

Emergency Procedures Plan

Downtown Community Market

**Front Street, 200, 300 & 400 Blocks
of Main Street
(updated April 2016)**



Downtown Penticton Association
3 – 212 Main Street.
Penticton, B.C. V2A 5B2

(250) 493-8540

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SECTION A
A 0100 INTRODUCTION
April 2016

The 2016 Downtown Community Market and Downtown Penticton Association acknowledge that they have a responsibility for the safety and well-being of the participants and general public attending the market.

The DPA Board consider it essential that an Emergency Preparedness Plan (The Plan) be developed for the Venue. The Plan will have procedures to ensure public safety in the event of an emergency.

The Plan is designed to meet accepted emergency management objectives:

- Provide for safety and health of responders
- Protect public health
- Protect infrastructure
- Protect property
- Protect the environment
- Reduce social and economic losses

The Plan is organized into five sections:

Section A Introduction	Provides an overview of The Plan
Section B Risk Management Plan	Reviews potential hazards, assesses risks for this venue, and recommends mitigation to reduce risk to an acceptable level
Section C Activation of the Emergency Response Plan	Describes the role, responsibility and functioning of the venue Market Emergency Operations Co-ordinator and the relationship of the venue to local government emergency programs
Section D Emergency Response	Presents response plans for the threats that pose the greatest risk to the participants and spectators at the venue
Section E Resources	Provides contact and other resource information that may be required in the event of an emergency/disaster at the venue

NATURE OF POTENTIAL EMERGENCIES

While it may not be possible to identify all potential human or natural emergencies that could threaten the well-being of participants at the Venue, adequate planning requires that a reasonably comprehensive listing be compiled. The following table presents a typical list of hazards, an assessment of their risk magnitude (probability and consequences assessment) for this event, and the strategy to reduce the risk to an acceptable level.

THREAT	LEVEL OF RISK	PLAN SECTIONS
Public Intoxication	Low	Subject identified and removed
Criminal Activity	Low	Theft, uttering threats, mischief, harassment etc.
Criminal Activity	Medium	Assault, Assault with a weapon, use of counterfeit currency etc.
Criminal Activity	High	Robbery with a weapon, kidnapping, bomb threats etc

C 0100 ACTIVATION OF THE EMERGENCY RESPONSE PLAN**April 2016**

Incidents depending on the severity will be managed effectively in collaboration with external partners such as the RCMP, Fire Dept and EHS. It is when a response coordination among several agencies is required that it becomes crucial for a command structure to be established.

The DPA staff will be located in the Westminster Intersection and will coordinate with emergency dispatch agencies, as needed. There will also always be someone at the DPA booth in the Westminster Intersection at each and every market.

Communication

Adequate and appropriate communication in the event of an emergency is of paramount importance. A communications plan is established for the venue and the DPA staff will serve as the point of contact for any and all emergencies. The DPA staff will implement a communication plan that considers the need to communicate to participants, general public and emergency agencies.

Logistics

The logistics function is to plan for and obtain resources. The following resources have been considered. A comprehensive list of contacts for assistance with the logistics functions is located in Section D.

Human Resources – for managing emergencies at the market are:

- Those immediately available on site (staff/volunteers)
- Those associated with local government emergency programs and emergency agencies (police, fire, ambulance)

Those in the first category can be best deployed to ensure the well-being of all participants within the immediate vicinity. Those falling into the second category can be best deployed to deal with the cause and effect of the emergency.

The left lane of the road will always be left open for emergency access vehicles with the exception of Front Street where the middle lane will be open access.

Material Resources – are described according to function:

- Resources to counter or overcome the emergency. Each of the emergency response agencies offers expertise and material resources appropriate to manage emergencies in their jurisdiction.
- General consumer First Aid kit.
- There will be someone at the DPA Booth in the Westminster Intersection at all times during the hours of the Market.
- 2 fire extinguishers will be on hand at this station as well as first aid kits.
- The DPA booth will also be equipped with a whistle for emergencies as well as an air horn in case of immediate evacuation.

