

OCCUPATIONAL HEALTH AND SAFETY

Community Care of West Niagara is committed to establishing programs for the protection of employees, volunteers and clients from injury and/or occupational diseases in the workplace.

With reference to the *Occupational Health and Safety Act*, Community Care of West Niagara will ensure that:

- i. A copy of the *Occupational Health and Safety Act* will be available to all employees and volunteers in a readily accessible location.
- ii. Community Care of West Niagara will designate a Health and Safety Representative whose responsibility will be to inspect the physical condition of the workplace at least once per month.
- iii. The Occupational Health and Safety Representative will document any unsafe conditions or necessary repairs that would be considered a hazard to the work group at least once a month.
- iv. The Occupational Health and Safety Representative will submit the report at least every month to the Executive Director who will ensure that all necessary repairs are completed in a timely fashion.

All employees, volunteers or those contracted by Community Care of West Niagara have an obligation to initiate a response to any immediate or previously unknown hazard or danger.

All employees, volunteers or those contracted by Community Care of West Niagara will be expected to comply with the safe work practices and procedures established by Community Care of West Niagara.

600 FACILITY SECURITY

- i. At the end of each business day, employees ensure that the Community Care of West Niagara's building is securely locked and the alarm set.
- ii. At the end of each business day, the designated employee ensures that all external buildings, facilities and vehicles are secured.
- iii. Only Community Care of West Niagara's representatives deemed necessary to operations have access keys.

601 BUILDING MAINTENANCE

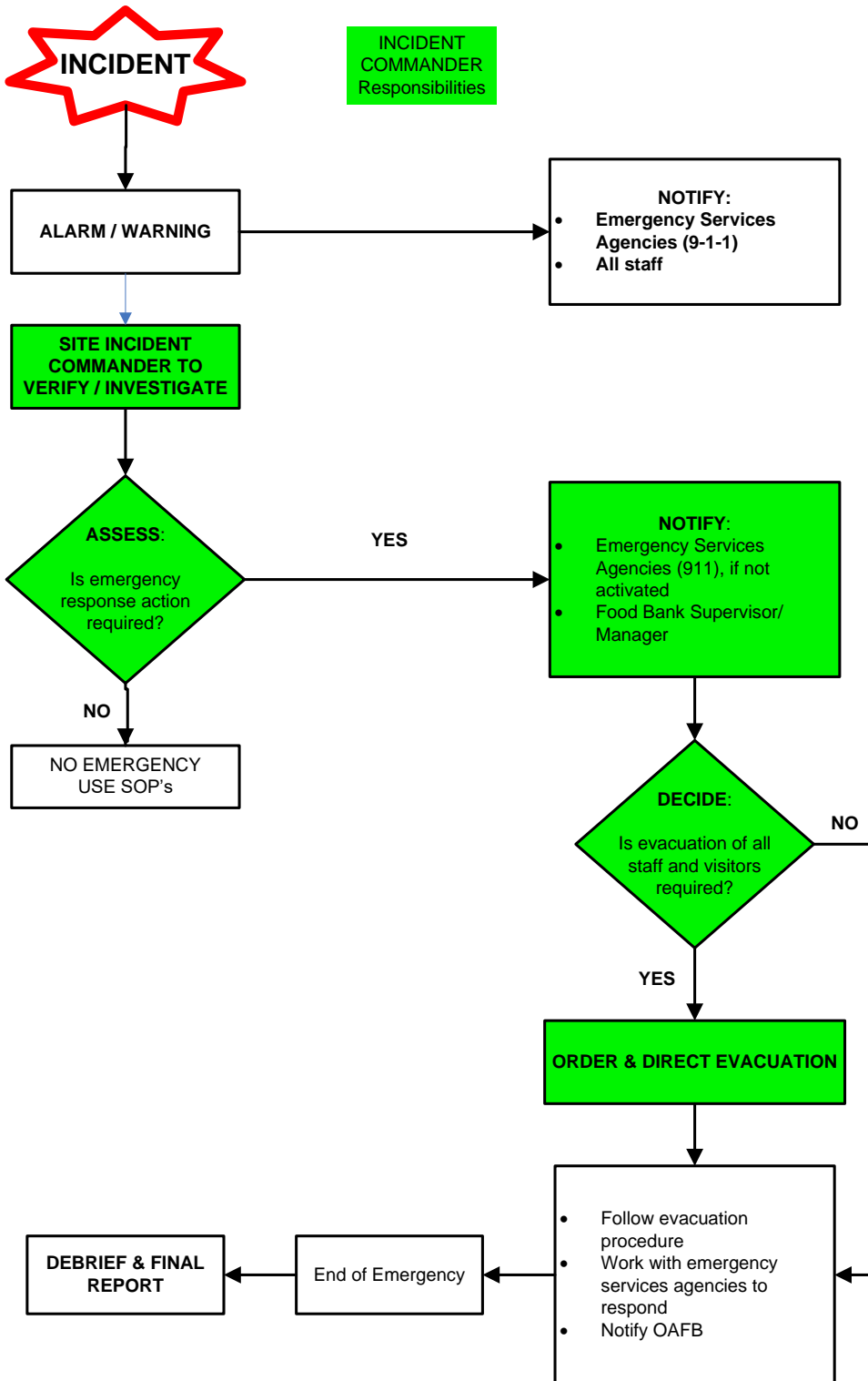
- i. Designated employees continually monitor the up-keep of Community Care of West Niagara's facilities and grounds.
- ii. A designated employee will perform monthly inspections of Community Care of West Niagara's facilities and grounds.

602 VEHICLE OPERATION AND MAINTENANCE

- i. Daily vehicle inspections will be performed by an employee operator.
- ii. Monthly vehicle inspections will be performed and recorded by employees.
- iii. Completed Monthly Vehicle Inspection Forms will be filed in a locked cabinet in the Admin. Office.
- iv. Daily mileage will be logged on Daily Mileage Forms located in the Vehicle Binder.
- v. Completed Daily Mileage Forms will be filed in a locked cabinet within the Admin. Office.
- vi. Regular oil changes and vehicle inspections will be performed by a certified mechanic.
- vii. 'Maximum Load Capacity' signage will be visible in work van.
- viii. License plate sticker renewal will be coordinated by a designated employee.

603 EMERGENCY RESPONSE PLANS

GENERAL RESPONSE PROCEDURES FLOWCHART



Immediate Contacts

CCWN EMERGENCY RESPONSE TEAM CONTACTS

ROLE	POSITION	CELL
CCWN Incident Commander	Executive Director	Carole Fuhrer 905-973-4999
Alternate CCWN Incident Commander	Admin and Fund Coordinator	Lynda O'Donnell 905-516-0676
Chief Fire Warden	Admin and Fund Coordinator	Lynda O'Donnell 905-516-0676
Alternate Chief Fire Warden	Client Services Coordinator	Maya Mercier 289-990-7595
First Aider	Client Services Coordinator	Maya Mercier 289-990-7595

FEED ONTARIO

Name	PHONE
Carolyn Stewart-Stockwell Kimbalin Kelly	Carolyn: Office: 416-656-4100 x2935 Mobile: 416-559-1788 Kimbalin: Office: 416-656-4100 x2935 Mobile: 647-309-3901

EXTERNAL CONTACT LIST – EMERGENCY RESPONSE

AGENCY/ COMPANY	CONTACT	LOCATION	PHONE NUMBER
Local Emergency Services	N/A	N/A	9-1-1
Hospital	West Lincoln Memorial	169 Main St E, Grimsby, ON L3M 1P3	(905) 945-2253

EXTERNAL CONTACT LIST – GOVERNMENT

AGENCY NAME	PHONE	EMAIL
Emergency Management Ontario	416-326-5000	N/A
Public Health Ontario	647-260-7100 Media: 647-260-7247	N/A
Niagara Public Health	905-688-8248 ext. 7330	niagararegion.ca/health
Canadian Food Inspection Agency	General: 226-217-8555 Central: 226-217-1200 (51200) Northeast: 705-739-0008 Southwest: 519-691-1300 Toronto: 647-790-1100	N/A
Local integrated health network Hamilton Niagara Haldimand Brant	866-363-5446	hamiltonniagarahaldimandbrant@lhins.on.ca
Town of Lincoln	905-563-8205	

1. PURPOSE

This Plan has been designed to assist Community Care of West Niagara (CCWN) staff with:

- Protecting the health and safety of employees, volunteers and the public.

