



Cape Enrage Interpretive Centre Inc.

Emergency Procedures

2020

*Cape Enrage Interpretive Centre
Emergency Procedures*

Revised March 2020

Table of Contents

Introduction	2
Emergency Response Team.....	4
Assembly Points	4
Location of Fire Extinguishers	5
Location of First Aid Kits	5
Important Numbers	6
Emergency Response Team Procedures.....	7
In the Event of: BUILDING FIRE.....	7
In the event of: FOREST FIRE	9
In the event of: INJURY	10
In the event of: LOST PERSONS	11
In the event of: ROBBERY	12
In the event of: CONFLICT WITH OR BETWEEN GUESTS.....	13
In the event of: Discovery of a Suspicious Package.....	14
In the event of: Bomb Threat	14
SITE EMERGENCY EVACUATION OF ALL VISITORS AND STAFF	15

Introduction

1. All staff will be made aware of emergency procedures at the time of employment
2. Each department supervisor or team leader will have this document posted and accessible to all staff in their department.
3. In the event of a building evacuation the department supervisors/team leaders will ensure that everyone in their department has safely evacuated.
4. Emergency assembly points will be designated for staff to confirm that everyone has been safely evacuated.
5. Supervisors/team leads shall be aware of their scheduled staff for that day so that they can verify that all staff have exited the building.
6. Supervisors/team leaders will show the location of fire alarms, fire extinguishers, assembly points, and evacuation routes at the time of employment.
7. During an evacuation, be aware and help any visitors who may require special assistance (i.e. seniors, persons with disabilities, pregnant)
8. Supervisors/team leaders will be the last to leave the building and may be required to search them.

Emergency Response Team

The emergency response team will be comprised of any personnel immediately involved with the emergency situation. Normally this will include the first responder, their department supervisor or team lead, and the Managing Director or Duty Manager.

The role of the Emergency Response Team is to provide efficient and effective means to deal with any emergency situation that occurs on site grounds.

Site Address

**650 Cape Enrage Road
Waterside, New Brunswick
E4H 4Z4**

GPS Coordinates: 45° 35' 39.98 N / 064° 46' 47.67" W

Assembly Points

Building/Area	Corresponding Assembly Point
Cape House	Lower parking lot (Marshalling Area C) OR Adventure Shack Parking Lot (Marshalling Area B)
Chignecto House	Gallery Deck
Full Site	Whistle Deck (Marshalling Area A) OR Lower Parking lot (Marshalling Area C)

Location of Fire Extinguishers

Cape House	<ol style="list-style-type: none"> 1. On wall, the left side of dishwashing station 2. On wall at bottom of stairs (kitchen side) 3. On wall at bottom of stairs (by main door) 4. On wall, next to Managing Director's office door
Chignecto House	<ol style="list-style-type: none"> 1. Downstairs by kitchen door 2. Upstairs by Adventure office door
Gallery	On wall, next to coffee maker and below window
Gate House	On the floor, on the right as you come in
Lighthouse	On Wall, next to door
Fern Hill/ Maintenance	Back of building on wall between windows

Location of First Aid Kits

Cape House (Kitchen)
Gate House
Adventure Building (Mobile Unit)
Chignecto (Downstairs)
Light House
Rappel Hut
Maintenance (Fern Building)

Important Numbers

Cape Enrage Internal Directory 2019

Gallery at the Cape	(506)-887-1817
Gate House	(506)-887-8876
Cape House Office Phone	(506)-887-2273
Cape House Restaurant	(506)-887-2275
Chignecto House	(506)-887-2274
Jim Campbell <i>Managing Director</i>	<u>Office:</u> (506)-887-2273 <u>Cell – Internal Only</u> (506)-381-2424
Sylvie Migneault <i>Assistant Manager</i>	<u>Office:</u> (506)-887-2273 <u>Private Cell – Internal Only</u> (506)-377-5977
Michelle Harvey-Larson <i>Gallery Manager</i>	<u>Private Cell – Internal Only</u> (506)-863-9247
Brent Keirstead <i>Gate House Keeper</i>	<u>Private Cell – Internal Only</u> (506)-863-8801