SECTION D
D 0100 AGGRESSIVE/VIOLENT BEHAVIOR
April 2016

Plan

An emergency response will be initiated for any of the following situations:

- Armed person on the grounds of the market
- Violent/aggressive behavior that cannot be resolved and has the potential for escalation to assault/battery or public harm

Prevention

- Establish a security plan and emergency response plan
- Schedule regular security patrols for the market grounds
- Provide visible identification for volunteer Security Patrol
- Bike patrol, and foot patrol by RCMP members.

Training

- Provide specific security orientation for Security volunteers
- Inform all volunteers of presence of Security volunteers, and the importance in contacting Security if concerned about any situation

Response

Person Discovering Event

- Do not intervene without assistance
- Call for help/notify Security and RCMP
- Document event as per our crisis communication plan
- Use the "whistle" system as implemented.
- Immediately notify the RCMP and provide as much detail as possible

Security Volunteer

- Assess situation for seriousness and potential to escalate
- Using cell phone, notify DPA staff and apprise of situation
- As possible, begin evacuation of person(s) located in area
- Proceed as directed by DPA staff

SECTION D
D 0200 BOMB THREAT
April 2016

Plan

- Develop Bomb Threat procedure for market
- Provide Bomb Threat procedure for suspicious packages to security volunteers

Prevention and Training

- Security volunteers will receive orientation to bomb threat procedures

Response

Person Receiving Bomb Threat Over Phone

- Listen
- Be calm and courteous
- Do not interrupt the caller
- **Obtain as much information as you can:** name and contact number if possible and forward to the RCMP (911) - make lots of notes, date, time, how discovered, who reported, description of the package, complainants information, name contact number, witnesses, why the caller thinks it is a bomb and how did they find it.
- Initiate call trace action (where possible) and notify a co-worker while the caller is online.
- Co-worker is to notify DPA staff and RCMP who will evacuate area.
- Note: time of call. The exact wording of the message. Peculiarities of speech, any background noises, etc.

Person Responding to Notice of Bomb Threat

- Confirm Bomb Threat with person receiving call
- Notify DPA staff and RCMP

Person Discovering Suspicious Package

- Inform Security of suspicious package
- Assist as directed

Security

- If a suspicious package is discovered, call DPA staff and receive directions
- Be prepared to evacuate structure/area as directed by DPA staff

A) Suspicious Package

- If threat is a suspicious package, go to structure and review with person discovering
- Notify RCMP and DPA
- Take charge and direct the evacuation area
- Await further direction from RCMP and DPA staff
- Document event

B) Bomb Threat by Phone or Note

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- Ensure RCMP and DPA staff have been notified
- In collaboration with RCMP and DPA staff, initiate search and evacuation procedures; ensure no one re-enters area of threat
- Once on-site, take directions from RCMP

Possible Questions to Ask

- What time will the bomb explode?
- Where is it?
- Why did you place the bomb?
- What does it look like?
- Where are you calling from?
- What is your name?
- What type of bomb is it?
- Type of container or package it is in?
- How do you know it's a bomb?

SECTION D
D 0300 ROBBERY/CRIME PREVENTION
April 2016

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Plan

- Develop a Robbery/Crime Prevention plan for market
- Provide Robbery/Crime Prevention procedures for Security volunteers

Prevention and Training

- Security volunteers will receive orientation to Robbery/Crime Prevention procedures

Response

During a Robbery attempt:

- Never turn your back on the robber
- Do not call police until it is safe to do so
- Do not sound any alarm until after the robber has left the area. This will prevent a hostage situation.
- Do as your told: give them whatever they are asking for.
- Remember: most robbers do not harm the victim, if not challenged. Safety first!!

After a Robbery attempt:

- Look after the victim – it's natural to be upset
- Look after the witness. Ask them to stay. If unwilling or unable to remain, please obtain their names, address and phone number for the police.
- Secure the area. Post signage to the public. Don't let anyone in or out of the area. Restrict access to the area for identification section (fingerprints) and the dog section (to follow the suspect).
- Protect the scene – let no one touch anything the robber touched. (i.e. – pens, pencils, paper, table tops, etc.)
- Call the RCMP and stay on the line, use the prompt and incident forms to help you give complete details to the Police Dispatcher. "In Case of Robbery" (Appendix II) form from the Working Together to Prevent Crimes can be located in the attached Appendix.