2. APPLICATION AND SCOPE

This Plan provides guidance to the site and CCWN employees in the event of the following potential emergencies or crises:

- Site emergency (i.e. fire, security, major injury or fatality)
- Disaster or emergency in the community (i.e. major storm, traffic accident, train derailment)

CCWN will be required to activate its facility emergency response plans and follow its normal notifications to respective stakeholders in an emergency.

In the event CCWN requires support from the Feed Ontario, a call to the designated ECC Director will be made by the Executive Director.

This Reference Manual will be:

1. Made available to all staff (hard copy), and an electronic copy will be kept on the electronic shared drive for easy access.
2. Prominently displayed, alongside the Occupational Health and Safety Book, on the main floor by the Food Room.
3. Placed in the Communication Book for volunteer reference.
4. Circulated to all current CCWN Board Members and subsequently will be added to new Board Member Manuals.

3. GENERAL RESPONSE PROCEDURES

3.1 General Guidance for Facility Evacuation

Purpose

This procedure is designed to protect the health and safety of facility staff and the public and to ensure that all occupants of the facility are able to egress the building safely and without delay. The procedure defines the occasions in which a building evacuation may be required, the responsibilities of the Facility Emergency Response Team and all occupants. All facility occupants share responsibility for the coordinated evacuation.

General Information

Evacuation of the CCWN Facility will be conducted under the following conditions:

1. When it is not safe to remain in the facility.
2. At the direction of the Local Emergency Services Incident Commander or CCWN Incident Commander.
3. Upon sounding of the fire alarm.

Upon receipt of direction to evacuate, the following guidelines will assist CCWN staff in evacuating all site personnel:

1. Fire Warden will ensure any building occupants in the immediate area are instructed to evacuate safely using the nearest safe exit or stairwell. Ensure that all tenants refrain from using the elevators.
2. Leave the building immediately by following the closest and safest evacuation route.
3. Close but do not lock doors.
4. Proceed on foot to the nearest Muster Point. Muster Points are designated by individual tenants. The Fire Warden is to perform roll calls at each Muster Point and report the list of missing individuals to the local emergency services Incident Commander (Fire/Police/EMS) or the CCWN Incident Commander.
Note: If it is not safe to proceed to the nearest Muster Point, the CCWN Incident Commander or a member of the Emergency Response Team will direct personnel to the alternate evacuation gathering location.
5. The CCWN Incident Commander, in conjunction with the Local Emergency Services Incident Commander will report the status and estimated duration of the emergency to all evacuees.

All personnel are to wait at the evacuation gathering location until advised that it is safe to return to the facility or to leave the site.

3.2 Description of General Response Procedures

3.2.1 General response procedures are as follows:

1. Incident (real or perceived) occurs.
2. Alarm is received through building alarm system or security personnel receive a warning through a phone call or by observation. It is also possible that there will be no advance warning or alarm. (i.e. bomb threat, tornado.)
3. If assistance is required immediately, site personnel will notify Emergency Services (9-1-1).
4. Site personnel will contact the CCWN Incident Commander.
5. The CCWN Incident Commander will investigate and verify that there is an incident.
 - If there is no emergency situation, the CCWN Incident Commander will direct that the team utilize standard operating procedures (SOPs) to deal with the event.
 - If there is in fact an emergency situation, the CCWN Incident Commander will notify the key response personnel listed in the contact list as well as the necessary emergency services agencies.
6. The CCWN Incident Commander will direct staff to safely evacuate or shelter in place. If evacuating site, the staff will obtain the daily sign in sheet to assist staff with conducting headcounts for all staff and volunteers.
7. Once an emergency has been confirmed the CCWN Incident Commander will:
 - Ensure local emergency response services have been activated to support the site
 - Inform the President of CCWN, or designate
 - Notify Feed Ontario
8. When the emergency is over, a debriefing will be held and a final report written.

3.3 Warning & Alerting

3.3.1 All Emergencies

When an emergency occurs within the building, the fire alarm may be activated depending upon the nature of the emergency. Alarms may be activated by:

- Smoke detectors, heat detectors
- Fire alarm pull stations

FOR REFERENCE ONLY

<**A Stage-one Alarm** is the first alarm sounded when the fire alarm system is activated. This stage will sound an Evacuation Tone on the floor where the fire alarm device was activated as well as on the floors directly above and below. The remaining floors will sound an Alert Tone. >

<**A Stage-two Alarm** is typically activated manually at the fire alarm control panel by an Authority of the Fire Department, sounding an Evacuation Tone on all floors of the building. In some situations, a Stage-two Alarm may be automatically activated 5 minutes after the activation of a Stage-one Alarm.>

3.3.2 Actions on Alarms

When fire alarms are sounded or an evacuation is ordered, site personnel are to evacuate the facility under the direction of the CCWN Incident Commander or local emergency services. The following locations have been designated as Muster Points:

- **Primary : Public Parking Lot across the street from CCWN**
- **Alternate: BDSS Parking lot one block North**

3.3.3 All Clear

When the emergency situation has been resolved, CCWN and Local Emergency Services Incident Commanders will announce the **ALL CLEAR**.

3.4 Activation

3.4.1 Incident Commander (IC)

Upon notification of an emergency situation affecting the facility, the CCWN Incident Commander will:

1. Respond to the emergency location, if safe to do so.
2. Assess the emergency based on information available.
3. Take necessary actions to initiate response activities.
4. Direct emergency response operations of the staff and coordinate response with local emergency services agencies.
5. Communicate with all CCWN staff, volunteers, Board of Directors and the public regarding the emergency.

3.4.2 CCWN Staff

Upon notification of an emergency situation affecting the facility, all staff will:

1. Initiate immediate actions and control measures, as per training.
2. Notify the CCWN Incident Commander immediately.
3. Carry out duties as identified in this manual.
4. Carry out duties as assigned by the CCWN Incident Commander.

3.4.3 Other Personnel and Visitors

Upon notification of an emergency situation affecting the facility:

1. Follow directions of the site staff and local emergency service agencies.
2. Take necessary actions to ensure personal safety.

3.5 Response Operations

The CCWN Incident Commander and support staff conducts the initial emergency response operations until local emergency service agencies arrive on the scene. When local emergency services arrive, they will assume responsibility for emergency operations.

The CCWN Incident Commander and support staffs remain available to work with local emergency services agencies and provide assistance. The CCWN Incident Commander, in conjunction with the local emergency services, will notify the facility occupants/evacuees on any decision to send occupants home.

3.6 Public & Media Relations

Public Information and Media Relations will be managed in conjunction with the local emergency services. Where the impact is only to the CCWN operations, staff and reputation, Feed Ontario will support CCWN's Executive Director in communicating with the general public and the media.

3.7 Post Emergency Activities

This section offers guidance on initiating procedures that will assist in returning CCWN to normal operations.

3.7.1 Post-Incident Recovery

Post-incident recovery activities should be initiated as soon as possible – preferably ***while response operations are still underway***. Recovery operations may include:

- Clean up
- Public relations
- Employee assistance
- Litigation
- Insurance claims
- Repair of property damage
- Restoration of services
- Provision of an alternative facility, if required

4. ORGANIZATION: ROLES AND RESPONSIBILITIES

4.1 Emergency Organization

4.1.1 CCWN Emergency Response Team

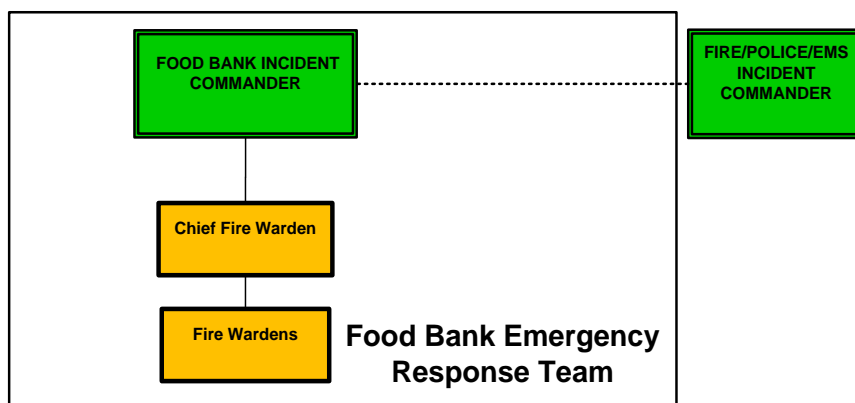
The CCWN Emergency Response Team is the first line resource for all emergency operations affecting the facility. The team will use the Incident Command System (ICS) to respond to all incidents. ICS provides CCWN with the flexibility to deal with different types and sizes of incidents.