Description	Contact
Emergency Services (Police, Ambulance, Fire Department)	911
Media requesting comments	Defer to Managing Director
Department of Natural Resources (large wildlife, etc.)	****
Department of Environment (Ground contamination- gas, septic, etc.)	1(800) 565-1633

Emergency Response Team Procedures

In the Event of: [BUILDING FIRE](#)

Upon Discovery of smoke or fire within a building the staff member shall:

1. If personal safety is not at risk, he/she shall attempt to extinguish the fire with appropriate extinguisher
2. If the situation is considered unsafe: yell "FIRE", evacuate the building immediately and call 911.
3. All staff that are immediately present should assist in evacuating guests from the building safely.
4. Retreat to the designated assembly point

Cape House Restaurant Staff

(lead by most senior staff member in restaurant)

Remain calm

Turn off all fans, appliances and main propane valve

Keep public away from hazard

Keep public calm

Evacuate Cape House washrooms, conference room, and office areas.

Evacuate guests via the nearest safe fire exit to the assembly point

Interpretation/Grounds Keepers

Remain calm

Confirm location and nature of emergency, ensure personal safety.

Keep public away from hazard

Evacuate public washrooms

Lead visitors to designated assembly point (marshalling area determined by duty manager)

Keep public calm

Assist Manager/Supervisor as requested

Gallery

Remain calm.

Confirm location and nature of emergency, ensure personal safety.

Secure monies as required, if time permits

Keep public calm

Keep public away from hazard

Lead guests to the designated assembly point (Marshalling Area B located in front of the Adventure Building)

Adventure

Remain calm

Confirm location and nature of emergency, ensure personal safety.

Assist guests and lead to the designated assembly point

Report to supervisor or Manager

Take action as requested by Duty Manager

Office Staff

Remain calm

Confirm the location and nature of emergency, ensure personal safety

Save computer files in progress and secure all money in safe, if time permits

Close doors and windows (DO NOT LOCK THEM) and leave the building by the nearest fire exit to the assembly point

In the event of: FOREST FIRE

Upon discovery of a forest fire or smoke indicating a forest fire, the staff member concerned shall:

1. Immediately contact the Duty Manager via radio or quickest means possible and give the following information:
 - a. Location of fire
 - b. Size of fire (I.E. Small campfire still burning or actual forest fire)
 - c. Area covered by fire (Ex. 10 x 20 metres)
2. The **Duty Manager** will then order the area to be evacuated if necessary and make the decision to call 911 or handle the situation internally.
3. **Adventure Staff (If adventure is not working, Interpretation will assume responsibility for these tasks)**
 - a. Cease current work tasks and be on standby to carry out tasks as directed by their supervisor and/or the Manager on site.
 - b. Attend the scene and attempt to hold the forest fire until the Fire Department and Forestry officials arrive
 - c. Take control of the parking area and roadways to ensure that the route is kept clear for emergency vehicles
4. **Interpretation/Maintenance**
 - a. Remain calm
 - b. Lead guests to a safe assembly point (Marshalling Area C in lower parking lot)
5. **Gatehouse Keeper**
 - a. Secure monies and lock gatehouse, if time permits
 - b. If an evacuation has been ordered and it is safe to do so, he/she will go to the top of the hill, remove chain, and direct all incoming traffic to turn around ****
 - c. When Emergency Personnel arrive at the scene, direct them to the scene of the fire

In the event of: INJURY

The first staff member on the scene will:

1. Remain calm
2. Assess and take control of the situation.
3. Contact a First Aid trained employee on site.
4. Fill out first aid report (1/2 hour before ambulance will arrive)
5. Re-assure and make the injured person as comfortable as possible.
6. Send for help and/or call 9-1-1. Whenever possible this should be done by another employee via the radio or quickest means possible.
7. Notify your supervisor or Team Leader and be prepared to give the following information:
 - a. The name and exact location of the injured person (s)
 - b. Age of injured person
 - c. Nature of injury
 - d. Any assistance you require (Ex. A first aid kit, personnel, ambulance, etc)
8. Keep an open line of communication between you, your supervisor/team lead and Manager/Assistant Manager
9. Keep the area clear from other guests

The Supervisor or Team Leader will:

1. Obtain all necessary information from the first responder. Call 911 if it is necessary and has not been done so already.
2. Immediately pass this information on to the Duty Manager/Managing Director
3. Gather equipment/personnel as requested by the first responder and proceed immediately to the location of the casualty
4. Take control of the situation: Brief and assign personnel in accordance with the situation
5. Keep an open line of communication with the Duty Manager
6. Supervise the operation

The Duty Manager will:

1. When notified of a casualty, maintain an open line of communication with the first responder and corresponding supervisor.
2. Obtain as much information as possible about the situation
3. Determine if 911 has been called or if it should be called
4. If an emergency vehicle is on route, inform the Gate House Keeper and let them know where the vehicle should be directed to.
5. Remain with the radio and listen for progress to assure that the situation is under control
6. Duty Manager will inform Managing Director if they are not on site
7. Follow up by debriefing all personnel and write an incident report****

In the event of: LOST PERSONS

Action will depend on who, and when and where the person was last scene. Staff members must ensure the highest level of safety and try to select the quickest method of locating the individual.

1. When notified of a missing person, the staff member should notify the Duty Manager and should find out as much information about the person as possible. Such as:
 - a. Name
 - b. Sex
 - c. Age
 - d. Height
 - e. Hair colour
 - f. Description of clothing
 - g. Medical or physical conditions
2. The staff member will alert the Duty Manager and other staff via the radio or the quickest means possible. If it has been determined that an abduction might have occurred, notify the Duty Manager using the code word Amber Alert.
3. The staff member should stay with the guest who first asked for help and maintain a line of communication with all staff.
4. The Duty Manager shall call 911 where there is a possibility that an abduction has occurred, and/or medical care or search assistance is anticipated.
5. The Duty Manager will alert the Gate House Keeper who will immediately lock the gatehouse and close the entrance gate****
6. The Duty Manager will coordinate the search, beginning with the area where the person was last seen. If after the initial search the missing person is not found, the Manager should call 911.
7. When the situation is concluded, the Duty Manager must ensure that an incident report is completed

In the event of: ROBBERY

In the event of a robbery the staff member concerned will:

1. Make their own safety and the safety of others the prime consideration
2. Give the money or items demanded, avoid aggravating the robber.
3. Provide no more than what is asked for
4. Take mental notes of as many facts as possible, observing the robber's physical features, accent, mannerisms, clothing, and other characteristics that would be useful for the investigation including:
 - a. Time of the incident
 - b. Escape Route
 - c. Description of vehicle and licence # if possible
 - d. Any weapons used
 - e. Items stolen
 - f. Details of any injuries sustained
5. Call 911 as soon as possible
6. Contact the Duty Manager/ Managing Director
7. Cooperate with law enforcement to help resolve the situation
8. Ask any witnesses to stay on scene and make a statement to the police
9. Protect the scene of the crime to enable finger printing

In the event of: CONFLICT WITH OR BETWEEN GUESTS

Conflict and complaints must be handled diplomatically. Staff members should aim to establish the facts in a calm manner and diffuse the situation tactfully. When possible, ask guests to discuss the situation in a quiet location away from other visitors.

1. The first step in handling a complaint or conflict is to listen to the guest attentively and without interruptions. Acknowledge their feelings and perceptions.
2. Use a positive approach and focus on the guest and what you can do for them
3. Find a solution to the problem, where possible provide the customer with at least two options.
4. Follow up

If a situation escalates or a solution cannot be found, contact your supervisor or Duty Manager. In all cases, the Supervisor/Manager will make their way to the guest (do not send the guest to find them)

Under no circumstances shall physical force ever be used.

