



Winter Operations

CYPRESS MOUNTAIN

Revised SEPT 2023

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Emergency Response Plan

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SECTION 1.1 CONTACT INFORMATION

EMERGENCY RESPONSE TEAM

• Operations Director – Jeremy Wentzel	Local 200	Cell - 604-679.0911
• Operations Manager – Rick Parton	Local 201	Cell - 778-772.0352
• Health & Safety – Morgan Van Der Horst	Local 218	Cell - 778-798-7670
• Base Operations Manager - Lyon Coull	Local 209	Cell - 778-233.0108
• Patrol Director - Chris Frampton	Local 205	Cell - 604-818.8577
• Summer Ops/Nordic Manager – Julia Toren	Local 300	Cell - 604-307.3091
• Public Information Officer - Joffrey Koeman	Local 400	Cell - 778-846.6712
• HR Director- Laura Pierson	Local 905	Cell - 604-356.6279
• Rentals Manager - Dave Stewart	Local 700	Cell - 604-985.4973

ACCIDENT INVESTIGATION TEAM

• Operations Director – Jeremy Wentzel	Local 200	Cell - 604-679.0911
• Operations Manager – Rick Parton	Local 201	Cell - 778-772.0352
• Patrol Director – Chris Frampton	Local 205	Cell - 604-818.8577
• Summer Ops/Nordic Manager – Julia Toren	Local 300	Cell - 604-307.3091
• Facilities Manager - Kevin McKay	Local 215	Cell - 604-842-3495
• OH&S/ Sustainability – Morgan Van Der Horst	Local 218	Cell –778-798-7670
• Snowmaking/Eve Duty Mgr. – Igor Gayanov	Local 208	Cell - 778-223-0504

FIRE SAFETY TEAM

Fire Safety Director – Kevin McKay	Local 215	Cell - 604-842-3495
Fire Safety Deputy – Igor Gayanov	Local 208	Cell - 778-223.0504

CCL Fire Marshals

Joffrey Koeman - Guest Relations	Local 400	Cell - 778-846.6712
Doug Dow – Retail	Local 600	Cell - 604-619.0665
Dave Stewart – Rentals	Local 700	Cell - 604-985.4973
Tommy Swain - Food & Beverage	Local 800	Cell - 604-340.9572

BML Fire Marshals

Lyon Coull - Black Mountain Lodge	Local 209	Cell - 778-385.1406
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XC Fire Marshals

Pete Compston - Nordic Area	Local 308	Cell - 778-772.7065
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AREAS OF RESPONSIBILITY - DEPARTMENTS

• Buildings / Structures – Jeremy Wentzel	Local 200	Cell - 604-679-0911
• Base Operations – Lyon Coull	Local 209	Cell - 778-233.0108
• Confined Space Entry – Igor Gayanov	Local 208	Cell - 604-679-0911
• Electrical – Other – Peter Nieass	Local 207	Cell - 778-871.1588
• Environmental – Jeremy Wentzel	Local 200	Cell - 604-679-0911
• Facilities Manager – Kevin McKay	Local 215	Cell - 604-842-3495
• Fleet Manager – Scott Benson	Local 210	Cell - 604-679.7370
• First Aid – Chris Frampton	Local 205	Cell - 778-233.0108
• Grooming – Taeban Kantymir	Local 206	Cell - 604-340.9320
• Health & Safety – Morgan Van Der Horst	Local 218	Cell - 778-798-7670
• Lift Maintenance – Rod Grummisch	Local 203	Cell - 604-626.5600
• Lift Operations – Tristan Johnson	Local 202	Cell - 604-787.1108
• Missing Persons – Chris Frampton	Local 205	Cell - 778-233.0108
• Mountain Ops – Rick Parton	Local 201	Cell - 778-772.0352
• Public Information Officer – Joffrey Koeman	Local 400	Cell - 778-846.6712
• Mechanical Shop – Scott Benson	Local 210	Cell - 604-679-7370
• Nordic Area – Julia Toren	Local 300	Cell - 604-307-3091
• Nordic Patrol	Local 309	Cell - n/a
• Nordic Area Trails – Michael Thomas	Local 302	Cell - 604-913.2571
• Parks Facility Operator – Lyon Coull	Local 209	Cell - 778-233.0108
• Shuttle Bus – Joel Tanzler	N/A	Cell - 604-970.5297
• Snow Removal – Preston Woodcock	Local 213	Cell - 778-228.8511
• Snow Removal (overnight) – Shane Rondeau	Local 213	Cell – 604-375-9141
• Snowmaking – Igor Gayanov	Local 208	Cell - 778-223.0504
• Sustainability – Jenn Dickie	N/A	Cell - 604-505-5139

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INTERNAL CONTACTS – WINTER OPERATIONS

If there is **any delay** in contacting the Dispatch, contact a member of the Emergency Response Team. Give details regarding exact location, nature and severity of the emergency. Dispatch staff will send out the necessary internal and external assistance. If you are injured at work, please contact the first aid attendant, and notify your supervisor as soon as possible.

Downhill Dispatch / Cypress Base -

For emergencies in the Downhill Ski Area or Mechanical Shop the DOWNHILL DISPATCH is the primary contact and is located at the DISPATCH OFFICE in the Ski Patrol building.

- Contact them by radio - **channel 1**
- By phone at extension **4444** or **604-913-2562**

Nordic Dispatch -

For emergencies in or near the Cross-Country Area, the NORDIC DISPATCH is the primary contact and is located in the Nordic Ticket Office.

- Contact them by radio - **channel 2**
- By phone at extension **305/306** or phone **604-922-0825**
- If there is any delay in contacting the Nordic Dispatch office, contact Downhill Dispatch as listed above.

INTERNAL CONTACTS — (AFTER HOURS / OFF SEASON)

- Radio Channel 1 - “First Aid Attendant” or “on duty staff” for assistance
- Call 778-229-0952 - “on duty staff” for assistance
- Call Guest Services 604-926-5612 for assistance
- Call 911 if necessary

OUTSIDE AGENCIES

Serious Crime or Emergency Situation – *call anytime it is deemed necessary*

- 911 (police/fire/ambulance) when time is of the essence
- West Vancouver Police – 604-925-7300
- Contact Dispatch to alert them of the situation

Out of Bounds Incidents

- Contact Dispatch to report out of bound's incidents, they will notify the following as needed.

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- Lost or missing persons - notify West Vancouver Police and advise them to contact North Shore Search and Rescue
- Cypress Patrol – for possible involvement with NSR

Contact information for other agencies

- North Shore Search and Rescue - (604) 913-2464 (ensure West Vancouver Police are notified first)
- BC Parks – (604) 582-5200
- BC Hydro - 1-888-769-3766 (acct# 15 7184 05401)
- Work Safe BC – 1-888-621-7233
- BC Safety Authority - 1-866-566-7233
- Provincial Emergency Program 1-800-663-3456
- West Vancouver Police – Bylaw Officer - 604.925.7152
- Ministry of Environment – Conservation Services @ 1-877-952-7277
- Tow Truck – Payless (604) 988-4176

Section 1.2 – Roles & Responsibilities

DESCRIPTION OF AN EMERGENCY

In the event of a major incident or accident as listed below, dispatch will notify a member of the **Emergency Response Team** who will begin to coordinate the mountain's response. If you are unable to contact dispatch, then contact a member of the emergency response team immediately.

Major incidents include, but are not limited to:

- Death or serious injury
- Injuries involving lifts, company vehicles or equipment, or procedural error of an employee
- Loss of or damage to company property exceeding \$500
- Environmental damage (fuel or sewage spill)
- Any incident warranting notification of outside agencies (Police, Fire, North Shore Rescue, BC Parks)
- Illegal or extremely inappropriate behavior by an employee
- Injury when liability by Cypress Mountain is suspected or is suggested by the victim, a companion or witness.
- Incident involving three or more simultaneous serious injuries (on the mountain, in the base area or on the Cypress Bowl Road)

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- Lift evacuations late in the day when there is a high likelihood of running into darkness
- Lift evacuations in extreme conditions – i.e., extreme cold or wind
- Incident requiring multiple sets of Emergency Procedures

KEY ROLES

Following the declaration of any emergency a member of the Emergency Response Team will assign some or all of these roles to assist with the mountain's response;

- **Incident Commander** – responsible for overall command of the emergency response
- **Site Commander** – Responsible for command at the incident site or out in the field
- **Base/Security Commander** – Responsible for securing the base area and establishing and maintaining access for emergency vehicles as well as a landing zone if needed
- **First Aid Coordinator** – Responsible for organizing first aid at incident site
- **Dispatch Log Assistant** – Responsible for logging all significant events during an emergency
- **Public Information Officer** – Responsible for communications with media, guests, and families.
- **Others** - as deemed necessary by the scope of the emergency

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Command Post

Downhill

The Downhill Dispatch office will act as the command post for all emergencies in the Downhill Area. All radio, telephone traffic and the family members of the missing or injured party should be directed there. The Patrol Office will act as the command post for the Cypress Mountain staff members involved with the emergency response.

Nordic

The Nordic Ticket Office will act as the command post for all emergencies in the Cross-Country Area.

Incident Commander

The Incident Commander is generally assigned to the most senior person on the mountain. They will be responsible for coordinating the Cypress Mountains response (with both internal staff and outside agencies) while ensuring both public and staff safety.

The Incident Commander is responsible to;

- Inform Senior Management and Boyne if necessary
- Notify any / all applicable outside agencies of incident
 - Fire, Police, North Shore Rescue, BC Parks
 - Legal / Insurance
 - WorkSafeBC if incident involves employees of Cypress Mountain
- Delegate Cypress personnel to the following roles as deemed necessary by the emergency;
 - First Responder
 - Site Commander
 - First Aid Coordinator
 - Base/Security Commander
 - Public Information Officer
- Assists Dispatch in coordinating personnel and equipment requirements
- Maintain a log of events and times
- Complete a detailed incident report (including an “*emergency response debrief*” form) at the conclusion of the emergency and pass on any finding to the involved parties.