It is possible that in isolated circumstances, an emergency may be so severe that it overwhelms the capabilities of the CCWN Emergency Response Team. In those situations, outside resources may be notified and provide support.

Emergency services and the CCWN Emergency Response Team will:

1. Carry out immediate emergency response activities that are within the capabilities of the personnel's training and equipment. These activities include evacuation and first aid.
2. Secure the facility, if required. Ensure this is done as safely as possible.
3. Mobilize off-site community emergency resources as required.
4. Co-ordinate activities of all resources employed on site.

Diagram 4.1: CCWN Emergency Response Team



4.2 CCWN Emergency Response Team Duties & Responsibilities

4.2.1 CCWN Incident Commander (IC)

The CCWN Incident Commander is responsible for the following **pre-emergency** activities:

- Direct the planning, development, training/exercising and testing of the CCWN ERT.
- Ensure the CCWN ERP is reviewed and updated.

The CCWN Incident Commander is responsible for the following **emergency response** activities:

- Direct implementation of the ERP.
- Proceed to the area of the emergency.
- Serve as the Incident Commander (IC) during emergency response operations.
- Upon arrival at the emergency area:
 - obtain a briefing from the first responder at the scene
 - assess the situation for potential and further actual hazards to site personnel
 - implement corrective measures
- Liaise and work with local emergency services Incident Commander(s).
- Notify and maintain on going communication with:
 - Government agencies
 - Local municipality Emergency Operations Centre (Social Services area)
 - Feed Ontario
 - Others as required
- Provide direction to staff following an evacuation or once life safety response operations are completed.
- Support orderly transition from emergency response operations to business recovery/resumption operations.
- Keep a written record of decisions and actions during response.
- Ensure post-incident debriefings and a final report is prepared and submitted.
- Other duties as required.

4.2.2 Chief Fire Warden

The Chief Fire Warden is responsible for the following **pre-emergency** activities:

- Work with the CCWN Incident Commander to ensure facility staff is provided with training and exercising in accordance with Section 7 of this plan.
- Keep written records of all emergency preparedness and response activities, including but not limited to tests, drills, false alarms, and actual emergency responses.
- Other duties as assigned by the CCWN Incident Commander.

The Chief Fire Warden is responsible for the following **emergency response** activities:

- Implement emergency response procedures, including evacuation plans.
- Serve as the facility's CCWN Incident Commander in the absence of the CCWN IC.
- Maintain communications with the CCWN Incident Commander.
- Verify with the CCWN Incident Commander that appropriate emergency services are notified.
- Collect and verify head count from Fire Wardens at Muster Point(s).
- Report head counts to the CCWN Incident Commander.
- Coordinate search procedures with on-scene emergency services agencies if required.
- Coordinate the control and operations of the facility systems and services.
- Liaise with the CCWN Incident Commander or any on-site emergency services agencies to provide information on physical facility operations as required.
- Other emergency response duties as required.

As well as the following **emergency response** First Aid related Duties:

- Provide or arrange initial first aid response until trained medical responders are available.
- Keep records on status of casualties who have been given first aid.
- Report to the medical responders on the condition of any casualties who have been given first aid.

4.2.3 Fire Wardens

The Fire Wardens are responsible for the following **pre-emergency** activities:

1. Participate in training and exercising in accordance with Section 7 of this plan
2. Familiarize oneself with the site emergency procedures.
3. Familiarize oneself with the location of all fire extinguishers and fire alarm pull stations in assigned area.
4. Familiarize oneself with the location of emergency exits in the facility.
5. Identify people with special needs in area and take note of where they are located. Where possible, assign assistants ('buddies') to assist these individuals in the case of an evacuation.
6. Provide the Chief Fire Warden with a regularly updated list of people with special needs in the facility.
7. Watch for, and report, unsafe conditions in assigned area to Chief Fire Warden or the CCWN Incident Commander.
8. Ensure that all site occupants are familiar with the site emergency procedures.
9. Keep the Fire Warden Safety Vest and the procedures in a readily accessible location.
10. Other duties as assigned by the Chief Fire Warden

The Fire Wardens are responsible for the following **emergency response** activities:

In the event of the discovery of a fire:

1. Activate the fire alarm at the nearest pull station by pulling on the handle.
2. Call 9-1-1. Provide the following information:
 - a. Your Name
 - b. The building name and address
 - c. A call-back telephone number
 - d. Your location within the facility
 - e. The nature of the emergency
 - f. Any additional information requested by the emergency dispatcher
3. Don the Fire Warden Safety Vest.
4. Supervise the orderly evacuation in accordance with the procedures outlined in this plan, as indicated below.
5. Ensure that facility occupants vacate using the nearest safe exit. If there is an elevator, ensure it is not be used during the evacuation.
6. Ensure that the individuals under your care are directed to the designated Muster Point.
7. Conduct a sweep of the floor area with minimal exposure to risk, and ensure that the evacuation is complete by verifying that all offices, washrooms and warehouse have been evacuated. Close all doors when exiting.
8. Take note of the individuals who refuse or are unable to evacuate (such as people with special needs).
9. Once the facility is deemed clear, and/or the sweep is complete, proceed to evacuate.
10. Inform the Chief Fire Warden of the status of the evacuation and the location of the individuals who have not evacuated.
11. Perform a roll call at the Muster Point to ensure that facility occupants under your supervision have safely evacuated the facility.
12. While emergency measures are in effect, remain in contact with the Chief Fire Warden to receive status updates.

13. Instruct facility occupants to wait until the 'all clear' has been given by the local emergency services or the CCWN Incident Commander prior to returning to the facility.

14. See Appendix B for Quick Reference Guide – In the Event of a Fire

4.3 Feed Ontario

Feed Ontario, once notified, will activate and setup an Emergency Coordination Centre. The Emergency Coordination Centre will support food banks directly or indirectly impacted by a major disaster or emergency in their community. The Emergency Coordination Centre functions include:

- Supporting staff at the different food banks by providing access to outside resources (perishable, non-perishable foods, supplies, transportation services)
- Managing incoming financial donations in an emergency or disaster
- Coordinating the response to a major disaster impacting multiple communities
- Providing crisis communications to support any stakeholder inquiries and coordination (this includes communications with the public, media, other food banks, community, government agencies, Emergency Management Ontario, Board of Directors)
- Managing the Feed Ontario website during an emergency
- Managing reputational issues related to any food bank or the Association

4.4 After Hours

Should an alarm sound after normal business hours, any staff onsite is requested to immediately evacuate their premises and congregate outside at the main entrance. NO ONE is to exit the building alone.

5. HAZARD ASSESSMENT

#	Hazard	Likelihood	Impact	Risk Rating
	Natural			
1.	Pandemic Influenza	2	4	Moderate
2.	Flood	1	4	Moderate
3.	Severe Winter Storm	4	4	Severe
	Human made			
4.	Major fire/explosion	1	5	Moderate
5.	Power failure	3	3	Moderate
6.	Loss of heat	3	2	Low
7.	Loss of water	1	1	Low
8.	Bomb threat	1	5	Moderate

5.1 Hazard Risk Matrix

LIKELIHOOD	5. Expected					
	4. Probable					
	3. Moderate					
	2. Unusual					
	1. Remote					
		1. Negligible	2. Low	3. Moderate	4. Severe	5. Catastrophic
IMPACT						

LOW	MEDIUM	HIGH
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6. HAZARD-SPECIFIC RESPONSE PROCEDURES

6.1 Situation: Severe Weather

Purpose

The protocols described in this section are designed to provide guidance for developing a planned response to a “Tornado / Severe Windstorm or Winter Storm (i.e. an ice storm or blizzard)”. The purpose is to minimize the potential risk to personnel and property. Tornadoes, severe windstorms and winter storms may cause power outages, blocked roads and damage to facilities and facility systems, which can affect the safety of people.