Plan

The fire plan will include:

- A list of all structures, type and function
- Identification of location of any and all flammable goods
- Placement of ABC fire extinguisher(s) in cooking areas (market vendors)
- Orientation of security staff/volunteers to the fire plan, how to call for help, operation of ABC extinguishers, evacuation procedures
- Review of fire prevention and response procedures with designated staff/volunteers in all structures
- Map of vendors numbers to be emailed directly to the Fire Station prior to the opening of the market on Saturday, so the Fire station has an up to date location of each vendor.

Prevention and Training

- Training of the security volunteers and other designated staff/volunteers in fire prevention and response procedures
- Provision for cell phone lists to security volunteers
- Placement of 2 ABC fire extinguishers at the DPA booth
- air horn also at the DPA booth in the Westminster Intersection.

Response

If discovering a fire:

Rescue	Rescue persons who are in immediate danger (E.G. clothing on fire, etc.)
Alarm	Call for help. May use alarm; cell phones, designate one person to contact security, etc, whistle relay Take Charge (command and control) until relieved
Contain	Take measures to contain the fire, if safe to do so. May involve use of an ABC fire extinguisher
Evacuate	Announce “We are evacuating this area.” Direct to mustering station, if necessary (Nanaimo Square, Shanghai Alley)

Note: These steps may occur simultaneously.

Emergency Operations Procedure

- Use PA system to direct personnel and general public on the site
- Call 9-1-1 to advise of fire situation
- Alert medical emergency responders
- Alert designated utility maintenance/operator in case utilities need to be shut down to site

- Be prepared to activate evacuation plan
- Write up incident and follow-up
- Have an employee manage the Wade Street emergency crossing to move and/or replace the barricade as needed.
- To be open until ALL emergency vehicles have passed

Fire Evacuation Procedures

If the fire alarm sounds – or fire is detected, use the REACT formula:

- R** = Remove people
- E** = Ensure any doors are closed to affected buildings
- A** = Activate the fire alarm (or sound an alert, use PA system)
- C** = Contact the Fire Department at 911:
 - With address of fire
 - Location of fire in the area
 - Type of fire, if known
- T** = Try to extinguish the fire, if possible, nobody needs a hero.
- If your clothing catches fire, then – STOP...DROP...AND ROLL!
- If someone else's clothing catches fire, talk them to the floor and attempt to wrap and smother flames
- Leave area by safest and most direct route. Walk – do not run – a brisk walk is best
- Confine the fire by closing any doors to buildings after everyone has evacuated

IN ALL CASES WHEN THE ALARM SOUNDS, THE BUILDINGS SHOULD BE EVACUATED.

Fire Extinguishers and Instructions

A fire extinguisher is a storage container for an agent like water or chemicals. It is designated to put out a small fire, not a big one.

- Extinguishers are labeled (A) (B) (C) or (D) according to whether the fire on which it is to be used occurs in wood or cloth (A), flammable liquids (B), electrical (C) or metal sources (D).
- Most businesses use ABC Dry Chemical extinguishers
- If you have to, only try to extinguish a small fire
- Do not try to fight the fire if you have any doubt as to whether or not you should. Get out and call the Fire Department.
- Make sure you can get to an exit
- A small fire can easily become a large fire if it is not extinguished properly. Make sure you know how to use your fire extinguisher and where the nearest fire extinguisher is located in your area.

Directions for use:

1. PULL – the safety pin from the handle
2. AIM - the nozzle, cone, horn at the base of the fire
3. SQUEEZE – the trigger handle
4. SWEEP – from side to side (watch for re-flash)

SECTION D
D 0500 MEDICAL EMERGENCY
April 2016

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Plan

The DPA staff will be on-site to assist in minor first aid treatments for participants and general public (i.e. – minor cuts/scratches that only require bandaging - supplies to be kept on hand at the DPA booth in the Westminster Intersection).