First Responder

The First Responder will be assigned to the first/most qualified person who can be dispatched to the emergency scene or in some cases the person who discovers the emergency if qualified, may assume the role of First Responder. They will assume command until the time that the Site Commander arrives. They are responsible for;

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- Contacting dispatch and relaying the scope of the emergency
- Evacuating public and staff from area if necessary
- Marking the area as unsafe
- If qualified - mounting a first response (putting out fire, conducting a hasty avalanche search, etc...)

Site Commander

The Site Commander is assigned to the most qualified person for the job depending on the scope of the emergency (usually a patrol supervisor.) They are to report to the incident scene where they will relieve the first responder and take command. They are the eyes and ears at the incident site and are responsible for overall site command. It is important that they do not become involved in actual first aid or rescue.

The Site Commanders responsibilities include;

- assessing the scene to determine;
 - the scope of the emergency:
 - number and nature of the injured/missing person(s)
 - personnel requirements
 - equipment needs
 - the need for outside support from agencies such as:
 - North Shore Rescue
 - North & West Van Fire Departments
 - Police and Ambulance
 - Off duty staff
 - Grouse & Seymour Mountain staff
- supporting the First Aid Coordinator on scene
- liaising with the Incident Commander to;
 - communicate any need for additional support, equipment, or personnel
 - continually update them on the situation
- designating individuals to perform specific tasks at the incident site
- documenting times and names pertinent to the incident and the mountains response
- coordinate with other rescue personnel at the scene (Fire, EHS, Police)
- if a rope evacuation of the chairlift is necessary the site commander is responsible for coordinating the evacuation of lifts and guests from the mountain

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First Aid Coordinator

The First Aid Coordinator is generally assigned to the most senior patroller who is not assigned to a more senior role or actively involved in a search or lift evacuation.

They are responsible for:

- organizing first aid personnel and designating first aid tasks to first aid teams and assistants
- organizes equipment, records times, names, etc. of first aid personnel and patients
- organizes movement of patients to either helicopters or other modes of transport
- reporting directly to the Site Commander

Base/Security Coordinator

The Base/Security Coordinator is generally assigned to a senior member of Base Operations or Nordic Maintenance.

They are responsible for:

- securing base area for arrival and departure of emergency and support vehicles
- choosing and maintaining helicopter landing zones and ensuring site safety
- directing first aid personnel to safe zones and help load and unload teams to remain organized
- inform dispatch when emergency vehicles arrive
- closing areas of the road to ensure the movement of emergency vehicles
- informing the Gatehouse and West Van Police, if necessary, to close the road to public vehicles
- directing public vehicles to appropriate positions i.e. to parking or turnarounds
- reporting directly to the Incident Commander

Public Information Officer

The Public Information Officer is generally assigned to the Director or Sales and Marketing. In the event they are unavailable the general manager or delegate will assign personnel to the role.

They are responsible for:

- updating the media regarding the status of the emergency
- coordinating the message to staff, guests and friends or family of any injured or missing parties

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Dispatch

In the event of an emergency the dispatch office will likely be the first point of contact for the incident. If the emergency is in the Downhill area or the Mechanical Shop the Downhill Dispatch office will handle the emergency. Emergencies in the Nordic Area will be handled by the Nordic Ticket Office.

Dispatch has a number of responsibilities depending on the severity of the incident which include;

- Determine the scope of the emergency
- Contact the appropriate staff and dispatch them to the scene
- Contact a member of the Emergency Response Team if necessary
- Contact outside agencies for support as directed by the Emergency Response Team
- Call for and maintain radio silence as needed
- Complete an "emergency response checklist"
- Log important communications and events on daily dispatch log
- Notify supervisors in each affected department of the status of the situation and keep them updated as the situation progresses.
- Maintain contact with the Incident Commander
- Communicate with the other dispatch office and request assistance as needed
- Email the Public Information Officer and Emergency Response Team updates every 30 minutes on the status of the emergency (even if there is no change in the situation).

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Section 1.3 - COMMUNICATION

Radio Operating Channels

Channel #	Description	Transmit (tx)	Receive (rx)	Tone	Band
1	Downhill Ops * (Including Dispatch)	167.9250	162.9450	173.8	12.5
1	<u>Overnight – All Mountain Ops *</u>	167.9250	162.9450	173.8	12.5
2	Nordic Ops *	167.9250	162.9450	173.8	12.5
2	<u>Overnight - Snow Removal *</u>	167.9250	162.9450	173.8	12.5
3	Tube Park	152.1500	152.1500	151.4	12.5
3	<u>Emergency Nordic Ops (power loss)</u>	152.1500	152.1500	151.4	12.5
4	Talk Around	152.1500	152.1500	162.2	12.5
4	<u>Emergency DH Ops (power loss)</u>	152.1500	152.1500	162.2	12.5
5	Shuttle Bus	164.8500	164.8500	179.9	12.5
6	Snow Removal	173.3550	173.3550	151.4	12.5
7	Base Operations	164.8500	164.8500	173.8	12.5
8	Snow School	164.8500	164.8500	162.2	12.5
9	BC Parks Simplex	155.2200	155.2200	CSQ	12.5
10	BC Parks Strachan	163.2900	163.2900	100.0	12.5
11	NSR Van	165.5550	165.5550	141.3	12.5
12	NSR Strachan	168.1050	165.5550	118.8	12.5
13	NSR Grouse	167.7750	162.1800	225.7	12.5
14	NSR Cathedral	167.7750	162.1800	123.0	12.5
15	NSR Bowen	167.7750	162.1800	107.2	12.5
16	PEP (3) Coord 1 (Previously PEP 1)	167.9950	163.2900	100.0	12.5

* Denotes MotoTrbo Digital Repeated Channel. Accessible only internally or by other Trbo equipped radios.

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Radio Codes

- 10-4 Acknowledged / Received
- 10-9 Repeat/Say again
- 10-20 Location (what is your location?)
- 10-40 Accident /Casualty
- ACTIVE THREAT Individual(s) is actively and deliberately harming or killing people
- CODE 3 Emergency
- CODE 4 Reference to Death
- CODE 5 Avalanche
- CODE 8 Missing person
- CODE A Ambulance
- CODE F Fire
- CODE I Investigation Team
- CODE P Police
- CODE R Robbery/Robbery in Progress
- AFFIRMATIVE Yes
- NEGATIVE No
- STAND BY Stand-by for further transmission/ on stand-by for further information
- RADIO CHECK Clarity /5 and quality /5 of reception (good reception is 5 by 5)
- RADIO SILENCE No further radio communication should take place until the all clear has been called

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Radio Etiquette

Radio holders are responsible for knowing the proper terminology and codes to ensure radio communication is professional. Radios must remain audible at a consistent volume to ensure open lines of communication between radio holders.

The following tips will help ensure effective communications;

- Ensure the channel is clear before transmitting and you are not walking over anyone
- There is a slight delay on digital channels (channel 1 & 2) so wait a moment after you press the button to begin talking
- Talk clearly and slowly, ensuring the microphone is unobstructed
- Keep your communications brief and concise
- To make a call start with who you are calling then who you are, then repeat who you are calling e.g. *“Cypress Base from John Smith, Cypress Base”*
- To respond to a call say go ahead then your name e.g., *“go ahead for Cypress Base”*

If you are unable to make radio contact with the desired party, try to relay your message;

- Relay a message through a base station (Cypress Base, Nordic Tickets, Hollyburn Lodge)
- Relay a message through any radio holder
- Contact Downhill dispatch on Channel 1 or Nordic dispatch on Channel 2
- Phone Downhill Dispatch (620) or Nordic Tickets (721/723)

If you hear a person calling and not getting a reply, offer to relay the message for them. The caller will give you the message, and you will re-broadcast the same message (relay) to the intended station. The second station may have to relay back, with you acting as a go-between.

Reporting an Injury/ Emergency

In the event of an emergency, it is important to notify dispatch as quickly as possible so they can begin to coordinate the mountains' response. It is important to remain professional and ensure the proper radio codes are used. When reporting an injury remember that **patient confidentiality is key!**

Reporting an Injury:

- Ensure the area is safe
- Mark any hazards
- Radio Dispatch with the details of the situation. For injuries provide the following information
 - Male / Female
 - Age
 - Conscious / Unconscious
 - Nature of Injury

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- Location (refer to a trail map for location info and be as specific as possible)
- Any identifying features of injured party

Radio Silence

In the event of a major emergency radio silence will be called by dispatch and all radio communication must be reserved for high priority communications until the incident is resolved. Use the telephone for all non-essential communications when possible.

Air Ambulance Protocols

In the event that an Air Ambulance is dispatched, they will generally operate on Channel 16. The Base Commander and all personnel associated with maintaining the landing zone should be monitoring Channel 16 (this may require carrying 2 radios so they can also monitor the working channel and stay apprised of the situation.) *Only a limited number of handheld radios operate on channel 16.

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EMERGENCY COMMUNICATIONS

Internal Communications

In the event of an emergency that requires immediate notification of as many people as possible, as quickly as possible the following options may be utilized:

- Email – send a group email to all@cypressmountain.com
- Phone system – call all departments individually
- Radio – repeat message on channels 1 through 7

Contacting External Emergency Services

In the event of an emergency outside the scope of normal operations the designated Incident Commander and Site Commander are responsible for determining the need for outside agency assistance. They may contact the necessary agencies directly or ask dispatch to do so.

Media & Family Member Correspondence

Only the authorized Public Information Officer is permitted to communicate with the media or family members during an emergency incident. If the authorized personnel listed below are unavailable the general manager or incident commander will appoint someone to replace them.

During an emergency, the dispatch office will send hourly status reports to the Public Information Officer and members of the Emergency Response Team. These reports will be sent regardless of if there is anything new to report.

Friends and family of injured persons should be directed to the Dispatch office where they will be kept up to date during the incident.

Media Communication

- General Manager
- Marketing Director
- Operations Manager

Family Communications

- General Manager
- Operations Director
- Patrol Director

Post Incident Communications

- Members of the Emergency Response Team will report back to the Command Post once the incident has been resolved to conduct an internal debriefing.
- Members of the Emergency Response Team will meet with staff involved to debrief the situation and record all notables on the “*emergency response debrief*” form.