General Information

Natural Hazards, such as tornadoes, severe windstorms and winter storms represent an uncontrollable risk that can have a devastating effect on life and property. Environment Canada (EC) is the primary source of information for monitoring the threat of tornadoes, severe windstorms and winter storms. Environment Canada issues weather watches and warnings to advise of weather conditions that may affect personal safety and/or property. Watches and warnings are issued via EC’s Weatheradio and through commercial radio and television stations. Weatheradio is located on the FM radio band at a frequency between 162.40 and 162.55 MHz, depending on the listener’s location. Weatheradio broadcasts weather information 24 hours a day; this includes current conditions, and severe weather watches and warnings. Commercial radio and television stations will interrupt regular programming to issue weather watches and warnings.

See Appendix C: Inclement Weather Procedures

6.1.1 Tornado

1. A “tornado watch” means conditions are favorable for the development of tornadoes within the areas and times specified in the watch.
2. A “tornado warning” means one or more tornadoes are occurring in the area specified. The expected direction, development, and duration will be given in the warning.
3. If the facility is in the path of a tornado, emergency precautions should be taken immediately.
4. Be alert to what is happening outside. Some of the characteristics associated with tornadoes include:
 - A sickly greenish or greenish black colour to the sky;
 - Hail (is a real danger sign if a watch or warning has been issued);
 - Unusually high relative humidity;
 - A strange quiet that occurs within or shortly after the thunderstorm;
 - Clouds moving very fast, especially in a rotating pattern or converging towards one area of the sky;
 - A sound like a waterfall or rushing air that turns into a roar as it comes closer, the sound of a tornado has been likened to that of both railroad trains and jets;

- Debris dropping from the sky, and or branches or leaves being pulled upwards, even if no funnel cloud is visible; and
- An obvious “funnel-shaped” cloud that is rotating.

Procedures

- SCENARIO 1: Tornado / Severe Windstorm or Winter Storm Advance Warning is provided:

Follow Steps 1-5 below

Tornado / Severe Windstorm Watch

1. Once apprised of the possible threat of a tornado or severe windstorm the CCWN Incident Commander will assign staff or volunteer to monitor weather watch and warnings broadcast by Environment Canada (EC) Weatheradio and/or local weather broadcasts.
 2. Whomever the CCWN Incident Commander has assigned in “1.” above will advise and update the CCWN Incident Commander of the tornado/severe windstorm watch.
 3. The CCWN Incident Commander notifies site personnel of severe windstorm watch.
 4. The ERT instructs occupants to move away from exterior walls, windows and large glass areas and to be prepared for evacuation when order is given by the CCWN Incident Commander or Chief Fire Warden.
 5. All occupants stay calm and follow the directions of the CCWN Incident Commander or ERT members.
- SCENARIO 2: If a Tornado / Severe Windstorm or Winter Storm Strikes the facility without Advance Warning:

Follow Steps 1-5 below

If a tornado or severe winter storm strikes a facility without advance warning, the CCWN Incident Commander orders immediate relocation of site personnel to a safe location. Follow steps 1-9 below.

1. **For a Winter Storm Only:** The CCWN Incident Commander consults with local emergency services agencies to determine if it is safe to send facility occupants home in advance of the winter storm. The CCWN Incident Commander communicates with the site personnel about the decision; notifies CCWN President, or designate.
2. If the threat is imminent, the CCWN Incident Commander orders relocation of all facility occupants to a safe location.
3. The ERT direct facility occupants to relocate to the safe location.
4. The ERT direct staff who are outside the facility to move inside to the safe location.
5. The Fire Wardens conduct a head count and report results to the Chief Fire Warden.

6. Chief Fire Warden confirms with all the Fire Wardens that all persons have been accounted.
7. If a tornado or severe winter storm strikes the building, the CCWN Incident Commander and ERT provide assistance to local emergency services agencies, including establishing an emergency medical staging area, as required.
8. Once the tornado or severe winter storm appears to have passed, the CCWN Incident Commander obtains advice and direction from local emergency services agencies regarding the threat situation and the safety of the facility. ***A structural damage assessment may be required.***

9. EITHER:

a. If the local emergency services agencies and the CCWN Incident Commander determine that the facility is safe for reoccupation, the ERT will direct building occupants to return to their workspace. The CCWN Incident Commander coordinates a debriefing meeting of the ERT, and submits a post-incident report to the CCWN Board of Directors.

OR

b. If the local emergency services agencies and/or the CCWN IC determine that the facility is not safe for reoccupation, the CCWN IC communicates with all staff and CCWN Board about the decision.

6.1.2 Electrical Storm

Summer is the peak season for thunderstorms. You are in danger from lightning if you can hear thunder. Lightning often strikes from as far away as 10 miles from rainfall.

- When lightning is seen or thunder is heard quickly move into a hard topped vehicle or a grounded building.
- Park vehicles away from trees and other tall objects.
- Avoid contact with corded phones.
- Avoid contact with electrical equipment or cords.
- Avoid contact with plumbing. Do not wash hands.
- All individuals outside should reach a safe shelter or location by the time the elapsed flash to bang reaches a count of 30 seconds.
- Individuals can return to outdoor activities once 30 minutes has elapsed since the last flash or thunder. One of the most dangerous forms of lightning is a “bolt of blue” which typically originates out of the back side of a thunderstorm and has been known to strike as far as ten miles away.

6.2 Situation: Severe Injuries/ Man Down/ Fatalities

Purpose

The purpose of a planned response to medical emergencies is to ensure timely medical attention. Medical emergencies can occur through the normal planned daily duties of employees as well as during emergencies. Facility members, who know first aid, will provide emergency first aid to injured persons in the facility within the limits of their training and equipment.

Procedures

General:

- Call 9-1-1. Provide the following information:
 - Your Name
 - The building name and address
 - A call-back telephone number
 - Your location within the building complex
 - The nature of the emergency
 - Patient information (age, sex, medical history, etc.)
 - Any additional information requested by the emergency dispatcher
- Follow the emergency dispatcher's instructions.
- First aid should only be administered by individuals certified in first aid. If they are certified to perform first aid, render first aid or provide assistance to those rendering first aid. Should a certified first aider not be available, EMS Dispatch will provide step-by-step directions to assist in responding to the medical emergency.
- Contact the CCWN Incident Commander.
- Stay with the patient until help arrives. Talk to the patient, and keep him or her warm and comfortable so that he or she remains calm. Other staff will guide the local emergency services to the place where the injured person is located.

CCWN Incident Commander:

- Upon receipt of an emergency notification, proceeds to the emergency location and assists the First Aider(s), as required.
- Notify local emergency services.
- Inform other people on site of the situation status.
- Ensure the following:
 - Incident scene is secured until investigations are completed.
 - Statements are taken from those involved
 - Pictures of the scene are taken as required.
 - Identification of victim(s), if possible.
- For injury or medical evacuation, notify the next of kin* as to the status and hospital that will receive the injured (prepare statement). All fatality reporting through police.

* Note this is required if it is a CCWN employee or volunteer. For all other injuries not involving CCWN employees, notification to the next of kin will be conducted by the Authorities.

- The CCWN Incident Commander coordinates a debriefing meeting of the ERT, and submits a post-incident report to the CCWN Board of Directors.

6.3 Situation: Security Threat

6.3.1 Hostage Situation / Workplace Violence

Purpose

The purpose of a planned response to a “Hostage Situation or Workplace Violence” is to protect employees and the general public in the event of such an incident.

General Information

The first outside response to a shooting or violent incident will probably be by local law enforcement agencies. If there is a serious or protracted emergency such as a hostage situation, contact 911 immediately.

Procedures

The CCWN Incident Commander will be the focal point for immediate response before law enforcement arrives, as well as for recovery activities after the police leave the premises. However while on the scene, law enforcement has complete authority. All facility occupants shall cooperate with police efforts and follow their instructions.

General Response Actions

- Notify 911 to report a hostage incident is taking place.
- If required, the CCWN Incident Commander will activate and instruct the ERT to evacuate all personnel from the facility.
- If required, the CCWN Incident Commander will also instruct the ERT to secure certain areas of the facility.

When a Violent Intruder is encountered in the Workplace

- Any staff aware of a violent intruder contact the CCWN Incident Commander and describe the individual and the direction he or she was travelling.
- The CCWN Incident Commander will notify the police.
- The CCWN Incident Commander will keep the police informed of the situation until they arrive on site.
- If directed by the police, the CCWN Incident Commander instructs the ERT to evacuate and secure applicable area(s) of the facility.