The BC Ambulance Service and the Fire Department will provide emergency care. Transportation to Penticton Regional Hospital via 9-1-1 response plan will be provided by the BC Ambulance Service.

An emergency number is available in the resource section for the Medical Health Office on-call for public health matters such as food poisoning.

Prevention and Training

No additional training is required.

Response

BC Ambulance Services and Fire Department plan will be implemented to handle any medical emergencies.

Contact numbers for medical emergencies are located in Section D – Resources

SECTION D
D 0600 LOST CHILD
April 2016

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Plan, Prevention, Training and Response

General

- Provide orientation on Lost Child procedures for market staff/volunteers.
- Develop forms for recording incidents, actions and outcomes

Lost Child

- Establish Lost Child Centre at the DPA booth in the Westminster Intersection
- Announce Lost Child and location for pick up over PA system
- initiate whistle relay "amber alert" system
- Assign an adult supervisor/security volunteer to remain with Lost Child until parent arrives
- Document incident, actions and outcomes
- Call the RCMP
- Do not leave the child unattended
- Advise all once child is located

Emergency Phone Numbers

Crisis Centre (Crisis Line)

For persons in Emotional Crisis------(250- 493-6622)

Electric

BC Hydro (24hr. customer line)-----1-888-769-3766 (toll free)

Fortis BC Inc.-----1-888-POWERON

Environmental Protection Service (Federal)

Oil or Chemical Spill------(613) 996-6666

Fire

Emergency-----911

Non-Emergency Dispatch------(250-490-2305)

Gas

Terasen-----1-800-663-9911

Police

Emergency-----911

Non-Emergency------(250-492-4300)

Medical Emergency

Ambulance Emergency-----911

Poison Control-----1-800-567-8911

Penticton Regional Hospital------(250-492-4000)

Staff Emergency Phone Numbers

Kerri Milton (Executive Director)------(250-486-5455)

Shawna Tinga (Special Events Manager)------(250-493-8540)

Dog Control

Non-Emergency------(250-492-3801)

Emergency------(250-460-1117)

List of Structures

Description	Quantity	Size	Use
Vendor Tents	200	10' x 10'	Merchandising
Stage	1	12' x 8'	Entertainment
Mobile Food Trucks	10	15'x20' 15'x30'	Food Trucks

Crisis Communications Planning Sheet

Kerri Milton, Executive Director | Cell 250-486-5455
Bev Tiel Administration / Office 250-493-8540
Leigh Follestad, President | Cell 250-490-5295

DATE:

INCIDENT:

<p>Problem Definition: What is the crisis? What is actual issue? What are potential secondary issues?</p>
<p>Identify the spokesperson: Who should 'own' this crisis from a public communications perspective? (list person and reasons why)</p>
<p>Identify the key audience(s):</p> <ul style="list-style-type: none"><input type="radio"/> DPA businesses/business owners<input type="radio"/> Downtown Penticton/other<input type="radio"/> Penticton residents<input type="radio"/> Government/partners<input type="radio"/> General Public<input type="radio"/> Other: _____ <p>Note: media is not an "audience", but a method or communications tool used to deliver messages to key audiences.</p>
<p>What is the general message, or holding statement? This can be applied to all audiences.</p>
<p>Develop the key messages, by audience:</p> <p>Audience: Message:</p>

Audience: Message:
Tactics: What communications tactics need to be used to get the key messages to the key audiences? See checklist on next page.
Audience: Tactics:
Audience: Tactics:

MESSAGING MUST BE APPROVED BY THE EXECUTIVE DIRECTOR AND/OR BOARD PRESIDENT PRIOR TO DISTRIBUTION.