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- Members of the Emergency Response Team and Senior Management will meet with outside agencies – Police, EHS and PEP if applicable.
- Members of the Emergency Response Team and Senior Management will meet with legal and insurance personnel if necessary.

MOUNTAIN CLOSURES

Full Day Closures

If the decision is made not to open the mountain for operations due to inclement weather the General Manager will notify Cypress Base who will update the website by 6am. If either Nordic or Downhill is closed in the morning, the situation will be reassessed, and a decision made by 1pm whether the area will open at 4pm for night operations.

Mid-day Closures

Generally, if the area opens in the morning and a decision is made to close during the day, closing time will be either noon or 4:00pm. Whenever possible, the decision to close will be made at least two hours prior to closing time.

In the event of a mountain closure during regular operating hours the dispatch office will;

- notify all departments immediately
- update the website
- ensure the appropriate “SKI AREA CLOSED” sign(s) is put out at the Gatehouse and man the gate house to notify guests of the closure if deemed necessary
- fax or phone the media to inform them of a closure if it is not late at night

Complimentary Vouchers

All inquiries regarding refunds or snow checks should be directed to the Guest Relations office. Staff should never make any promises to guests until they are informed to do so. If the decision has been made to issue snow checks in response to a mountain closure, the Guest Relations office will inform all departments in which staff have contact with the public. Staff members will direct guests to the Guest Relations or Nordic Ticket office to pick up a snow check to return on a day when the conditions are more favorable.



Section 1.4 – REPORTING & RECORD KEEPING

REPORTING PROCEDURES

Emergency Response Log

All members of the emergency response team are required to record information pertinent to the response effort within their area of responsibility. The “emergency response log” will be included in the final incident report. The dispatch office will also maintain the “daily dispatch log.”

Emergency Response Check Sheet

The dispatcher is responsible to ensure an “emergency response checklist” is complete detailing the mountains response to an emergency.

Emergency Response Debrief

Upon the conclusion of an emergency response, it is the responsibility of the person who coordinated the response to conduct a debrief session with the parties involved and record any findings on an “emergency response debrief” form.

Additional Paperwork - EDGE Auditor

The type of paperwork required during a major incident will be determined by the incident itself. See the specific incident response plan for required paperwork details.

Once the emergency or incident is resolved and the necessary investigations and debriefs have occurred, all applicable paperwork shall be submitted to the dispatch office to be compiled for review and filed. All emergency response paperwork will be moved from the dispatch office to the library for storage as needed.

NSAA (National Ski Areas Association)

- Accident Report Form

Mountain Guard Forms

- MG01 Incident Investigation Checklist
- MG03 Patroller Comments
- MG04 Canadian Witness Statement
- MG05 Incident Diagram
- MG06 Incident Photo Log

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- MG07 Lift Incident Report Form
- MG08 Collision Report
- MG09 Instructor Comments
- MG10 Additional Comments
- MG11 Investigator's Additional Comments
- MG12 Premises Incident Report Form
- MG13 Terrain Park Incident - Staff Report
- MG14 Terrain Park Incident Supplemental Questionnaire
- MG16 Tubing Incident Report Form
- MG17 Ski Equipment Post Incident Inspection Report
- MG18 Post Incident Equipment Inspection Report - Snowboards and Other Non-Releasable Equipment
- MG19 Post-Incident Helmet Inspection Report
- MG25 First Aid Refusal

General Use Forms

- Form "S" (safety, hazard, incident, near miss)
- Witness Statement
- Emergency Response Checklist
- Emergency Responses Log
- Emergency Response Debrief
- Dispatch Log

Fire Response Procedures

- Emergency Response Debrief

Chairlift Evacuation Procedures

- Chairlift Evacuation Interview

Avalanche Response Procedures

- Avalanche Response Plan

Missing Person Procedures

- Missing Person – Patrol Checklist
- Missing Person – Report
- Missing Person – Downhill Base Checklist

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- Missing Person – Nordic Base Checklist

Active Threat Plan

- Bomb Threat Form

Environmental Spill Procedures

- Environmental Spill Report Form

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Section 1.5 – EVACUATION ROUTES & MUSTER STATIONS

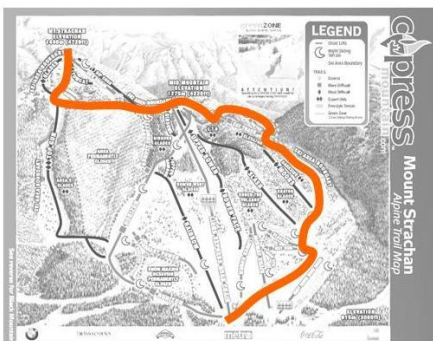
EVACUATION ROUTES

- Lifts will be off loaded, and guests informed by the lift attendants to evacuate the area via the easiest routes as shown below.
- Building will be evacuated by the most direct route possible, refraining from using the elevator
- Guests and staff not required for the mountain's response shall be directed to proceed to the muster stations.
- If it is necessary to evacuate the mountain, staff will direct people to proceed to their vehicles and proceed down the cypress bowl road.
- If the Cypress Bowl Road cannot be used, the Incident Commander will coordinate with the North Shore Emergency Management Office to determine the course of action.



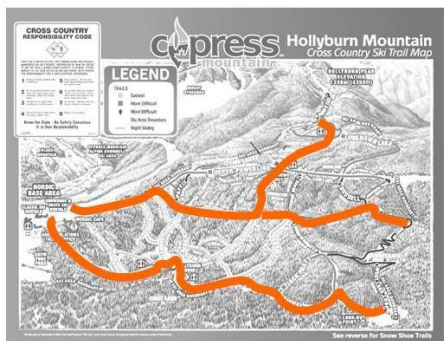
Black Mountain

Eagle Chair – Panorama
Raven Chair – walk out 3 Bears
Road



Mount Strachan

Sky Chair– T33 onto Collins
Lions Chair- Collins
Midway Chair– Shuttle to Collins
Easy Rider Chair – Runway



Hollyburn Mountain

(Snowshoers should use main ski trails)
Pacific, Upper Wells Gray,
Brothers Canyon, Grand National,
Sitzmark, Hollyburn

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MUSTER STATIONS

In the event of an emergency that requires the evacuation of any areas or structures, guests and staff shall be directed to the following muster stations.

Alpine Base



Downhill Base Area

At the Olympic Rings
in front of the Cypress
Creek Lodge

Nordic Base



Nordic Base Area

In front of the parks
Kiosk on the Nordic
Road

Hollyburn Lodge



Hollyburn Lodge

At the intersection of
lower Telemark and
Shortcut ski trails just
north of the front
entrance.

Mechanical Shop



Mechanical Shop

Across the roadway
from the shop clear of
all buildings towards
the exit

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Section 2 – ENVIRONMENTAL EMERGENCIES



Section 2.1 – FIRES

TYPES OF FIRES

SMALL FIRE - A fire is considered small when there is smoke but not fire, or flame that can be quickly put out with one fire extinguisher.

LARGE FIRE - A fire is considered large if it requires more than one extinguisher to put out or a fire that puts person or property at risk.

GREASE FIRE - A kitchen fire that occurs when cooking oil becomes too hot.

ELECTRICAL FIRE - If there is smoke but no fire or a blackened outlet is discovered this may indicate an electrical fire.

ACTION PLAN

- ✓ Attempt to extinguish the fire if the fire is small and it is safe to do so
- ✓ Notify dispatch immediately
- ✓ Evacuate the building / area to the muster station if necessary
- ✓ Contact the fire department at 911 if necessary
- ✓ Once the fire has been extinguished, investigate the cause of the fire

ROLES & RESPONSIBILITIES

First Responder's Responsibilities

The worker who initially discovers a fire is usually considered the first responder. Whether they attempt to extinguish the fire depends on the severity and location of the fire. Small fires can often be put out safely with one extinguisher while larger fires will require a coordinated response. **If in doubt, get out!**

Small Fires & Electrical Fires

- If the fire is small enough to contain with one fire extinguisher
 - this can be attempted if individuals fighting the fire have an exit behind them. If the smoke or heat becomes excessive everyone MUST evacuate. Always ensure you have an escape route if the fire grows in size.
- If there is smoke but no fire or a blackened outlet is discovered this may indicate an electrical fire. Shut off the breaker to the affected area and notify dispatch and/or the electrical department immediately. If it is smoking stand by with a type "ABC" fire extinguisher (red) in case of a flare up.

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- If the fire is not easily manageable, **evacuate the area and notify dispatch or 911**

Kitchen Fires

- **Turn the propane off** - Don't try to move the pot. You might accidentally splash yourself with burning oil.
- Cover the Pot with a Metal Lid - Fire cannot exist in the absence of oxygen. With the lid on (and the heat off), the fire should quickly consume all the oxygen and put itself out.
- Pour on Baking Soda - Baking soda will extinguish grease fires, but only if they are small. It takes *a lot* of baking soda to do the job.
- Within the grill area of the Downhill kitchen or Hollyburn Lodge staff should utilize the fire suppression system in place if possible or use the portable silver extinguishers. The type “K” extinguishers (silver) are preferred over the Type “ABC” extinguishers (red) as they will not damage the kitchen equipment.
- If the fire is not easily manageable, **Evacuate the area and notify dispatch or 911**

If the fire cannot easily be extinguished with one fire extinguisher

- Do the following in whatever order seems most appropriate at the time;
 - Cypress Creek Lodge - pull the nearest fire alarm, manual pull stations are installed at every exit in the building.
 - Notify dispatch - provide the location of the fire and whether there are any injuries. If there is any delay in reaching dispatch, contact 911 immediately and give them the exact location and size of the fire.
 - Evacuate the building of guests and staff to the predetermined muster stations. Do not use the elevator.
- An investigation is required after any fire, no matter the size.

