

the

EMERGENCY PREPAREDNESS MANUAL

NEXUS COMMUNITY SUPPORT SOCIETY



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EMERGENCY CONTACT NUMBERS



Emergency Services

call

911



POLICE



FIRE



AMBULANCE



On-Call Cell After Hour Emergency

(250) 426-7588 (Press #1)

or

(778) 687-1122



SHOULD I CALL THE AFTER HOURS EMERGENCY NUMBER?

YES



1

MEDICAL EMERGENCY

If you have engaged 9-1-1 you must call the after-hours supervisor.



2

FATALITY

Expected or unexpected.



3

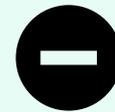
HOME OR PROGRAM EMERGENCY

Fire, flood, etc.



4

VIOLENCE IN THE WORKPLACE



5

NO SHIFT COVERAGE

After OT call-out has been completed.

NO



1

NON-LIFE THREATENING TECH FAILURES



2

NON-EMERGENT MEDICAL MATTERS

Medical matters that don't involve calling 9-1-1.



3

NON-LIFE THREATENING MEDICATION ERRORS

Follow policy & procedure HC005.



4

APPROVAL OF OVERTIME

For shifts up to 16 hours.

The purpose of this system is **not** to reduce OT at sites. Vacant shifts should still be called out and overtime awarded appropriately, including splitting shifts if needed.

Management reserves the right to cover vacant shifts as necessary per policy.



REGIONAL EMERGENCY CONTACT DIRECTORY



REPORT AN EMERGENCY CRANBROOK



Ministry of Environment

1-800-663-3456
(24HRS)

Floods, landslides or other hazards



BC Wildfires

1-800-663-5555
OR TEXT *5555

To report a wildfire



Power Lines

911



Fortis BC

1-866-436-7847
(24HRS)

Natural gas emergency,
electricity emergency, or
power outages



**Mainroad
East Kootenay
Contracting LP**

1-800-665-4929

Highway maintenance



NON-EMERGENCY NUMBERS CRANBROOK

Police

	RCMP	(250) 489-3471	Non-Emergency
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Health Services

	Healthlink BC	811	Non-emergency health info and advice
	Hospital	(250) 428-2286	East Kootenay Regional Hospital (EKRH)
	Poison Control	1-800-567-8911	

Pharmacies

	Shoppers Drug Mart	(250) 489-3438	
	Safeway Pharmacy	(250) 417-0221	
	Pharmasave	(250) 426-3368	

Regional District

	Regional District of East Kootenay (RDEK)	1-888-478-7335	
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REPORT AN EMERGENCY

CRESTON



Ministry of Environment

1-800-663-3456
(24HRS)

Floods, landslides, or other hazards



BC Wildfires

1-800-663-5555
OR TEXT *5555

To report a wildfire



Power Lines

911



Fortis BC

1-866-436-7847
(24HRS)

Natural gas emergency, electricity emergency, or power outages



Yellowhead Road & Bridge (YRB)

1-888-352-0356

Highway maintenance for regional district and surrounding areas



NON-EMERGENCY NUMBERS CRESTON

Police

	RCMP	(250) 428-9313	Non-Emergency
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Health Services

 HealthLinkBC	Healthlink BC	811	Non-emergency health info and advice
	Hospital	(250) 428-2286	Creston Valley Hospital (CVH)
	Poison Control	1-800-567-8911	

Pharmacies

	Shoppers Drug Mart	(250) 428-9334	
	Pharmasave	(250) 428-9080	

Regional District

 East Kootenay	Regional District of Central Kootenay (RDCK)	1-866-522-7701	Emergency operations center
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REPORT AN EMERGENCY REVELSTOKE



Ministry of Environment

1-800-663-3456
(24HRS)

Floods, landslides or other hazards



BC Wildfires

1-800-663-5555
OR TEXT *5555

To report a wildfire



Power Lines

911



BC Hydro

1-800-224-9376
(24HRS)

Electricity emergency or power outages



Fortis BC

1-866-436-7847
(24HRS)

Natural gas emergency, electricity emergency, or power outages



EMCON Services Inc

1-866-353-3136

Highway maintenance



NON-EMERGENCY NUMBERS REVELSTOKE

Police

	RCMP	(250) 837-5255	Non-Emergency
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Health Services

	Healthlink BC	811	Non-emergency health info and advice
	Hospital	(250) 837-2131	Queen Victoria Hospital (QVH)
	Poison Control	1-800-567-8911	

Medical Clinic

	Selkirk Walk-In Medical	(250) 837-9321	
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Regional District

	Columbia Shuswap Regional District (CSR)	1-888-248-2773	
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REPORT AN EMERGENCY INVERMERE



**Ministry of
Environment**

1-800-663-3456
(24HRS)

Floods, landslides or other
hazards



BC Wildfires

1-800-663-5555
OR TEXT *5555

To report a wildfire



Power Lines

911



BC Hydro

1-800-224-9376
(24HRS)

Electricity emergency or
power outages



NON-EMERGENCY NUMBERS INVERMERE

Police

	RCMP	(250) 342-9292	Non-Emergency
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Health Services

