

## **The District of Nipissing Social Services Administration Board**

### **Emergency Response Plan**

**Issued June 7, 2022**

#### **PURPOSE**

The District of Nipissing Social Services Administration Board (DNSSAB) is committed to supporting the welfare of its employees and visitors to the premises. The purpose of the DNSSAB Emergency Response Plan is to ensure the highest safety and security, minimize damage of property and assure rapid and responsive communication to all employees, clients or visitors in the event of an Emergency that complies with relevant legislative requirements and corporate performance standards. The plan has been created to address, in a coordinated and systematic manner, all types of emergencies affecting the DNSSAB.

This plan will outline appropriate responses to major emergencies in the event of an emergency or catastrophe. Emergency Response Procedures have been developed for each office and are included in this document. The guidelines shown in this plan are intended to keep employees of DNSSAB prepared should DNSSAB premises and/or facilities become unsafe due to calamity.

*\*This policy is in compliance with [Ontario Regulation 191/11 Accessibility for Ontarians with Disabilities Act, 2005.](#)*

#### **DEFINITIONS**

“Communications and Command Centre” means a designated command post located in the lobby of City Hall near the Customer Service Centre (ext. 2110) where information can be obtained and/or communicated. Note: In the Satellite Offices, there is no Communications and Command Centre.

“Emergency” means a situation or an impending situation that constitutes a danger of major proportions that could result in serious harm to persons or substantial damage to property and that is caused by the forces of nature, a disease or other health risk, an accident or an act whether intentional or otherwise.

“Emergency Coordinator” The Emergency Coordinator is responsible for decisions and management of the emergency response in the initial stages of the emergency response. This role may initially be held by a member of the DNSSAB management team or designate until such time is it transferred to another Emergency Coordinator as appropriate to oversee the emergency response. e.g. police, fire, CAO etc. Note: In the Satellite Offices, this role may initially be held by a DNSSAB staff member and immediately transferred to a member of DNSSAB management or designate.

“Evacuation” describes a state in which all occupants are required to leave the building in a quick but safe and orderly manner.

“Hold and Secure” is a term used when it is desirable to secure a facility because of an ongoing situation outside that is not related to the facility. In this situation, the exterior doors to the building are locked until such time as the situation near the facility is resolved. This protects

individuals from leaving the building and entering into an area of danger or prevents a threat from entering the building. Normal operations continue inside the building.

“Lockdown” is used when there is a major violent incident or threat of violence in the building and, as a result, measures need to be taken for staff to hide, barricade or move from the threat. The general principle is “fight, flight, or hide”.

“Shelter in Place” is a term used for an environmental or weather-related situation where it is necessary to keep all occupants within a facility to protect them from an external situation such as a chemical spill, blackout, explosion or extreme weather condition. People are free to enter the building. People inside the building may need to remain in the building, with doors and windows closed. Normal operations may continue inside the building.

## **PROCEDURE**

In general, DNSSAB employees must report an emergency event immediately to a member of management or other appropriate authority. Any employee can activate the DNSSAB Emergency Response Plan.

Once the emergency has been ascertained, the direct supervisor or designate will be the first to respond to the incident. Each direct supervisor or designate at City Hall is responsible for acting as the on-site lead for their department in the event of an emergency. They will assess the severity of the emergency and communicate immediately to the Communications & Command Centre at ext. 2110 (or supervisor/ management in Satellite Offices), and when able, brief the CAO and the applicable Director of the DNSSAB on the situation.

For example, if the event involves a Housing Programs client, the on-site Housing Programs supervisor is responsible for acting as the on-site lead of the emergency and communicating appropriately. If the emergency is not related to a department-specific client, tenant or issue, the direct supervisor who first becomes aware of the issue will become the on-site lead, and will coordinate with the other on-site supervisors for support where appropriate. It is critical if an on-site supervisor becomes aware of an emergency, regardless of how they become aware, that they ensure it has been addressed and there is a supervisor leading the response to the emergency.

Supervisors working on-site are responsible for ensuring they have coverage if they are away from the office.

At City Hall, the Communications & Command Centre at ext. 2110 will be established in the lobby area near the Customer Service Centre that will direct and provide all communications during the Emergency Response.

All individuals must implement the necessary response as directed by the Emergency Coordinator.

The DNSSAB CAO or other designated senior management member is the spokesperson for the DNSSAB with respect to media releases.

The Risk Management Advisor at the City of North Bay coordinates drills of all Emergency Response Procedures at least annually.

Not all emergencies will require the same response. The appropriate response will be based on four (4) types: 1. Shelter in Place, 2. Hold and Secure, 3. Evacuation and 4. Lockdown. See individual Emergency Response Procedures in the appendices enclosed.

Procedures for each office is stored electronically in the Health and Safety library on SharePoint under Corporate Services and a hard copy is to be posted on the Health and Safety Board at each workplace site.

*\*Responsibilities in an emergency are delegated to the management team, as indicated in the DNSSAB Pandemic Plan.*

## **ADMINISTRATION**

It will be the responsibility of the Chief Administrative Officer or their designate to review the Appendices to this document on an annual basis, and distribute any changes to the appropriate agencies and personnel.

It will be the responsibility of the Chief Administrative Officer or their designate to convene periodic meetings with City Hall North Bay in order to review the public and private manpower and equipment resources available to deal with emergencies.

It will be the responsibility of the Chief Administrative Officer or their designate to conduct an Incident Debriefing with the affected agencies within a reasonable time period after a recorded emergency incident occurs.

The Emergency Response Plan is available at the Board's office located at 200 McIntyre Street East, North Bay and on the website [www.dnssab.ca](http://www.dnssab.ca).

DNSSAB is dedicated to ensuring the health and safety of all of our employees, volunteers, visitors, customers and guests. As such, we will provide our Emergency Response Plan in a format that takes into consideration individual needs.

It is critical that all of our employees, volunteers, visitors, customers and guests know and understand our Emergency Response Plan, if the information provided to you is unclear or is in a format that prevents you from fully knowing and understanding our processes, please contact the following person as soon as possible:

Marianne Zadra, Executive Coordinator and Communications Officer  
705-474-2151 ext.3127  
[Marianne.Zadra@dnssab.ca](mailto:Marianne.Zadra@dnssab.ca)

DNSSAB will work with the individual, as soon as practicable, to identify solutions and options that take into consideration their needs. Alternative options include, but are not limited to:

- Enlarged text;
- Braille Format;
- Communication support with in person or over the phone;
- Documents provided via email.

If requested, and upon approval by the individual, the individual Emergency Response Plan shall be shared with the person designated to provide assistance to the individual.

The plan is reviewed on a yearly basis. Inquires related to this document can be made at 705-474-2151 ext. 3127.

## **RELATED INFORMATION**

- Infection Control Policy
- DNSSAB Pandemic Plan

## **APPENDICES**

- Evacuation Procedure
- Shelter in Place Procedure
- Hold and Secure Procedure
- Lockdown Procedure