Dispatch’s Responsibilities

- Contact the Fire Dept. at 911 giving the exact location of the fire and notifying them if the fire is in vicinity of any fuel tanks or other explosives.
- Contact the Emergency Response Team and notify them of the situation.
- Declare radio silence.
- Notify the Electrical Department in the event of an electrical fire so its cause can be determined and remedied.
- Complete an “emergency response checklist”

Incident Commander’s Responsibilities

- Delegate Cypress personnel to the following roles as deemed necessary by the size and location of the fire;

Emergency Response Plan

Section 2 – ENVIRONMENTAL EMERGENCIES



- First Responder
- Site Commander
- First Aid Coordinator
- Inform Senior Management
- Notify any / all applicable outside agencies if additional help is required
 - Fire, Police, North Shore Rescue, BC Parks
 - Legal / Insurance
 - WorkSafeBC if incident involves employees of Cypress Mountain
 - Base Commander
- Assists Dispatch in coordinating personnel and equipment requirement
- Maintain a log of events and times
- Complete a detailed incident report at the conclusion of the emergency

Site Commander's Responsibilities

- Evacuate the fire area and all surrounding buildings and direct public to the muster stations.
- May assemble a team and attempt to extinguish fire if it is safe to do so.

First Aid Coordinator's Responsibilities

- Be at the fire site to assist with any injuries

Base Commander's Responsibilities

- Have the available staff close off a wide enough area to ensure the safety of guests and staff if a propane tank explodes
- Coordinate the departure of guests when it is safe to do so
- Ensure that the fire access roads and main road remains clear for arriving fire trucks

FIRE SUPPRESSION EQUIPMENT

Workers should be made familiar with the operating procedures and locations for the fire suppression equipment within their normal work areas during their worker orientation. Portable fire extinguishers are located in all buildings and work areas.

Fire Extinguishers

- Type "ABC" extinguisher (red) should be present in every work area
- Type "K" extinguisher (silver) are present in the kitchen and if possible, should be the ones used to put out a kitchen fire.
- Read the directions on your fire extinguisher as types vary. General instructions include;

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- ✓ **P**: Pull the pin
- ✓ **A**: Aim at the base of the fire using the nozzle provided
- ✓ **S**: Squeeze the handle to activate the extinguisher
- ✓ **S**: Sweep from side to side
- Breakup any clumps of burnt materials to ensure the fire is fully extinguished.

Kitchen Fire Suppression System

- The Downhill Kitchen and Hollyburn Lodge are both equipped with fire suppression systems above the cooking grill. There is a manual pull station that will activate the system.

Alarm & Sprinkler System

- The Cypress Creek Lodge is equipped with smoke detectors, an alarm and sprinkler system. There are manual pull stations at every exit from the lodge and the sprinklers will be activated automatically if a fire is detected.

FIRE SUPPRESSION EQUIPMENT LOCATIONS

Downhill Fire Cache

- **HYDRANT** - on the south east corner of **Cypress Creek Lodge**
- **HYDRANT** - on south side of **patrol hut** beside the BC Parks Kiosk
- **SUPPLIES** - under stairs of Patrol Hut
 - coils of hoses
 - hoses on reels
 - Adapter
 - Wrench
 - Nozzles

Nordic Area Cache

- **HYDRANT** - 33 meters south of the washrooms in the Nordic Base
- **SUPPLIES** - South end of washrooms under the building
 - 3 rolls of 2" hose/nozzle
 - 2" cam lock
 - Hydrant wrench
- **HYDRANT** - Northwest corner of Hollyburn Lodge (1km into the Nordic Area)
- **SUPPLIES** – (in mechanical room)
 - 3 rolls hose
 - Nozzle/ Hydrant Wrench

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Mechanical Shop / Works Yard

- **HYDRANT # 1** - northwest end of the works yard, past the salt shed near the old cabins
- **SUPPLIES**
 - hoses (screw type)
 - nozzle
 - wrench
- **HYDRANT # 2** - southwest corner of the mechanical shop
- **SUPPLIES** - located in the tool room to the right of the main door (southwest corner of building)
 - 2 lengths of hose
 - 1 nozzle
 - 1 wrench
 - 1 adapter
- **Mechanical Shop** - to the left of the main door
 - Built in system – 100 feet of hose (screw type)
- **Mechanical Yard** - Carpentry shop
 - Built in system with 100 feet of hose and nozzle (screw type)

SNOWMAKING SYSTEM UTILIZATION FOR FIRE FIGHTING

The snowmaking system can be utilised in the event of a fire. Detailed instructions are maintained in the “SWP-Wildfire Response” and posted on the wall of pump house where the attachments must be made. It is necessary to understand the snowmaking system to do this safely.

OTHER CONSIDERATIONS & HAZARDS

The locations of flammable / explosive materials that should be considered at risk of explosion in the event of a fire are listed below. Staff shall be made aware of the location of WHMIS products within their normal work areas that are considered flammable or explosive. The locations of WHMIS products on the mountain are listed in the WHMIS spreadsheet on Share Point.

Downhill Area

- Diesel - adjacent to the emergency generator building (below Waynes Road)
- Diesel – inside the emergency generator building at the north end of the BML
- Diesel /Gasoline - at the telephone / electrical building
- Diesel – in each machine room of each lift
- Propane – South end of the BML in the parking lot.
- CO2 Cylinders – in dry food storage room

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- CO2 Cylinders – in Gold Medal Café
- Medical Gasses – in Patrol Hut
- Cooking Oil – near back door in the Kitchen
- Cleaning Chemicals – in Mechanical Room on the ground floor of the CCL and the kitchen dry storage

Nordic Area

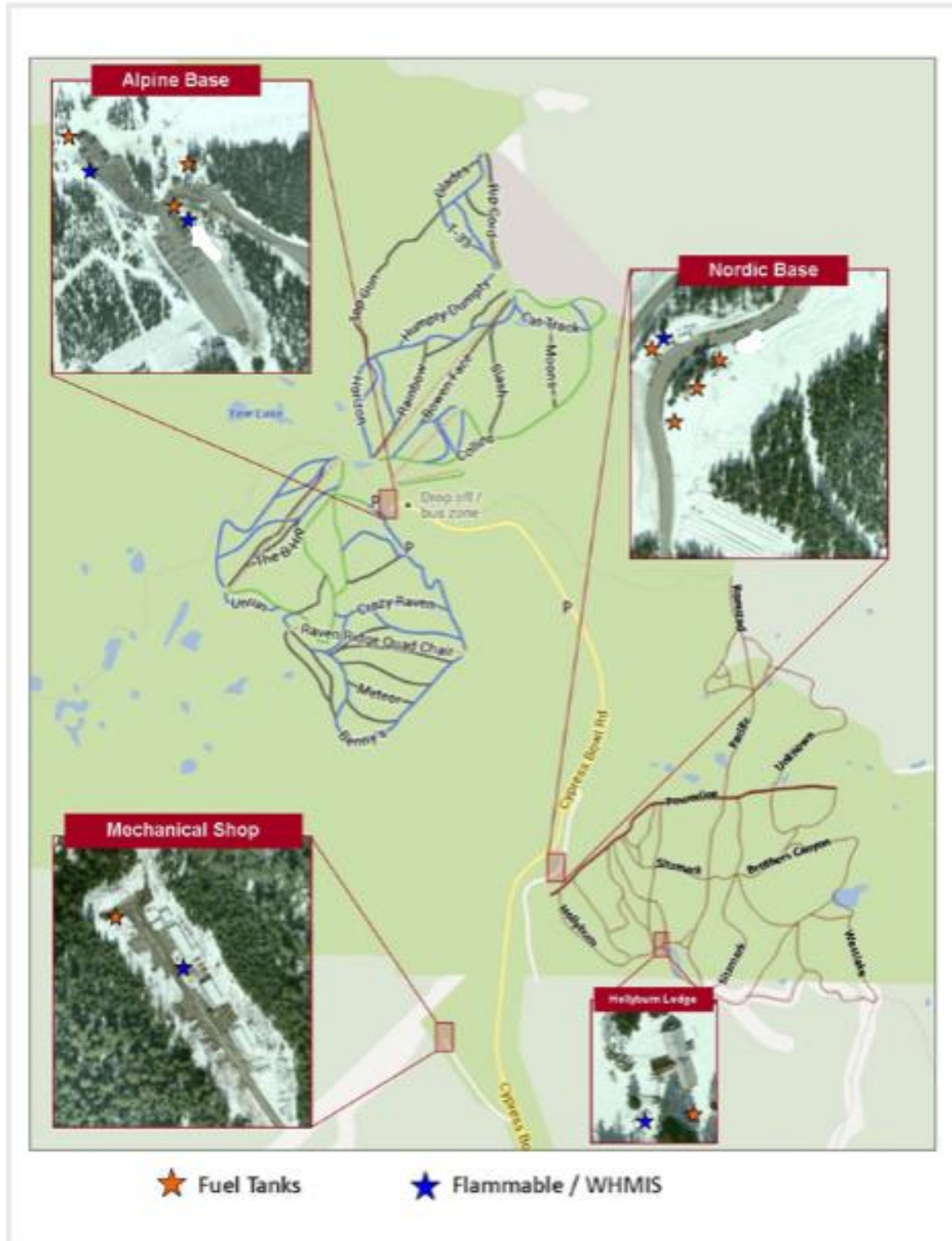
- Propane - Behind XC Staff Hut
- Propane - North of the Nordic Café
- Propane - South of Hollyburn Lodge
- CO2 Cylinders – Hollyburn Lodge
- CO2 Cylinders – Nordic Cafe
- CO2 Cylinders – Temporary storage in recycling shed behind ticket office
- Medical Gasses – in Patrol Hut
- Medical Gasses – in First Aid kit in Mechanical Room at Hollyburn Lodge
- Cooking Oil – Hollyburn Lodge
- Cleaning Products – in storage shed behind base washrooms
- Cleaning Products – Hollyburn Lodge mechanical room
- Diesel – Behind XC Rentals

Mechanical Shop

- Propane / Diesel / Gasoline - NW corner of shop grounds
- Various WHMIS Products – throughout shop floor and storage area

Emergency Response Plan

Section 2 – ENVIRONMENTAL EMERGENCIES



Section 2.2 – LIGHTNING STRIKES

Emergency Response Plan

Section 2 – ENVIRONMENTAL EMERGENCIES



LIGHTNING STRIKE - Any lightning strike witness by staff, reported by guests or reported by Grouse, Seymour or Environment Canada may constitute the need to put the lifts on hold until the storm passes.