If the guest becomes or threatens to become violent, call 911 immediately.

The Duty Manager/Managing Director will assume overall responsibility of informing parents of minors who are involved in disorderly incidents, discussing these incidents with the authorities as necessary.

In the event of: *Discovery of a Suspicious Package*

Upon discovery of a suspicious package anywhere on the site the staff member concerned shall under no circumstances touch or handle it in any way.

The staff member concerned shall immediately inform the Duty Manager who will evaluate the situation and decide whether or not to call 911. Meanwhile, the first on the scene should direct visitors and other staff away from the area.

The Duty Manager/Managing Director will ensure that appropriate follow up is taken.

In the event of: *Bomb Threat*

If a bomb threat is received the staff member receiving it shall immediately inform the Duty Manager/Managing Director by telephone or if necessary in person. **DO NOT USE THE RADIO OR CELL PHONES!**

The staff in the affected area shall immediately begin evacuation of all visitors and staff.

The Duty Manager will inform all departments by telephone or if necessary send a runner to each department. She/he will coordinate the evacuation and inform the police by calling 911.

SITE EMERGENCY EVACUATION OF ALL VISITORS AND STAFF

The site may have to be evacuated in its entirety in any catastrophic event that threatens life or property (Example: forest fire, severe storm, building fire, bomb threat, etc.)

Site emergency evacuation procedures will be made available to all staff at the time of employment.

Copies of the Site Emergency Evacuation Procedures will be posted in the Gate House, the Cape Gallery, the Cape House Restaurant, the Adventure Building, and in Chignecto. Each department supervisor must ensure that their staff have read and understand the document and their role in the event of an evacuation.

Forest Fire- Marshalling Area C – Lower parking lot

Responsibilities of Staff Members

Duty Manager

The Duty Manager will:

- Be responsible for giving directions to all staff to evacuate the site
- Make the decision as to which evacuation route/routes will be used in accordance to the situation at hand
- Appoint an employee to go to a designated traffic control point and record the names of all site employees as they pass through
- Inform department supervisors/team leader's of their responsibilities for the evacuation
- Call 911 and if necessary turn over control of the situation to the Emergency Services personnel upon their arrival
- Call the President of the Board to inform him/her of the situation
- Remain with a radio and cell phone in a safe area and listen to the progress of the evacuation to ensure that the situation is under control
- Follow up by debriefing all personnel involved and write a complete "after evacuation" report.

Supervisors/Team Leaders

All supervisors/team leaders will assist the Duty Manager with the evacuation of the site as soon as the order is given. Supervisors and Managers will ensure that all of their staff are accounted for and safe. Supervisors/Team leaders will be the last to leave the buildings and the site.

Interpretation Staff

Upon the order to evacuate the site, all staff will report to their supervisor/team leader. Interpretation staff will make every effort to evacuate guests from the light house area, parking areas, public washrooms, and interpretation board walk.

Restaurant Staff

Upon the order to evacuate the site all dining room and kitchen staff will report to their supervisor/manager. They will make every effort to assist in the evacuation of guests in the dining room and Cape House washrooms. If time allows, they will secure cash in the Managing Director's office.

Cape Gallery

Upon the order to evacuate they will evacuate all guests from the gift shop and lead them to Marshalling Area B by the Adventure building. If time allows, they will secure cash drawer.

Gate House

Upon the order to evacuate they will assist the interpretation staff by making every effort to evacuate guests from the parking areas, light house area, public washrooms, and interpretation board walk. They will direct traffic to the evacuation route. If time allows, they will secure cash drawer.

Adventure Staff

Upon the order to evacuate they will take charge of ensuring that any guests who are zip lining/rappelling and any guests on the beach are evacuated.