- The CCWN Incident Commander instructs site staff to safeguard the crime scene area(s) and evidence until police arrive.
- The CCWN Incident Commander suggests area(s) that the police and other emergency service agencies may wish to avoid.
- The CCWN Incident Commander assembles witnesses or others with important relevant information for police interviews.
- The CCWN Incident Commander and staff provide information to police as needed regarding:
 - The facility and site
 - Available personal background of the persons involved
 - Possible keys, utility shut-offs, communication panels, heating and ventilation systems, and
 - Possible areas for staging, command posts, emergency medical services, etc.
- The CCWN Incident Commander starts and maintains an incident log identifying situation, time, responses etc.

When the **ALL CLEAR** is provided by the police, the CCWN Incident Commander informs the ERT to relay the information to facility occupants.

- After the end of the incident, the CCWN Incident Commander coordinates a debriefing meeting and prepares a post-incident report to the CCWN Board of Directors.

6.3.2 Suspicious Letter or Package

Purpose

The purpose of a planned response to a “Suspicious Letter or Package” is to minimize the potential risk to personnel.

Procedures

When a Suspicious Package Is Received/Reported

- Treat the package as if it is potentially harmful.
- Notify the CCWN Incident Commander
- Look for the following indicators:
 - No return address
 - Excessive postage
 - Addressed to title only
 - Badly typed or written
 - Lopsided/uneven or bulky packaging
 - Strange odour
 - Mailed from another country
 - Excessive tape or string
 - Wrong title or name
 - Misspelled words
 - Protruding wires
 - Oily stains or discoloration
- **Do not** move, shake, bump, open or smell the package.
- Evacuate to a nearby area (remain within the general vicinity)
- Do not leave the building until instructed to do so by the police or the CCWN IC.
- Isolate package if possible. Secure the area.
- The CCWN Incident Commander notifies police and the ERT.
- The CCWN Incident Commander and Security will escort police to the area where the package was found and to the person who received the package.
- If directed to do so by the police, the CCWN Incident Commander communicates the evacuation order to the ERT.
- Police and other emergency services agencies are to handle the incident according to procedure.
- When police issue an **ALL CLEAR** the IC will instruct the ERT to inform the occupants.
- The CCWN Incident Commander coordinates a debriefing meeting and a post-incident evaluation report to the CCWN Board of Directors.

6.3.3 Bomb Threat

Bomb threats are usually made by telephone to individuals during normal working hours, or to a 24-hour manned location or control room outside of business hours. When a bomb threat is received by telephone, the person receiving the call will:

- Listen carefully.
- Be calm and courteous. Do not interrupt the caller.
- Record all pertinent information about the call and caller on Bomb Threat Form (Form 5.1).
- Try to keep the caller talking for as long as possible to obtain maximum information.
- Try to notify another person on site, preferably while the caller is on the line, and advise that person to contact the police. Otherwise, as soon as the caller hangs up, notify police.
- Record all details of the threat that you can remember about the caller and the threat.
- If caller hangs up, trace the call by dialing *57 (see instructions on how to trace a call below).
- Call 9-1-1. Provide the following information:
 - Your Name; The building name and address
 - A call-back telephone number
 - Your location within the building complex; The nature of the emergency
 - Any additional information requested by the emergency dispatcher
- Follow the emergency dispatcher's instructions, which may include an order to evacuate
- Notify the Executive Director (the Incident Commander) who will conduct a rapid risk assessment and determine if an evacuation is necessary
- The Executive Director will, with minimum exposure to risk, conduct a preliminary search of the premises to identify whether something is out of place and report any irregularities to local emergency services.
- Common building areas will be searched by emergency services with support from staff.
- Emergency services will provide additional instruction to facility occupants upon arrival.

Evaluating the Threat

In general, it has been found that a real bomb threat has several characteristics:

- It is usually the work of a dangerous person.
- The bomber tends to prolong the call and be willing to furnish some details as to the location of the device and reasons for planting, etc.
- The call is frequently repeated.

On the other hand, **the prank caller:**

- Tends to be hurried in giving the message and will seldom provide details regarding the location of devices or reasons for planting.
- The call is less frequently repeated because of the fear of being traced.

All bomb threats, genuine or otherwise, will be documented and reported to the local police.

- After the end of the incident, the CCWN Incident Commander coordinates a debriefing meeting and prepares a post-incident report to the CCWN Board of Directors.

FORM 6.1 – Bomb Threat Form

Call Received By:	Date and Time of Call				
Name:	Month	Date	Year	Time	a.m.
					p.m.
Threat: Try to Use Exact Wording					
Questions to Ask the Caller					
When will the bomb go off?					
Where is the bomb?					
What does the bomb look like?					
Where in the facility did you put it?					
Where are you calling from?					
Why are you planting the bomb?					
Who are you?					
Are you alone?					
Voice and Background Sound Checklist					
Voice:		Attitude:		Background Sounds:	
<input type="checkbox"/> Male	<input type="checkbox"/> Female	<input type="checkbox"/> Calm	<input type="checkbox"/> Office Machines	<input type="checkbox"/> English	
<input type="checkbox"/> Adult	<input type="checkbox"/> Child	<input type="checkbox"/> Angry	<input type="checkbox"/> Airplanes	<input type="checkbox"/> French	
<input type="checkbox"/> Slurred		<input type="checkbox"/> Laughing	<input type="checkbox"/> Factory Sounds	<input type="checkbox"/> Italian	
<input type="checkbox"/> Distorted/Synthesized		<input type="checkbox"/> Emotional	<input type="checkbox"/> Traffic	<input type="checkbox"/> German	
<input type="checkbox"/> Deep		<input type="checkbox"/> Accusatory	<input type="checkbox"/> Trains	<input type="checkbox"/> Asian	
<input type="checkbox"/> Raspy		<input type="checkbox"/> Incoherent	<input type="checkbox"/> Music	<input type="checkbox"/> Other	
<input type="checkbox"/> Intoxicated		<input type="checkbox"/> Nasal	<input type="checkbox"/> Children		
<input type="checkbox"/> Stutter		<input type="checkbox"/> Nervous	<input type="checkbox"/> Voices		
<input type="checkbox"/> Nasal		<input type="checkbox"/> Other	<input type="checkbox"/> Other		
<input type="checkbox"/> Deep Breathing					
<input type="checkbox"/> Lisp					

<input type="checkbox"/> Other			
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6.4 Situation: Prolonged Power Failure

Purpose

The purpose of a planned response to “Loss of Utilities” is to minimize the potential risk to staff, property and CCWN operations.

General Information

Loss of utility supply may be the result of on-site failure (i.e. line rupture) or may be the result of loss of supply from a utility provider.

The loss of utility supply, the failure of any major components of the facility’s HVAC systems, the fire alarm or security systems may not result in an immediate risk to health and safety. It does not normally present an immediate risk to property. A prolonged outage may cause issues to storage of supplies onsite.

Procedures

General Response Actions

- Notify the CCWN Incident Commander.
- The CCWN Incident Commander will verify the extent of the outage (how much of the facility is affected and how long the outage is expected to continue) and contact the service provider).
- The CCWN Incident Commander will discuss the situation with the building operations and if necessary the latter will do the following:
 - Secure all access points.
 - Shut down gas (or arrange for shutdown).
 - Shut down electrical system (or arrange for shutdown).
 - Shut down water (or arrange for shutdown).
- The CCWN Incident Commander may notify the ERT to evacuate the facility if required.

- After the end of the incident, the CCWN Incident Commander coordinates a debriefing meeting and prepares a post-incident report to the CCWN Board of Directors.

Loss of Natural Gas

Natural Gas is used to heat the facility. The CCWN Incident Commander will work with the service provider to determine how long the service will be out and communicate this to all staff. In the

event of a loss of natural gas site personnel will be evacuated and sent home until the issue can be resolved.

Loss of Water

Water is required for staff health (drinking water and washrooms) and for certain facility equipment. Loss of water in excess of 2-3 hours may create a public health issue. The CCWN Incident Commander will work with the service provider to determine how long the service will be out and communicate this to all tenants.

6.5 Situation: Flooding

Purpose

The purpose of a planned response to “Flooding” is to outline the procedures to follow when an increase of water levels could potentially cause flooding at the CCWN facility.

General Information

There are two types of warnings that apply to possible flooding:

“High Stream Flow Advisory”

- Stream levels are expected to rise rapidly, and no imminent flooding is expected. Minor flooding in low-lying areas is possible.
- Residents/Businesses in the flood plain are to be informed of the rapidly rising water levels and recommended to take precautions.