ACTION PLAN

- ✓ Lightning strikes must be reported to Dispatch.
- ✓ Dispatch will notify the lift supervisor of a lightning strike and issue a stop loading command.
- ✓ Lifts will remain on standby for a minimum of 30 minutes from the last known strike.
- ✓ Guests will be notified of the situation by staff members and will be directed to a location to wait out the storm if they wish.
- ✓ If a storm continues, each department should turn off and unplug all electrical equipment (including network cables) to reduce the possible damage of another strike
- ✓ If a power outage occurs – follow power outage procedure.
- ✓ If a mountain closure is deemed necessary – follow **mountain closure procedure**.

ROLES & RESPONSIBILITIES

Dispatch’s Responsibilities

- Contact Environment Canada to try and establish an approximate length of time for the storm.
- Contact Grouse and Seymour dispatches to see if they are experiencing any lightning activity.
- Notify lift operations so the lifts can be offloaded and put on standby.
- Notify all departments and keep them up to date with the situation.
- Complete an “emergency response checklist”

Lift Operator’s Responsibilities

- Lift operators will stop loading passengers and run off the load as quickly as possible.
- The top operator will inform passengers of the shut down as they unload.
- The operators will inform dispatch when the lift is unloaded.
- The lift supervisors will ensure that all control panels are turned off and the haul rope is grounded where applicable.

Nordic Area’s Responsibilities

- Off load the tube tow and put it on hold until the “all clear” is given from Dispatch.

Section 2.3 – AVALANCHES

AVALANCE - A mass of snow, ice, and rocks falling rapidly down a mountainside, potentially damaging infrastructure or trapping people in its wake.

Emergency Response Plan

Section 2 – ENVIRONMENTAL EMERGENCIES



ACTION PLAN

- ✓ Stop the flow of traffic to the affected area
- ✓ Close and mark the avalanche area
- ✓ Determine if there was anyone caught in the avalanche
- ✓ Conduct a hasty search
- ✓ Conduct a more detailed search

ROLES & RESPONSIBILITIES

Dispatch's Responsibilities

- Notify a patrol supervisor who can assign a first responder as it is crucial to determine if anyone has been buried in the avalanche as quickly as possible.
- Declare Radio Silence
- Notify the Emergency Response Team
- Record the call and all addition details on the "*dispatch log*"
- Complete a "*emergency response checklist*"

Incident Commander's Responsibilities

Incident Commander will remain in communication and coordinate the mountains response from the command center.

Responsibilities include:

- Hold the reporting person/witness. Determine if victims are equipped with avalanche transceivers. Arrange for transport of the witness(es) to the accident site
- Assign and dispatch staff to the following roles;
 - First responder – should be the most qualified patroller nearest to the avalanche site
 - Site commander – should be the most qualified patroller available
 - First aid coordinator
 - Base/Security coordinator
- Organize and dispatch rescuers and equipment to the accident site
 - Rescue volunteers
 - Contact the lift servicing the accident site and have the operator hold volunteer rescuers for the First Responder.
 - Secure additional 10-20 rescuers; have them standby at base until requested by the Site Commander

Emergency Response Plan

Section 2 – ENVIRONMENTAL EMERGENCIES



- First Aid Coordinator & medical supplies to the accident site
- Rescue Equipment from the main rescue cache location at the PATROL HUT
 - Green rescue packs
 - Avalanche shovels
 - Avalanche probes
- The following agencies are available to you and should be contacted as needed.
 - Professional Rescuers - Ski Patrol Supervisors
 - BC Parks (604-929-4818)
 - North Shore Search and Rescue
 - Volunteer Rescuers - Cypress staff, public announcements
 - Avalanche dogs - Doug Fenton (604-263-2680 or Pager 604-979-4068)
 - Emergency Medical Services

- Maintaining a log of events
- Maintain communication with the accident site and ensure logistical support as requested by the Site Commander.
- Ensure all personnel and equipment associated with the rescue is accounted for at the end of the rescue operation.

First Responder's Responsibilities

If an avalanche is seen or reported anywhere on the mountain the dispatch office must be informed immediately.

At the direction of the Incident Commander the First Responder may be asked to conduct a hasty search of the slide area if they are trained to do so. If they are not qualified to enter a slide area, they will hold guests and staff at a safe distance from the avalanche site until appropriately trained staff arrive onsite.

Site Commander's Responsibilities

The most qualified Patroller will be assigned to report to the avalanche site and coordinate the mountains response. They are responsible to oversee the rescue operation and communicate the equipment and personnel needs to the Manager of Emergency Operations.

First Aid Coordinator's Responsibilities

The First Aid Coordinator will be on scene to administer first aid, as necessary. If first aid is not required, they will assist whatever way the Site Commander requires.

- Will coordinate and administer first aid as necessary

Emergency Response Plan

Section 2 – ENVIRONMENTAL EMERGENCIES



- Will communicate equipment and personal needs to the Site Commander

Base/ Security Coordinator's Responsibilities

- Will ensure that emergency vehicles have access to the base area
- Will communicate with the Incident Commander and assist in recruitment of rescue volunteers, and transportation of volunteers, staff, and equipment, as necessary.

RESCUE EQUIPMENT

Rescue Cache Locations & Contents

Avalanche Rescue Caches are located at the following places:

- Ski Patrol Hut (Ski Patrol Director's office) – backpacks marked with avalanche tags
 - Bamboo wands with flagging tape
 - Shovel & steel probe
 - Incident Report Forms
 - Notebook & pencil
 - Small first aid kit
 - Instant heat packs with space blankets
 - Disposable cameras
- Lift self-evacuation kit (at each operating chairlift)
 - Harness / webbing
 - 30m Dynamic Rope
 - Carabiner
 - Belay Device
- Patrollers Backpack
 - Extensive first aid kit
 - Extra clothing
 - Shovel & probe
 - Avalanche transceiver
 - Notebook & pencil
 - Incident Report, First Aid Report Forms
 - Radio

Emergency Response Plan

Section 3 – MECHANICAL EMERGENCIES



Section 3.1 – POWER FAILURE

DEFINITION

- **LOCAL POWER FAILURE** - If the power remains on in any part of the mountain (Nordic, Downhill or the Mechanical Shop) then the problem is internal, and the electrical department should be called to attempt to rectify the issue.
- **MOUNTAIN WIDE POWER FAILURE** - If the power is out in all areas of the mountain the issue is a larger outage and BC Hydro will be responsible for correcting the problem.

ACTION PLAN

- ✓ Determine the extent of the power outage
- ✓ Notify all effected departments of the scope and timeframe of the power outage
- ✓ Contact BC Hydro if needed for assistance in correcting the problem
- ✓ If a mountain closure is necessary, follow early shut down procedures outlined in Section #2.

ROLES & RESPONSIBILITIES

Dispatch's Responsibilities

- Declare Radio Silence if required
- Record the call and all addition details on the "dispatch log"
- Determine if the power outage is local or mountain wide by contacting
 - Nordic Area at 604-922-0825 or via radio (channel 2)
 - Mechanical Shop at 604-926-7819
 - Downhill Area
- **Local Power Outage** - if any one of the above areas has power the problem is local
- **Mountain Wide Power Outage** – if all mountain areas have no power the problem is external
- Notify a member of the Emergency Response Team and Electricians.
- Complete a "emergency response checklist"
- Notify all effected departments and keep them updated as more information is available.

Incident Commander's Responsibilities

- **Mountain Wide Power Outage** – Call the BC Hydro trouble line at 1-888-769-3766 (acct# 15 7184 05401) Explain our emergency situation, (i.e., Lifts with people, no lights on mountain etc.) Ask them for an estimate of when the power will be restored. If we are not able to contact

Emergency Response Plan

Section 3 – MECHANICAL EMERGENCIES



BC Hydro, the West Vancouver Fire Department has a direct line and could relay for us. This should only be used in emergencies.

- If power cannot be, or has not been restored within 30 minutes, determine if the mountain is to be closed.
- Determine if the lifts are running on auxiliary engines to offload passengers.
 - If rope evacuation is necessary – follow Lift Evacuation Procedures.

Base Commander’s Responsibilities

- Ensure staff members working outside are wearing high visibility traffic vests to identify themselves as staff.
- Will light the base areas with flares. The roadway between the Cypress Creek Lodge and the Patrol Hut will be marked to help direct pedestrians. Company vehicles can be used to offer additional lighting in the base area if necessary.

Site Commander’s Responsibilities

- Ensure that Lift operators are informing the guests of the situation and how to proceed as they offload.
- Guests should be directed to the operating chairlifts if applicable.
- Ensure that Lions Express, Eagle, Sky and Easy Rider chairlifts are running on auxiliary engines and determine if they will continue to allow further day time operation.
- Ensure Raven Ridge and Midway Chairs are unloaded via the evacuation engine, then closed.

Ski Patrol’s Responsibilities

If a power outage occurs after dark, the Ski Patrol will

- Light the easiest runs from each lift with flares or other emergency lighting
- Assist skiers down the mountain
- Sweep other runs and assist skiers to base using flares if required

Front Line Staff’s Responsibilities

- All front-line staff should inform guests that there is a power outage and that we are trying to determine how long it will take to restore power. Do not promise any “Snow Check” vouchers, unless instructed by Guest Relations to do so.
- Downhill guests are to be directed to the Cypress Creek Lodge to stay warm.
- If a decision is made to close the ski area, guests should be encouraged to leave the mountain as soon as possible.
- Staff should retrieve emergency flashlights as required.
- Revenue departments should secure all cash.

Emergency Response Plan

Section 3 – MECHANICAL EMERGENCIES



- Tickets sales and rentals should be put on hold.
- Report any immediate problems (e.g.; need for lighting or heating) to Dispatch
- Turn off all electrical equipment as per normal shut down procedures
- Keep the phone lines open except for emergency use.

