);
4. Emergency escape instructions and routes, (may be the same as Fire Emergency Evacuation Plan);
5. Safe places to escape to inside and outside of the facility;
6. Securing the work area where the incident took place;
7. Instructions for accounting for all employees if a facility is evacuated, (may be the same as Fire Emergency Evacuation Plan);
8. Identifying personnel who may be called upon to perform medical or rescue duties
9. Training and education of employees in workplace violence issues and the emergency action plan.

#### **Other elements may include:**

1. Determining how to secure the workplace;
2. Establishing internal emergency numbers and/or code words to alert security or co-workers that urgent help is required;
3. Identify the circumstances in which a command centre would be necessary and how it would be set up;
4. Assign responsibilities for decision making and action to staff with the appropriate skills and authority;
5. Appoint alternates in case a key player is absent during the incident;
6. Provide clear guidelines to follow in various situations;
7. Provide the training necessary to respond to and defuse potentially violent situations;
8. Outline how supervisors are expected to respond to specific reported incidents of violence;
9. Identify scenarios where emergency services should be called and identify who is responsible for contacting emergency services such as:
  - Security
  - The Police
  - Emergency Response Personnel
  - Victim Support Resources
  - Other Outside Assistance

10. Identify scenarios where the work location would be “locked-down” (take refuge in a secure location) or evacuated using the existing “fire emergency evacuation procedures”;
11. Rehearsal of evacuation and lock-down procedures, or any other drills for specific situations likely to be encountered at the workplace.
12. Provide a system to account for the safety of all personnel. May be the same as for “fire emergency evacuation procedures”;
13. Set up procedures to:
  - Provide immediate first-aid and medical help
  - Deal with Emergency staff and Police
  - Complete medical and legal reports and forms
14. Establish procedures for the sensitive management of communications regarding the incident (e.g. informing members of the victim’s family, internal communications, media relations, etc.)

**The emergency response plan for each department workplace must consider any additional specific issues that may exist at a specific work place but which may not be covered in the list above.**