"Flood Warning"

- Rising river levels will result in flooding of areas adjacent to the rivers
- Municipal officials are informed, and residents/businesses in the low level areas are to be advised accordingly. These persons are to be advised to take appropriate measures to avoid flood damage and consider evacuation where deemed necessary

Procedures

General Response Actions

- Listen to the radio. Important instructions for safety and information on the situation will be broadcast on local stations.
- Contact the CCWN Incident Commander with the potential flood threat.
- If a flood is imminent, site staff will secure and shutdown the facility along with essential services as required. This includes shutting down any fuel lines and closing all areas of the building.
- Shutdown all electrical equipment and power to the facility, if possible.
- The site ERT will evacuate all site personnel (follow evacuation procedures), as instructed by municipal officials and/or CCWN Incident Commander.
- Stay out of the flooded area until the local municipality gives permission to return.

Facility Incident Commander Actions

- Direct site personnel to shut down the facility safely.
- Confirm all power and natural gas feeds have been shut off.
- Monitor the radio and other emergency channels to determine the impact to the facility and area.
- Contact 911 (or local emergency services contact phone number) if any employees are injured, trapped, missing, or other pending catastrophic emergency is occurring that will cause harm or further physical destruction; be prepared to give details, such as your name, building address, what the emergency is, etc.
- The 911 Dispatcher may be overwhelmed with calls and you may be put on hold; assign another person this task to hold the line.
- Determine if anyone is required to stay onsite and evacuate non-essential personnel.
- If flooding has impacted the site, evacuate all personnel.
- Notify authorities to request any support
- After the end of the incident, the CCWN Incident Commander coordinates a debriefing meeting and prepares a post-incident report to the CCWN Board of Directors.

7. EMERGENCY RESPONSE EQUIPMENT

7.1 General

7.1.1 Emergency Response Equipment

The following materials and equipment are available at the facility:

EQUIPMENT	QUANTITY	LOCATION
First Aid Kits		
Fire Warden Kits (vest, clipboard, floor attendance sheet, etc.)		
Chief Warden Kit (Vest, clipboard, building attendance sheet, and mega phone)		

The Emergency Response Equipment will be inspected once every year, ideally during Emergency Preparedness Week in May.

8. RECOVERY

8.1 General

Post incident recovery activities should be initiated as soon as possible; preferably WHILE RESPONSE OPERATIONS ARE STILL UNDERWAY.

Actions taken during response operations should be decided on, whenever possible, with post incident recovery in mind.

- Recovery operations include supporting the following:
- Restoration of client services
- Repair of damaged equipment and facilities
- Restoration of essential services such as power, heat and communications

8.2 Clean-up Activities

Clean-up of the emergency site should begin as soon as possible. If the emergency involves a fire, clean-up can begin after the Fire Department has released the incident site.

Should fatalities result, it will be necessary to wait until Provincial OH&S, the Office of the Medical Examiner and the RCMP release the site.

If the event is security related, the local police or RCMP will have to release the site prior to any clean-up activities begin.

8.3 Public and Media Relations Post Emergency

When an emergency occurs, it will be necessary to carry out public and media relations activities. The priority is to demonstrate to the public and media that the organization is concerned for the health and safety of employees, contractors, tenants and the public. Public Relations activities may include:

- Provide counselling services to employees, contractors, and tenants affected by the incident
- Conduct media briefings to inform the public and employees with information on the following:
- The impact to the CCWN facility
- A description of recovery activities
- An expected timetable for restoration of operations
- Actions that the CCWN is taking to prevent a recurrence

CCWN Incident Commander Responsibilities:

- Provide a message to the employees, volunteers, CCWN Board of Directors, public/media
- Forward any inquiries from the general public and the media to appropriate individuals

Feed Ontario responsibilities:

- Liaise with the CCWN Incident Commander to ensure the appropriate message is being provided to the employees, volunteers, public and media
- Draft internal and external message

- Update the Feed Ontario website
- Determine best representative and method to provide communications to key stakeholders (internal and external)

8.4 Employee Assistance Program

Employees affected by the incident may experience delayed / long term reactions. These effects may include:

- Loss of employment due to destruction of work place (loss may be real or perceived)
- Critical Incident Stress

CCWN will facilitate the engagement of Critical Incident Stress Debriefing services to employees and family members, who don't have access via benefits or otherwise, as necessary.

8.5 Post Incident Investigations

Every emergency involving a fatality, a serious injury, and loss or significant damage to the CCWN facility will be investigated, analyzed and followed-up. As soon as possible after an incident, designated site personnel will conduct an investigation into the incident. The CCWN Incident Commander may request support from the Feed Ontario office.

PARTICULAR CARE MUST BE EXERCISED TO ENSURE THAT ALL EVIDENCE IS PRESERVED IN ITS ORIGINAL STATE. Where loss or damage to site property, evidence will not be disturbed until permission has been received from the Insurance Company adjuster or any government agencies involved.

8.5.1 Serious injury / fatality investigations

Following an incident where a fatality or a serious injury has occurred, government agency representatives will likely decide to carry out an investigation into either the extent or cause of the injury/fatality. The CCWN Incident Commander will confirm their identity by requesting their credentials. The CCWN Incident Commander will ensure the representatives are to be afforded full co-operation in the performance of their duties from all CCWN personnel.

Work at the scene of the injury/fatality must not be resumed until permission has been obtained from the Chief Medical Examiner's Office, the RCMP and any provincial government agency. Resumption of work may be permitted on a restricted basis to facilitate rescue operations or when failure to resume operations may endanger the lives of others.

8.6 Post Incident Reviews

Immediately after the emergency or an exercise, the CCWN Incident Commander will request all staff to meet, review and evaluate the response. This meeting can reference the after action review, and should focus on improvements to emergency response procedures and equipment used, as well as the effectiveness of the lines of communication. The review could include response agencies or other personnel who were involved with the emergency.

The meeting itself must identify as a minimum the following:

- Cause of the incident
- Adequacy of resources responding to the incident
- Whether personnel were properly trained and responded effectively and timely according to predefined procedures
- Whether the equipment was effective and adequate
- How a reoccurrence can be prevented
- Recommendations on procedures that will improve future emergency response efforts

9. TRAINING, EXERCISES AND PLAN MAINTENANCE

9.1 Training

Training is a basic requirement for an effective emergency response organization, and is a continuous process.

9.1.1 Emergency Response Team members

Emergency Response Team members will be provided with training on the activation and operations of the Emergency Response Plan. This training consists of an overview of the plan itself and of the actions that tenants carry out to protect their own safety.

Training for ERT members should consist of:

- Plan familiarization
- Incident Command System for conducting emergency operations
- Fire extinguisher training
- Standard First Aid; and
- Public and media relations for key personnel (CCWN Incident Commander)

9.1.2 Training Frequency

Training is conducted as follows:

ERT Members

- **Plan Familiarization:** Will occur once every year, ideally during Emergency Preparedness Week in May. The Emphasis will be on specific Roles and Responsibilities.
- **Standard First Aid:** Will be provided via an accredited establishment (i.e. St. John Ambulance) for at least one CCWN employee Certification is renewed every 3 years.
- **Fire Extinguisher Training:** Will be provided to CCWN employees by an accredited establishment (i.e. Troy Fire and Sprinklers) with annual inspection (January-March).
- **Public and Media Relations:** Will be provided to CCWN ED and alternate once every two years via Feed Ontario.

9.2 Exercise / Validation

Exercises are useful in preparing people to perform their emergency response roles. They help to:

- Practice implementation of emergency plans.
- Familiarize personnel with roles and responsibilities.
- Practice skills of emergency response.
- Identify opportunities to improve emergency plans.
- Test equipment
- Validate procedures and protocols.
- Build confidence in responders.
- Maintain general awareness of the plan

This information is incorporated into staff orientation upon hire, and reviewed reviewed at least once every calendar year.

9.2.1 Table-Top Exercises

Table-top exercises are round-table discussions of potential emergency situations. They are used to evaluate elements of the emergency response plan and promote thought about the plan and its suitability.

9.2.2 Drills

Drills are hands-on activities to practice particular elements of the emergency response system such as facility evacuation and head counts. They are used to develop specific skills.