BACKUP POWER SYSTEMS

Generators

- **Cypress Creek Lodge** - ensure that the main back-up generator is operating, and switch has been activated.
 - ensure fuel for all generators is supplied and maintained as long as necessary:
- **Black Mountain Lodge** – Ensure that the backup generator is operating, and ventilation doors are open.
 - NOTE – entry doors and louvers must be opened manually while the generator is running.

Emergency Lighting

- Each department is equipped with emergency lighting that will come on the in event of a power outage that last for a period of roughly 30 minutes.

Emergency Response Plan

Section 3 – MECHANICAL EMERGENCIES



Section 3.2 – CHAIR LIFT EVACUATION

DEFINITION

- **CHAIR LIFT EVACUATION** – is a rope evacuation of the passengers riding the chair lift that may be necessary for anytime that a lift stops and cannot be restarted, or the event of a mechanical or safety issue that prevents the lift from operating.

ACTION PLAN

- ✓ The drive station attendant will inform Dispatch
- ✓ Dispatch will inform lift operations
- ✓ Should it be impractical to restart the electrical drive, lift maintenance will decide if the lift can be unloaded using the standby drive. This decision must be made as soon as possible after arriving on scene at the affected lift.
- ✓ If standby drive operation is not practical, lift maintenance will lock out the lift and the Patrol Supervisor will be designated as the **Evacuation Director** who will be responsible for coordinating all aspects of the lift evacuation.

ROLES & RESPONSIBILITIES

Dispatch's Responsibilities

- Declare Radio Silence
- Record the call and all addition details on the "*dispatch log*"
- Complete a "*emergency response checklist*"
- Inform lift operations of the lift stoppage

Incident Commander's Responsibilities

- Once the decision is made to commence rope evacuation the Incident Commander must appoint a
 - Evacuation Director (usually the Patrol Supervisor)
 - Communication Delegate
 - Ground Care Person
- Determine if any outside agency assistance is required, i.e. NSSR, West Van Fire Department, EHS, etc...
- Coordinate with the evacuation director and assist with assembling evacuation teams and equipment

Emergency Response Plan

Section 3 – MECHANICAL EMERGENCIES



Evacuation Director's Responsibilities

- Confirm the lift is locked out prior commencing a rope evacuation.
- Assemble all trained evacuation personnel and designate 3 person teams and assign a team leader.
- Position Evacuation Teams with radios and lift evacuation equipment along the lift line.
- Ensure snow machine assistance is available to transport teams and equipment to the affected lift.
- Ensure that during **nighttime evacuations**;
 - flares are available to evacuation teams to light the transportation routes (green runs only)
 - evacuation team members are outfitted with headlamps
 - Request additional lighting from snow cats, plows, construction department generators or the WVFD light truck.
- On-site deviation from this plan will not be permitted unless approved personally by the Evacuation Director.
- Once the chairlift is free of all passengers the Evacuation Director will declare the evacuation complete;
 - Ensure the wellbeing of the evacuees
 - Request reports from all team leaders
 - Formulate a Chairlift Evacuation Report (the Chairlift Evacuation Report and log is an accurate record of date, time, and events.)

Evacuation Team's Responsibilities

- Follow the "Rope Evacuation Method" detailed in Section 6.4 to evacuate passengers from the lift.
- Proceed with the evacuation in a down-hill direction recording the names, chair # and times of the evacuees
- Use safety nets where applicable.
- Once off the lift inform the evacuees of the safest route off the ski hill, the location of the Hospitality Room and/or provide escort where necessary.
- If it is possible to restart the chairlift before the evacuation is completed, the remaining passengers must be informed, and the ropes removed before the lock out is removed and the chairlift is restarted.
- Members of the evacuation team will sweep the mountain and assist in tidying up.

Emergency Response Plan

Section 3 – MECHANICAL EMERGENCIES



Communication Delegate's Responsibilities

- Proceed down the lift line to inform the passengers on the chairlift of the situation
- Tell passengers to loosen boots, fasten clothing and keep skis and boards on and do not jump off the chair
- Assess who should be first evacuated i.e. children, elderly, poor clothing
- Ensure that during **nighttime evacuations**;
 - Flares or emergency lights are positioned at intervals down the lift line

Ground Care Delegate's Responsibilities

- Arrange for a Hospitality Room
- Hand out blankets, survival kits, food, and hot drinks
- Complete an evacuee interview form for each person

ROPE EVACUATION EQUIPMENT

Lift Evacuation Times

The following evacuation times are estimates. Actual times will vary depending on snow levels, chair lift occupancy and weather conditions.

- **Easy Rider – 3 hours**
- **Eagle Chair – 2.5 hours**
- **Sky Chair – 2.5 hours**
- **Raven Chair- 3 hours**
- **Midway Chair – 2 hours**
- **Lions Chair – 2.5 hours**

Lift Evacuation Kit Content

- Rope – 25m x 6mm c/w locking carabiner and brass clasp
- Aluminum chair with safety chain
- Evacuation rope – 4 x 11mm (length varies with chair lift)
- harness – 1" tubular webbing tied with a water knot or personal climbing harness
- Locking gate carabiner
- Brake plate
- Rope Protector
- Waterproof book and pen

Emergency Response Plan

Section 3 – MECHANICAL EMERGENCIES



Lift Evacuation Kit Locations

- Top of Eagle Machine room (to be used for Raven also)
 - 4 x Lift evacuation kits with 40m long ropes
- Top of Lions Machine room
 - 4 x Lift evacuation kits with 30m long ropes
- Top of Sky Patrol Bump Hut
 - 2 x Lift evacuation kits with 50m long ropes
- Downhill Patrol Hut (Midway and Easy)
 - 2 x Lift evacuation kits with 30m long ropes
 - 4 portable O₂ canisters are located in the Downhill Patrol Hut
 - Blankets and Survival Kits are located in the Downhill Patrol Hut.

First Aid and Safety Equipment Locations:

Lift	T-Bog	Spinal Kit	Flares	Small First Aid Kit	Trauma	O2
Lions	3	2	Top station	1 top/ bottom		
Eagle	4	2	Top station	1 top/ bottom		
Sky	2	1	Top station	1 top/ bottom	Yes/top	Yes/top
Midway	1	1	Top station	1 top/ bottom		
Easy Rider	1	1	Top station	1 top/ bottom		
Raven Ridge	2	1	Top station	1 top/ bottom		

Emergency Response Plan

Section 3 – MECHANICAL EMERGENCIES



Section 3.3 – INFRASTRUCTURE FAILURE

INFRASTRUCTURE FAILURE - is a complete, sudden, often unexpected breakdown or collapse of a building, machine, road, or other structure.

ACTION PLAN

- ✓ Determine the extent of the emergency
- ✓ Respond to the emergency as required if safe to do so
- ✓ Determine the need for evacuation
- ✓ Evacuate the building / ski areas as necessary
- ✓ Direct guests and staff in the closest muster station
- ✓ Close and evacuate the entire mountain if necessary
- ✓ Contact outside agencies as required
- ✓ Once the threat has been eliminated, investigate the cause of the emergency

ROLES & RESPONSIBILITIES

First Responder's Responsibilities

- If a staff member finds a building or area unsafe for the public or staff for any reasons such as;
 - Infrastructure Failure
 - Fire
 - Natural Disaster
- Immediately evacuate and mark off the area as hazardous. No staff or guest is permitted to enter an unsafe area until it has been inspected and re-opened by qualified personnel.
- Notify dispatch of the situation

Dispatch's Responsibilities

- Contact the Emergency Response Team and notify them of the situation
- Declare radio silence
- Notify all departments and radio holders of the emergency and evacuation plan
- Complete an "*emergency response checklist*"

Incident Commander's Responsibilities

- Delegate Cypress personnel to the following roles as deemed necessary by the size and location of the fire;
 - First Responder
 - Site/Field Commander

Emergency Response Plan

Section 3 – MECHANICAL EMERGENCIES



- First Aid Coordinator
- Inform Senior Management
- Notify any / all applicable outside agencies if additional help is required
 - Fire, Police, North Shore Rescue, BC Parks
 - Legal / Insurance
 - WorkSafeBC if incident involves employees of Cypress Mountain
 - Base Commander
- Assists Dispatch in coordinating personnel and equipment requirement
- Maintain a log of events and times
- Complete a detailed incident report at the conclusion of the emergency

Site Commander's Responsibilities

- Evacuate the hazard area, assist with the evacuation, and direct public to the muster stations.
- May assemble a team and attempt to respond to the hazard if it is safe to do so.
- Coordinate with the Manager of Emergency Operation to evacuate the area and assign;
 - Patrol personnel to sweep the ski area by ski and/or snowmobile to notify all guests and staff of the emergency and instruct them to proceed to the muster stations.
 - Lift attendants will stop loading and the top attendants will inform guests of the emergency and instruct them to precede to the muster stations via the evacuation routes.
 - If safe to do so, Cypress personnel will ensure buildings are emptied with a thorough sweep of the Downhill and Nordic Base area.

First Aid Coordinator's Responsibilities

- Will be at the emergency site to assist with any injuries.

Base/Security Commander's Responsibilities

- Once Cypress personnel and guests are mustered on-site, a cypress representative will be present to communicate the evacuation plan to the guests as directed by the Emergency Response Manager.
- The megaphones in Guest Relations, Downhill Patrol and the Nordic Ticket office can be used to assist with communications,
- When safe to do so, guests and staff will be directed to return to their vehicles and leave the mountain
- Cypress personnel will assist guest with methods off the mountain in the event the shuttle bus is unavailable.
- **Cypress Bowl Road Closures**

Emergency Response Plan

Section 3 – MECHANICAL EMERGENCIES



- In the event that it necessary to close the cypress bowl road due to an accident or natural disaster, a roadblock will be set up at the bottom of the mountain to stop the public from coming up the mountain.
- A road closure in either direction can be initiated on the Cypress Bowl Road at a distance from the emergency sufficient to ensure public safety.
- If safe staff and guests should muster in the Cypress Creek Lodge / Black Mountain Lodge and Nordic Café / Base Warming Hut to await further instructions.
- In the event that it is necessary to evacuate the mountain and the Cypress Bowl Road cannot be used, the Incident Commander will coordinate with the North Shore Emergency Management Office to determine the course of action.