Messages prepared by: _____

Messages authorized by: _____





Time: _____

In Case of Robbery

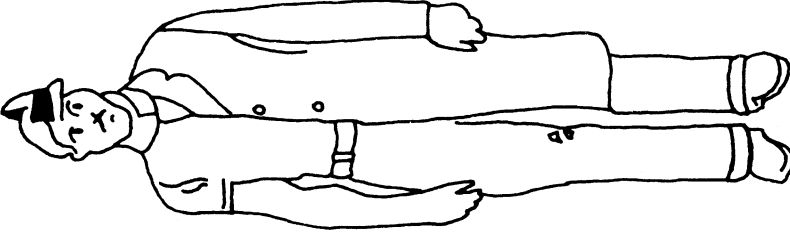
IN CASE OF ROBBERY

NOTIFY POLICE AND FILL IN THE BLANKS. GIVE THE TOP COPY TO THE FIRST POLICE OFFICER ON THE SCENE. RETAIN THE SECOND COPY FOR YOUR OWN FILES.

COMMON WEAPON TYPES

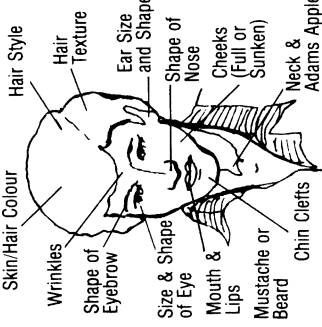
 LEVER SAWED-OFF RIFLE	 LONG BARREL REVOLVER
 PUMP SAWED-OFF SHOTGUN	 LARGE AUTOMATIC

OR OTHER WEAPON USED:

SEX MALE <input type="checkbox"/> FEMALE <input type="checkbox"/>	AGE	HEIGHT	WEIGHT	RACE WHITE <input type="checkbox"/> BLACK <input type="checkbox"/> OTHER <input type="checkbox"/>
HAIR BLACK <input type="checkbox"/> BROWN <input type="checkbox"/> BLOND <input type="checkbox"/>				
EYES				
GLASSES TYPE	HAT (COLOUR/TYPE)			
TATTOOS	TIE			
SCARS/MARKS	COAT			
COMPLEXION	SHIRT			
	TROUSERS			
	SHOES			

AUTOMOBILE DESCRIPTION (LICENSE NUMBER, MAKE, COLOUR)

Facial Appearance



WRITE BELOW SPECIFIC FACIAL DETAILS. ONLY THOSE YOU DEFINITELY REMEMBER.

WHAT DID THE ROBBER SAY?

LOCATION: _____
YOUR NAME: _____
SIGNATURE: _____
TIME: _____
DATE: _____

HOW TO REACH YOUR POLICE
PHONE: _____
EMERGENCY: _____
NON EMERGENCY: _____



Working Together
To Prevent Crime

STAY ON THE PHONE!
DON'T HANG UP!

Appendix IV: **Penticton Farmers' Market**

The **Penticton Farmers' Market (PFM)** operates Saturday mornings from 8:30am – 1pm in the 100 block of Main St. between Westminster Ave and Lakeshore Dr.

The PFM runs from April 23 – October 29, 2016.

The PFM agrees to follow the **Emergency Procedures Plan** for the Downtown Community Market (DCM) prepared by the Downtown Penticton Association.

The PFM supports the DCM and agrees to cooperate and provide assistance in case of an emergency during market hours.

A copy of the **Emergency Procedures Plan** will be kept onsite with the market manager at all times during market hours.

In the event of an emergency, the PFM's information tent (located in front of the Bank of Montreal at the corner of Main St and Westminster Ave) will serve as a meeting place.

Specific details:

Lost Child ->

- Market manager stays with parent at the information tent.
- Market manager calls vendor at the north end of the market, and PFM board members and assistant market manager conduct a search of the area.
- Inform Special Events Manager in the Downtown Community Market.
- Call 911 at parent's request.

Fire ->

- Market manager calls 911 and relays all details to dispatch.
- Assistant manager clears 100 block of Main St.

Medical Emergency ->

- Market manager calls 911 and relays all details to dispatch.
- Assistant manager clears required areas of 100 block.

All emergencies/incidents will be documented by the market manager. (Photos, descriptions, names, times and locations.)

Emergency Contacts:

First call:

Market Manager **Erin Trainer** **250-460-0389 (cell)***

Second call:

Market Assistant Manager **Erick Thompson** **250-486-2975 (cell)***

Non-emergency contact:

Market President Justene Wright 1-250-506-0031 (cell)

*Phones will be on at all times on market days (6am – 1:30pm)