Fire Alarm Drills:

Site staff will contact the local fire department approximately 2 to 3 weeks prior to the proposed fire drill date to arrange for the attendance of local Fire Department officials during the course of the fire drill. On the day of the drill, The CCWN Incident Commander will meet with Fire Department officials and, at the designated time, will commence the fire drill by activating the alarm. At the sounding of the alarm, building occupants are to initiate Fire and Evacuation Procedures. Upon completion of the drill, building occupants will be permitted to return to the building.

The purpose of a fire drill is three-fold:

- To test the alarm system and safety equipment designed to protect the safety of building occupants;
- To test the procedural elements of the Emergency Response Plan and to help train individuals responsible for its implementation; and
- To provide ongoing training for all facility occupants.

Fire drills should be treated as though they are actual alarms.

9.2.3 Exercise Frequency

- Table-Top exercises (**annually**)
- Fire Alarm Drills (**annually, fire department requirement**)

9.3 Plan Maintenance

9.3.1 Plan Review

Plan maintenance is the key to effectiveness and a continuous improvement process. It is recommended that the CCWN Emergency Response Plan (ERP) will be reviewed at least once a year. The CCWN Incident Commander is responsible for ensuring the review of the ERP and that the necessary updates are completed.

9.3.2 Updating

Any changes identified in the review or other process will be incorporated into the ERP. Under the direction of the CCWN Board of Directors, the Incident Commander, changes will be made to each copy of the plan on the distribution list. If major changes arise in hazards, operations, facilities or personnel, the manual may be amended.

9.4 Distribution

MANUAL #	LOCATION	RESPONSIBLE PERSON
1		
2		
3		
4		
5		
6		

9.5 List of Revisions

NO.	DATE OF REVISION	REVISION INCLUDES SECTION, PAGE & SUBJECT	REVISED BY

Plan maintenance and review occur once every year, ideally during Emergency Preparedness Week in May.

FORM 9.5.1 Revision Request Form

TO: Community Care of West Niagara Board of Directors		Request Date: _____
SECTION NUMBER:		
PARAGRAPH NUMBER:		
DESCRIPTION OF REVISION:		
REQUESTED BY:		
ADDRESS:		
MANUAL NUMBER:		
<input type="radio"/> Request Acknowledgment	<input type="radio"/> Approval Date	

APPENDICES

Appendix A: Glossary of Acronyms and Definitions

ACRONYM	PROPER NAME
All Clear	All Clear: A signal indicating that an emergency situation has ended and it is safe to return to the building.
ECC	Emergency Coordination Centre
Chief Fire Warden	Chief Fire Warden: Chief Fire Warden is responsible for overseeing the safe evacuation of the building during an emergency. The Chief Fire Warden acts as the primary contact for local emergency services and designated Fire Wardens.
False Alarm	False Alarm: The accidental or unintended activation of the fire alarm system.
ERP	Emergency Response Plan
ERT	Emergency Response Team
Fire Drill	Fire Drill: The intentional activation of the fire alarm system with the purpose of practicing and testing evacuation and emergency procedures.
Fire Wardens	Fire Warden: Fire Warden is charged with overseeing the safe evacuation of a designated area or group of building occupants in accordance with the Emergency Response Plan.
HVAC	Heating, Ventilation, and Air Conditioning
IC	Incident Commander
ICS	Incident Command System
Muster Point	Muster Point: A safe meeting point located away from the building and selected by building tenants for their personnel in the case of an evacuation.
OH&S	Occupational Health and Safety
People with Special Needs	People with Special Needs: Individuals who are unable to perform evacuation procedures or who require assistance to do so.
SOPs	Standard Operating Procedures
Shelter in Place	Shelter-in-Place: Emergency procedures to be implemented when it is not possible to safely reach an exit.

In the Event of a Fire - CCWN Supervisory Personnel

- 1) Leave the fire area and take key
- 2) Close all doors behind you
- 3) Telephone Lincoln Fire Department – dial 911
- 4) Provide correct street address and location of fire in the building
 - o 4309 Central Avenue, Beamsville Ontario
- 5) Exit Building via an Emergency Exit immediately
- 6) Muster Location: Meet across the street in the Public Parking Lot
- 7) Remain outside the building until/unless a Fire Official directs otherwise

In the Event of a Fire - CCWN Occupant(s)

- 1) Leave the fire area immediately
- 2) Close all doors behind you
- 3) Telephone Lincoln Fire Department – dial 911
- 4) Provide correct street address and location of fire in the building
- 5) Exit Building via an Emergency Exit immediately
- 6) Muster Location: Meet across the street in the Public Parking Lot
- 7) Remain outside the building until/unless a Fire Official directs otherwise.

In the Event of a Fire - CCWN Occupant(s) and Supervisory Personnel

If you are in a room with the door closed at the time you hear a fire alarm:

Before opening the door, feel the door and the door knob to detect the level of heat.

- a) Then, brace yourself against the door and open it slightly. If you feel a hot draft or pressure, close immediately.
- b) If you successfully open the door and there is no fire or smoke in the corridor, close the door behind you and leave via the nearest Emergency Exit.

If you are unable to leave your room/area:

- a) Close the door – make sure it is unlocked for Fire Fighter access
- b) Telephone Lincoln Fire Department – dial 911
- c) Provide correct street address and your location in the building
- d) Seal cracks where smoke could enter with wet towels, blankets, making tape
- e) Signal to Fire Fighter through a window if possible.

604 INCLEMENT WEATHER PROCEDURE

Approved November 2012

(Originally approved as a policy)

CCWN will “close” because of severe weather when normal operation would pose a significant danger to clients, staff, volunteers and the community in attending meetings, programs, sessions or other activities held within CCWN.

Concerns over safety while on site, and in traveling to and from the given CCWN location will be paramount to CCWN’s decision to close. In addition, in making decisions to close, we will recognize the impact that other closures in the region have for our clients, staff, and volunteers. With those factors in mind, decisions will be based on a variety of information such as:

- Weather reports from Environment Canada
- Accessibility of site roadways and parking lots
- Reports of road and highway conditions for Niagara Region
- Status of public sidewalks
- Closing of school boards, colleges, and universities as well as other businesses and services

In this policy “inclement weather” refers to severe weather conditions involving snow, rain, wind and/or ice.

Decision to Close:

The decision to close CCWN will be made by the Executive Director. Based on the decision, the Executive Director will release one of the following announcements:

Release by 7:00 a.m. for work day, 3:00p.m. for program nights and meetings etc.

- Due to inclement weather, CCWN is closed and all activities are cancelled for the day.
- Despite inclement weather (or other events), CCWN will be open today and services will be provided. A decision on evening activities, events and programs will be announced by 3 p.m.

Individual staff, clients and volunteers are responsible for checking the website portal, and/or their telephone/text messages, and to listen for local radio station announcements of closures.

CCWN will notify Radio 610CKTB Storm Desk of any closures at

<https://www.iheartradio.ca/610cktb/news/stormdesk>

605 Remote Working Policy

Background

Remote working is the concept of working from home or another location on a full- time, part-time or intermittent basis. Remote working is not a formal, universal employee benefit; it is, instead, an alternative method of meeting the needs of the organization and employee.

Remote working may occur for a variety of reasons, including but not being limited to:

Responding to a government-directed closure of the workplace for health reasons, e.g., a pandemic;
Closure of the workplace by the employer for any reason, e.g. construction or inclement weather;
An organizational commitment to reducing its carbon footprint by reducing employee travel time, and;
A desire on the part of the organization to be responsive to employee needs.

Community Care of West Niagara (CCWN) has the right to refuse to make remote working available to an employee and to terminate a remote working arrangement at any time. Any assessment and recommendation in this case would be made on a common sense basis by CCWN.

The organization's policies for remote working are as follows:

Compensation and Work Hours

The employee's compensation, benefits, work status and work responsibilities will not change due to participation in the remote working program, neither will the amount of time the employee is expected to work per day or pay period.

Eligibility

The decision about which employees are eligible for remote working is made by the Executive Director or their designate based on the reasons remote work is being considered, the suitability of the job, an evaluation of the likelihood of an individual being a successful remote worker, and an evaluation of the organization's ability to supervise. In all situations, a remote working arrangement must be approved by the Executive Director or their designate, except in the case of the Executive Director, in which case the decision to undertake remote work must be approved by the Board of Directors.

Equipment/Tools

The organization may provide specific tools/equipment for the employee to perform his/her current duties. This may include computer hardware, computer software, phone lines, email, voice-mail, connectivity to host applications, and other applicable equipment as deemed necessary.