Section 3.4 – ENVIRONMENTAL SPILL

ENVIRONMENTAL SPILL - A spill can be a discharge of any potentially harmful substance from a container or building which enters the natural environment (Air, Water & Land). The following are examples:

- Spill of gasoline in parking area
- Broken bottle of chemicals
- Freon leak from chiller
- Leaking storage tank
- Excessive fumes in an enclosed area

ACTION PLAN

- ✓ Stop the source of the spill
- ✓ Cordoned off the spill area
- ✓ Report spill to proper authority
- ✓ Refer to the MSDS sheets prior to commencing clean up
- ✓ Clean up the spill

ROLES & RESPONSIBILITIES

The following hazard rating system is used by Cypress Mountain to determine the necessary clean up and reporting procedures of an Environmental Spill.

- **Low** - Would be considered a few drops to a splash.
 - An incident report is not necessary, but it should be logged in your daily report or department log.

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- **Minor** - Any contamination that can easily be cleaned up or contained quickly.
 - A “**Form S**” (safety, hazard, incident, near miss) form is required; the department head should be notified.
- **Major** - Is any contamination that cannot be contained easily or quickly
 - A “**Form S**” (safety, hazard, incident, near miss) form is required, the department head and a member of the Emergency Response Team should be notified
 - If the spill is greater than 100 liters, the **Provincial Emergency Program should be notified** by one of the Emergency Response Team members. Follow the spill reporting procedures.

First Responder’s Responsibilities

In the event of a small spill, the contamination can often be contained and cleaned up by the first responder:

- Stop the source of spill
- Contain the spill from spreading any further using available spill supplies
- Mark the area of the spill with caution tape
- Determine the hazard rating of the spill using the guidelines above.
- For low / minor hazard spills follow the procedures for Environmental Spill Clean Up listed below.

Site Commander’s Responsibilities

In the event of a major environmental contamination a site commander will be assigned the task of overseeing the cleanup operation and notifying the appropriate agencies.

- If the spill is greater than 100 liters the following agencies must be notified, and the following spill reporting procedures followed;
 - Provincial Emergency Program (1-800-663-3456)
 - BC Parks
 - West Vancouver Parks, W.V.P.D. and the North Shore Health department to be notified by the General Manager.
 - Complete and submit an “*Environmental Spill Report*” to the Provincial Emergency Program
- Assign a spill cleanup Team and follow the procedures for Environmental Spill Clean Up listed below.

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Spill Clean-up Team's Responsibilities

- The clean-up team must:
 - Ensure all workers are familiar with the WHMIS sheets for the spilled item prior to clean up
 - Ensure all workers are wearing the necessary PPE
- Cleaning up the spill;
 - If on dirt shovel the contaminated area into a bag or container immediately, this will help to stop saturation. Place the contaminated dirt in a bucket, then into garbage bags for proper disposal.
 - If on snow, shovel the contaminated area into a bag or container immediately, this will help to stop saturation.
 - Place the contaminated snow in a bucket for melting. Once the snow has melted, place absorbent pillows in the bucket. When finished put contaminated pillows in garbage bags for proper disposal.
 - If on pavement, apply absorbent particulate to affected areas and rake periodically. When finished put contaminated particulate in garbage bags for proper disposal.
 - If in a puddle, place absorbent pillows in the puddle. When finished put contaminated pillows in garbage bags for proper disposal.
 - If in or near running water, absorbent boom should be placed downstream from the affected area to catch any contaminants that enter the flowing water. If close to running water, construct a containment wall to prevent contaminant from leaching towards any flowing water. Once a containment wall is built, place pillows in the puddle. When finished place absorbent materials in garbage bags for proper disposal.
 - All soiled material shall be taken to the mechanical shop for storage and disposal.

SPILL KITS

Cache Locations & Contents

- **Mechanical Shop Gas Shed – MASTER CACHE**
 - 50 x absorbent pads – white pads
 - spill boom
 - garbage bags
- **Downhill Fuel Station**
 - 50 x absorbent pads – white pads

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- garbage bags
- **Nordic Groomer Shed**
 - 50 x absorbent pads – white pads
 - garbage bags
- **Generator Room**
 - 50 x absorbent pads – white pads
 - garbage bags
- **Fuel Truck**
 - 50 x absorbent pads – white pads
 - garbage bags
- **Company Vehicles (including trucks and all heavy equipment)**
 - 5 x absorbent pads
 - garbage bags



Section 4.1 – ACCIDENTS & INJURIES

DEFINITIONS

Accidents and Incidents are defined as:

- **Accident** – an incident that resulted in injury or property damage
- **Serious Accident** – Injuries that are permanent, disabling or involve spinal/head trauma
- **Incident** – an event that had the potential to cause harm but did not result in injury or property damage
- **Security Incident** – any incident concerning theft, loss of property, violent or aggressive behavior

ACTION PLAN

- ✓ Notify Dispatch
- ✓ Ensure any injured parties are cared for by Patrol
- ✓ Close/mark the incident scene as necessary
- ✓ Retain any witnesses, take witness statements, and contact info
- ✓ Determine if the incident response team is required
- ✓ Investigate the incident as required
- ✓ Record the details of accident / incident

ROLES & RESPONSIBILITIES

First Responder If FIRST AID is REQUIRED

1. Notify Dispatch and provide them with the following information:
 - location of incident
 - male / female
 - age
 - nature of injury
 - stable & conscious – or not?
 - any identifying features
2. Remain on scene and do the following as deemed necessary by the scope of the incident
 - mark hazards and make the incident site safe
 - preserve the incident scene
 - retain witnesses (*if not possible, take the name and phone number of witness*)

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- remain at the scene and assist until released by Patrol

If FIRST AID is NOT REQUIRED

1. Did the incident involve:

- lifts
- company vehicles
- rental shop equipment
- company premises: including buildings and parking lots
- collisions with a man-made object or another person

2. Notify DISPATCH and RECORD the details of the incident using:

- “Form S” (safety, hazard, incident, near miss)
- “Witness Statement” – to record accounts of an event
- “Mountain Guard Form” – use appropriate form to record the specifics of an event
- “Dispatch / Emergency Response Log” – to record the details of an ongoing incident
- Include additional information if appropriate

Dispatch’s Responsibilities

- Notify Patrol and dispatch them to the scene
- Record detail on the “dispatcher log”
- Coordinate with Patrol to bring in additional resources (ambulance, NSR, etc...) as needed
- Notify the Investigation Team as requested by Patrol

Patroller’s Responsibilities

- Treat the injured party as required
- Determine if a formal investigation is required using the following criteria listed above. If YES
 - Preserve the incident scene
 - Make the incident site safe
 - Request back-up staff for immediate assistance
 - Emergency or back-up staff will assist in isolation and preservation of incident scene
 - Ensure that witnesses are retained and instructed to provide witness statements
 - sufficient backup may be necessary to ensure that all witness statements are documented
 - Slope safety staff should be conscripted for this function if sufficient Ski Patrol not available
 - Inform dispatch to contact members of the Incident Investigation Team

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- If NO
 - Follow regular incident reporting procedures

Investigation Team's Responsibilities

- Will be called in to assist with investigations of any incidents that are deemed serious in nature
- Team member will assist Patrol to ensure;
 - the appropriate Mountain Guard forms have been fully and properly completed
 - witness statements are collected
 - Documentation of the incident site is complete (including photographs, measurements, illustrations, etc.)

REQUIRED PAPERWORK

Any or all of the following paperwork may be required and will be determined by the Senior Patroller or Investigation Team depending on the scope and severity of the incident.

Other Forms

- NSAA Accident Report Form
- Rental Accident Form
- Witness Statement
- Form S

Supporting Documents

- Photographs
- Video
- Rentals Waivers (digital)
- Measurements (distance, slope)
- Conditions Reports
- Grooming Reports
- Worker Training logs

Cypress Workers injured on-shift

(see OH&S manual for reporting details)

- First Aid Report
- Investigation Report
- Form 7
- Witness Statement

Mountain Guard Forms

- MG01 Incident Investigation Checklist
- MG03 Patroller Comments
- MG05 Incident Diagram
- MG06 Incident Photo Log
- MG07 Lift Incident Report Form
- MG08 Collision Report
- MG09 Instructor Comments
- MG10 Additional Comments
- MG11 Investigator's Additional Comments
- MG12 Premises Incident Report Form
- MG13 Terrain Park Incident - Staff Report
- MG14 Terrain Park Incident Supplemental Questionnaire
- MG16 Tubing Incident Report Form
- MG17 Ski Equipment Post Incident Inspection Report
- MG18 Post Incident Equipment Inspection Report - Snowboards and Other Non-Releasable Equipment

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- RTW Kit
- MG19 Post-Incident Helmet Inspection Report
- MG22 Witness Statement Report Summer
- MG25 First Aid Refusal

Section 4.2 – MISSING PERSON (CODE 8)

DEFINITION

- **MISSING PERSON** - Any person who has been reported to staff because their whereabouts is unknown. A report of a missing person requires systematic follow up to determine if the missing person has just been separated from their group or if they may be lost and require assistance. Every person who is reported missing must be handled in a serious manner, regardless of the circumstances.