The use of equipment, software, data supplies and furniture when provided by the organization for use at the remote work location is limited to authorized persons and for purposes relating to organization business. The organization will provide for repairs to equipment owned by CCWN. When the employee uses their own equipment, the employee is responsible for maintenance and repair of equipment.

Workspace

The employee shall designate a workspace within the remote work location for placement and installation of any equipment to be used while remote working. The employee shall maintain this workspace in a safe condition, free from hazards and other dangers to the employee and equipment.

Data Security and Confidentiality

If working from home-based workspace, the employee will only use a privately owned, password-protected Internet connection that does not have a public Wi-Fi connection to access CCWN's servers and e-mail. All information related to the employee's work, including documents and e-mail in print and electronic form, will be kept confidential from any unauthorized person regardless of whether the information is considered confidential or not. In the event of any data security breach or access by any unauthorized person, the employee will immediately inform the Executive Director or their designate.

Office Supplies

Office supplies will, where possible, be provided by CCWN as needed. Where this is not possible, out-of-pocket expenses for other supplies may be claimed as expenses with appropriate documentation (e.g., receipts and invoices) but these expenses must be pre-approved by the Executive Director or their designate.

Worker's Compensation

During work hours and while performing work functions in the designated remote work area, remote workers are covered by worker's compensation.

Liability

The employee's remote workspace will be considered an extension of the organization's workspace. Therefore, CCWN will continue to be liable for job-related accidents that occur in the employee's remote workspace during the employee's working hours.

CCWN will be liable for injuries or illnesses that occur during the employee's agreed-upon work hours*. The employee's at-home work hours will conform to a schedule agreed upon by the employee and the Executive Director or their designate. If such a schedule has not been agreed upon, the employee's work hours will be assumed to be the same as before the employee began remote working.

CCWN assumes no liability for injuries occurring in the employee's remote workspace outside the agreed-upon work hours.

The organization is not liable for loss, destruction, or injury that may occur in or to the employee's home* (with the exception of above). This includes family members, visitors, or others that may become injured within or around the employee's home.

Dependent Care

Normally, remote working is not considered a substitute for dependent care. However, recognizing that there may be family demands on employees whose remote working location is their home, the Executive Director or their designate may negotiate a flextime arrangement that accommodates the employee's needs and still meets the needs of CCWN. When this type of arrangement is negotiated, it will be described and confirmed in a written agreement that is signed by both the employee and the Executive Director or their designate.

Taxes

It will be the employee's responsibility to determine any tax implications of maintaining a home office area. CCWN will not provide tax guidance nor will the organization assume any additional tax liabilities. Employees are encouraged to consult with a qualified tax professional to discuss tax implications.

Communication

Employees must be available by phone and email during their working hours. Employees will remain available for meetings etc. deemed necessary by the organization, whether such meetings are held virtually or face-to-face.

The organization will reimburse pre-approved work-related voice and data communication charges. These charges will be claimed by the employee as an expense with appropriate documentation, e.g., invoices and receipts.

Compliance with CCWN Policies

The employee remains obligated to comply with all organization rules, practices and instructions.

Remote Work Agreement

Employees who have been given permission to work remotely will sign an agreement with CCWN, a sample of which is attached to this policy.

This policy was approved by the CCWN Board of Directors on: Wednesday March 25, 2021

Sample Employee Remote Work Agreement
Community Care of West Niagara

This Agreement, effective [insert date], is between [insert employee name] (hereafter referred to as “the employee”) and Community Care of West Niagara (hereafter referred to as CCWN).

The parties agree as follows:

Scope of Agreement: The employee agrees to perform services for CCWN as a “remote worker.” The employee agrees that remote working is voluntary and may be terminated at any time with at least 2 weeks written notice with or without cause by either CCWN or the employee, subject to any government directives or organizational situations making work from CCWN locations impossible.

Term of Agreement: This Agreement shall become effective as of the date written above, and shall remain in full force and effect as long as the employee works remotely, unless the agreement is terminated.

Termination of Agreement: The employee’s participation as a remote worker is entirely voluntary. Remote working is available only to eligible employees, at CCWN’s sole discretion. Remote working is not an employee benefit intended to be available to the entire organization. As such, no employee is entitled to, or guaranteed the opportunity to, work remotely. Either party may terminate employee’s participation in the program, with or without cause, upon at least 2 weeks’ notice in writing to the other party. CCWN will not be held responsible for costs, damages or losses resulting from cessation of participation in the remote working program. This Agreement is not a contract of employment and may not be construed as such.

Salary, Job Responsibility, Benefits: Salary, job responsibilities, and benefits will not change because of involvement in the program, except as they might have changed had the employee stayed in the CCWN offices and/or work sites full-time, e.g., regular salary reviews will occur as scheduled, and the employee will be entitled to any organization-wide benefits changes that may be implemented. The employee agrees to comply with all existing job requirements as now are in effect in the office and/or work sites.

Work hours, Overtime, Vacation: Work hours are not expected to change while the employee is working remotely. Existing CCWN policies regarding overtime, vacation, sick time, etc., will still apply.

Work Schedule: The daily work schedule for the days when working at home is subject to negotiation with and approval by the Executive Director or their designate.

Equipment: CCWN may provide some equipment and/or software needed for remote working. This equipment remains the property of CCWN and must be returned to the organization upon request. Further, it is understood that such equipment is provided for CCWN-related work and if working from home, other household members or anyone else should not use the equipment and/or software. Organization-owned software may not be duplicated except as formally authorized. CCWN will be responsible for insurance and maintenance of all organization-provided materials. The employee may use personal equipment for remote working purposes. In such cases, the employee will be responsible for the maintenance and insurance required for the equipment.

Workspace: The employee agrees to designate a workspace within the remote location for placement and installation of any CCWN equipment to be used while remote working. The employee agrees to maintain this workspace in a safe condition, free from hazards and other dangers to the employee and equipment.

CCWN must approve the site chosen as the employee's remote workspace. Any organization materials taken home should be kept in the designated work area at home and not be made accessible to others.

Office Supplies: Office supplies will be, where possible, provided by CCWN as needed. Where this is not possible, out-of-pocket expenses for other supplies may be claimed as expenses with appropriate documentation (e.g., receipts and invoices) but these expenses must be pre-approved by the Executive Director or their designate.

Worker's Compensation: CCWN will be responsible for any work-related injuries under the Workers Safety and Insurance Board (WSIB) of Ontario, but this liability is limited to injuries resulting directly from work and only if the injury occurs in the designated work area. Any claims will be handled according to the normal procedure for WSIB claims.

Liability for Injuries: The employee understands that the employee remains liable for injuries to third persons and/or members of the employee's family on the employee's premises. The employee agrees to defend, indemnify and hold harmless the employer, any affiliates, employees, contractors and agents, from and against any and all claims, demands or liability (including any related losses, costs, expenses, and attorney fees) resulting from, or arising in connection with, any injury to persons (including death) or damage to property caused, directly or indirectly, by the services provided herein by the employee or by the employee's willful

misconduct, negligent acts or omissions in the performance of the employee's duties and obligations under this Agreement, except where such claims, demands, or liability arise solely from the gross negligence or willful misconduct of CCWN.

The employee agrees that CCWN may, with at least 48 hours' notice, visit the remote work location for the purpose of determining that the site is safe and free from hazards, and to maintain, repair, inspect, or retrieve organization-owned equipment, software, data or supplies. In the event that legal action is required to regain possession of organization-owned equipment, software, or supplies, the employee agrees to pay all costs incurred by employer, including attorney's fees, should CCWN prevail.

Dependent Care: Normally, remote working is not considered a substitute for dependent care. However, recognizing that there may be family demands on employees whose remote working location is their home, the Executive Director or their designate may negotiate a flextime arrangement that accommodates the employee's needs and still meets the needs of CCWN. When this type of arrangement is negotiated, it will be described and confirmed in a written agreement that is signed by both the employee and the Executive Director or their designate.

Taxes: It will be the employee's responsibility to determine any income tax implications of maintaining a home office area. CCWN will not provide tax guidance nor will the organization assume any additional tax liabilities. The employee is encouraged to consult with a qualified tax professional to discuss income tax implications.

The employee remains obligated to comply with all of CCWN's policies, rules, practices, instructions and this Agreement. The employee understands that violation of any of the above may result in preclusion from remote working. I have read and understand this Agreement and accept its conditions.

Employee Signature

Date