ACTION PLAN

- ✓ Circulate a description to front-line staff
- ✓ Complete a missing person report
- ✓ Conduct a base area search accompanied by the informant
- ✓ Notify the West Vancouver Police
- ✓ Conduct a thorough boundary search

ROLES & RESPONSIBILITIES

First Responder's Responsibilities

If a missing person is reported to you the initiate the following procedures:

- ☐ HOLD the witness - this is extremely important; the witness is an integral part of the investigation
- ☐ Call / radio dispatch
- ☐ If you do not have access to a phone, escort the informant to the dispatch office

Dispatch's Responsibilities

- Upon receiving a report of a missing person, log the call on the "dispatch log" and record any additional details as the situation progresses.
- Contact Patrol and Base Operations
- Call for Radio Silence if necessary

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Search Coordinator's Responsibilities

The Patrol Supervisor (Downhill Area) and the Area Manager (Nordic Area) are the company's designated search coordinators. The information detailed below outlines the normal procedures to be undertaken during a missing persons search operation. Factors which may contribute to a hastier plan of action include:

- Time of day
- Weather conditions
- Any limiting physical or mental disabilities of missing person
- Age of missing person
- "Gut feeling"

The search coordinators must assign staff to the following roles

- **Base Coordinator** – Usually a senior member or Base Operations or Nordic Maintenance
- **Field Commander** – Usually the patrol supervisor

Missing Person Report

- The first step in a missing person report is interviewing the informant - the person that reported a missing skier.
- The Code 8 (Missing Person) Report form is an aide for the interviewer. It is an important document and must be completed fully in the case of *any* missing person reported.

Initial Search

The Search Coordinator will circulate the initial description information as quickly as possible to the dispatch office, ticket checkers, lift operators and all patrollers. While the base area search is being conducted, they should check the following:

- Call the person's home to determine if they have found an alternate form of transportation and simply went home.
- If the missing person is using Cypress rentals, call the rental shop to see if the equipment was returned. If not ask them to pull the identification as it may be helpful in the search.
- If the person is a member of a group, have the leader gather the remaining members of the group and interview them.
- Check with guest relations to search RFID gate inputs

Secondary Search

If the initial search is unsuccessful a more thorough search is required;

- Notify the West Vancouver Police Department immediately and report a possible missing guest. Request an estimated time of arrival and log it. They will dispatch a member to investigate. If they feel the situation is serious enough, they will call the North Shore Rescue Team.
- Ensure relevant departments are aware that a search is in progress.

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- Make copies of the Missing Person's Report and circulate it to patrollers and ticket checkers. Ensure it is available for the WVPD member and the NSR search master, if necessary.
- Keep management updated and in the case of a serious incident, arrange contact with insurance agents.
- **Witness Statement** - Upon completion of the Missing Person Report and the initial Search give the informant a Witness Statement form and ask him/her to write down everything he/she knows about the situation. Encourage the informant to include any information that has already been discussed such as "I saw them leave the ski area boundary at 2:00pm." Have the informant sign and date the document.

Base Coordinator's Responsibilities

Initial Search

Base Coordinator will conduct a Base Area Search accompanied by the informant using the base area search checklist to assist. The base area search should not exceed twenty minutes and will include the following areas;

- Agreed meeting area
- Car/ Transportation
- Food services and lounge areas
- Washrooms and pit toilet areas
- Locker room, ski racks, and storage areas for personal items and skis
- Snow School Lesson Meeting Area
- Rental Shop

Secondary Search

- Place equipment and personnel on standby that may be used in the search operation.
- Ensure that emergency vehicles and NSR have unobstructed access.
- Ensure that arrival times are logged including your own, the WVPD, NSR and any other interested parties.

Site Coordinator's Responsibilities

Initial Search

The field Commander will conduct a primary search of the area the missing person was last seen and the agreed upon meeting place if it was not in the base area.

Secondary Search

A systematic sweep pattern of boundary areas concentrating on the area the missing person was last seen.

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- Begin intensive boundary search upon notice that base area search proved unsuccessful
- Flag areas on boundary ropes with tracks outside
- When initiating an emergency response to an uncontrolled area – Cypress Mountain personnel must not proceed into areas or conduct activities unless an emergency response site risk assessment or avalanche risk assessment has been conducted by qualified personnel.
- If a search is to be conducted in the Nordic area, call the Downhill area, and inform the patrol supervisor that a search is in progress in the Nordic area. Some of the patrollers from the Downhill area may be required to assist the Nordic patrollers. If a search is being conducted in the Downhill area, the situation will be reversed.
- Continue communications with Dispatch and Search Coordinator regarding frequented areas, etc.



Section 4.3 – ROBBERY / THEFT

DEFINITIONS

- **THEFT** - The removal of any money or equipment from its rightful place or owner without their consent
- **ROBBERY** - Any encounter between a thief and staff/guest where the thief is demanding something which does not belong to them
- **AGGRESSIVE PERSON** - Any person(s) who behaves in an aggressive way with another (staff or guest)

ACTION PLAN

- ✓ Notify Dispatch and request assistance as needed. They will notify Base Operations and the police, as necessary.
- ✓ If it is a guest who is making the report, have them go to Guest Relations to fill in a "Form S" (safety, hazard, incident, near miss form).
- ✓ If it is a staff member making the report, they must complete an incident report form wherever is deemed most suitable.

ROLES & RESPONSIBILITIES

First Responder's Responsibilities

The first responder must:

- Never risk their own safety or the safety of others over a material object.
- Only approach or remain in the vicinity of the suspect if they are certain it is safe to do so.
- Evacuate the area surrounding the suspect if it is necessary to ensure their own safety and the safety of others.
- Notify dispatch of the situation and request additional backup if needed.

Base/Security Commander's Responsibilities

The site commander and any additional personnel must:

- Never risk their own safety or the safety of others over a material object.
- Only approach or remain in the vicinity of the suspect if it is safe to do so.
- Evacuate the area surrounding the suspect if it is necessary to ensure their own safety and the safety of others.
- Watch the suspect from a safe distance and point them out to the police.
- Complete a "Form S" (safety, hazard, incident, near miss report form).

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Dispatch's Responsibilities

- Upon receiving a report of a theft, robbery, aggressive/suspicious person, or package they must log the call on the "dispatch log" and record any additional details if the situation progresses
- Contact Base Operations and Patrol for additional assistance controlling the scene if necessary
- Contact the police and member of the Emergency Response Team if deemed necessary by the situation



Section 4.4 – ACTIVE THREAT

DEFINITION

- **ACTIVE THREAT** - In incident where there is an imminent or immediate threat to life, where an individual(s) is actively and deliberately harming or killing people, with or without weapons. Active threat situations are unpredictable, dynamic, and usually evolve quickly as the individual(s) intends to injure or kill as many people as possible in a short time frame.
- **BOMB THREAT** - Bomb threats are most commonly received by telephone or by letter. All threats must be taken seriously and handled as though an explosive device is on site.

ACTION PLAN

In the event of an active threat with explosives or firearms:

- ✓ Immediate – RUN / HIDE / FIGHT
- ✓ COMMUNICATE – to police and as many people who may be affected as possible
- ✓ Assist Public – FLEE / PROTECT / GATHER
- ✓ Assist POLICE as requested
- ✓ RECORD events

In the event of a telephone bomb threat the staff should:

- ✓ Try to keep the caller on the phone
- ✓ Complete the "*bomb threat checklist*"

ROLES & RESPONSIBILITIES

First Responder's Responsibilities

- **IMMEDIATE RESPONSE - RUN / HIDE / FIGHT** is the basic principle of protecting yourself from harm; workers and the public should take the following actions:
 - Run – leave the area, help others, and warn people to leave if possible.
 - Hide – if you cannot safely leave the building, move to an area with cover, lock doors and barricade entrances. When it is safe, call 9-1-1 and provide police with information.
 - Fight – as a last resort & only when your life is in imminent danger.
- **ASSIST THE PUBLIC – FLEE / PROTECT / GATHER** - If it is safe to do so, consider the general public and patrons of the building. They will be unfamiliar with the building layout and evacuation routes. Employees are encouraged to assist in one or more of the following ways:
 - Flee – direct others to safe exit and evacuation locations

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- Protect – encourage others to find safe cover
- Gather – encourage others to follow you to safety

- **WHEN THE POLICE ARRIVE** - In an active threat situation, the first police to arrive at the scene are trained to seek out and stop the threat. Police responders will treat everyone they encounter as a suspect until they have determined that those individuals are in fact not a threat. Police will not initially attend to victims or evacuees. Police will focus their efforts on finding and stopping the active threat and preventing further harm. As additional police, paramedic and fire resources arrive, those requiring medical assistance will be attended to. When the police arrive, employees and the public should:
 - Remain calm and follow the instructions of the police.
 - Slowly put down any items in your hands and raise your arms to show your open palms.
 - Keep hands open and raised at all times.
 - Avoid making sudden moves towards the police.

*** Due to the complexity of managing children and youth affected by an active threat situation, they remain under the care of the program staff that is responsible for them while in the facility.**

Emergency Response Team's / Dispatch's Responsibilities

- Notify the police as quickly as it is safe to do so.
- Notify as many people that might be affected by the active threat as possible.
- Use all means of communications available, use of the phone paging system and radio is appropriate when:
 - The situation requires all or many building occupants to hear the announcement
 - The situation requires additional or follow-up information to all or many building occupants.
- Keep alerts short and simple. Provide just enough information for people to respond and be safe. Alert people to remove themselves or stay away from the dangerous locations or to barricade themselves in locked offices.
- Use clear, concise communication to inform as many people as possible within the danger zone that a potentially life-threatening situation exists.
 - **Attention. Security Alert** - Active threat in location XXX. Leave the building immediately
- Maintain an activity log

Support Emergency Responders

In the event of an active threat, the police will assume command immediately upon arrival and the Cypress Emergency Response Team will assist the emergency responders as requested.

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- Establish a police liaison to be located in the EOC, staging area or other suitable location.
- Provide access to restricted areas directed by the Police (be prepared to provide building plans, keys, and codes)
- Respond to the physical (or virtual) EOC to provide support to the incident.
- Information support may include joint messaging with the police on the incident, including any impact on transportation, employees, the facility, and the public.
- Logistics support may include sourcing appropriate space to hold employees, the public, minors, food, water, transportation, Victim Services, critical incident stress debriefing and other support as required.
- Assist with crowd management at evacuation meeting areas.
- Assist in the safe evacuation of buildings or facilities
- Support traffic flow or restrictions as directed by Incident Command, if trained to do so.
- Supervisors/managers to obtain employee roster and determine which employees were affected by the threat.
- Managers/Human Resources to determine post-traumatic stress debriefing requirements and support.
- Plan your organization's recovery, engaging departments and staff as required.