 HealthLinkBC	Healthlink BC	811	Non-emergency health info and advice
	Hospital	(250) 342-9201	Invermere & District Hospital
	Poison Control	1-800-567-8911	

Pharmacy

	Pharmasave	(250) 342-8877	
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Medical Clinic

	Chisel Peak Medical Clinic	(250) 341-6900	
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REPORT AN EMERGENCY KAMLOOPS



Ministry of Environment

1-800-663-3456
(24HRS)

Floods, landslides or other hazards



BC Wildfires

1-800-663-5555
OR TEXT *5555

To report a wildfire



Power Lines

911



BC Hydro

1-800-224-9376
(24HRS)

Electricity emergency or power outages



Fortis BC

1-866-436-7847
(24HRS)

Natural gas emergencies



NON-EMERGENCY NUMBERS KAMLOOPS

Police

	RCMP	(250) 828-3000	Non-Emergency
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Health Services

	Healthlink BC	811	Non-emergency health info and advice
	Hospital	(250) 374-5111	Royal Inland Hospital
	Kamloops Urgent Primary Care & Learning Centre (UPCC)	(250) 314-2256	For non-emergency health concerns that require same-day attention 9am - 9pm (7 days/wk)
	Poison Control	1-800-567-8911	

Pharmacy

	Shoppers Drug Mart	(250) 320-2986	Unit 2- 2121 Trans-Canada Hwy E.
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IN CASE OF EMERGENCY



MEDICAL EMERGENCIES

If you come across a medical emergency:

Check on the individual.

- Assess the situation.
- Begin first aid (if needed).
- Call out for help from coworkers.

Call 911.

- State your name.
- Give the home/program/location address.
- Provide the telephone number.
- Describe the medical emergency.
- Stay on the line until the operator tells you to hang up.

Notify management.

- Contact your supervisor/designate.
- If the supervisor/designate is unavailable, contact the COO.

Assist emergency personnel.

- Wait for emergency personnel to arrive.
- Direct them to the individual in need.
- Provide the MAR Sheet to medical personnel (if applicable).

Direct other staff.

Remaining staff:

- Keep other individuals occupied and calm.
- Remove other individuals from the area if possible.

If staffing allows:

- One staff member should accompany the individual to the hospital.
- Remaining staff should await directives from the supervisor/designate.

Supervisor follow-up with executive team.

The supervisor will inform the COO of the situation (if unaware).



EVACUATION PLANS



IN THE EVENT OF AN EVACUATION ALERT

NOTIFICATION

- ! Impacted sites will be notified by their **supervisor** (or designate).

IMMEDIATE ACTIONS

- 1 Stay calm (**be mindful of your energy**).
- 2 Listen carefully to the instructions from your supervisor.
- 3 Begin preparing essentials (**for staff supported homes**).

PREPARE ESSENTIALS



Ensure the site's **emergency kit** is complete and ready to go.



Have a **box** or bag ready to transport essential items.



Check that all necessary **medications** are accounted for and properly stored.



Make sure the **site cellphone** is fully charged and operational.



Verify that the **Medication Administration Record Sheets (MARS)** are up to date and easily accessible.



Ensure **site's vehicle fuel** tank is full (if applicable).

CONSISTENT SUPPORT

Remember, the individuals we serve depend on you for consistent support. It is crucial that you do not leave them without support during an emergency.



IN THE EVENT OF AN EVACUATION ORDER

NOTIFICATION

- ! You will be contacted by your **supervisor** (or designate) about next steps,
- transportation plan(s), and relocation destination(s).

ACTION ITEMS



Grab the **emergency kit**.



Place **medications** and **med admin records** into box.



Grab the **site cellphone** (as well as charger).



Grab **canned goods** and **non-perishable foods** as directed by your supervisor (don't forget a can opener).



Grab supported individual(s) **necessary personal items**.



Begin packing the **vehicle**.

WAIT FOR FURTHER INSTRUCTIONS

- Remember, we're **functioning as an organization**.
- **To avoid confusion**, please wait for instructions from your supervisor (or designate). Avoid making independent decisions or acting without direction.
- Stay calm and **be mindful of your energy** to keep those around you at ease.
- **Your supervisor will provide guidance** tailored to the specific needs of your community.



IN THE EVENT OF AN EVACUATION ORDER

CONTINUED

OVERVIEW OF WHAT AN EVACUATION ORDER MAY LOOK LIKE

- 1 Senior Leadership will oversee the use of fleet vehicles to transport supported individuals and staff to designated reception centres as advised by local Emergency Services.



- 2 Supported Individuals and staff will be registered at the reception centre upon arrival to ensure that emergency responders know they are safe.

RELOCATION OF SITES

- Relocation sites for homes and/or programs will be decided during the “evacuation alert” stage by **Senior Leadership**.
- Individuals in staff-supported homes **will always be supported**.
- Possible sites include other NEXUS programs or buildings. Programs may be temporarily closed.

**Website to
monitor:**



NEXUS RELOCATION SITES



NEXUS – RELOCATION SITES

Major or Large-Scale Disaster

In the event of a major or large-scale disaster, employees and supported individuals must be prepared to be self-sufficient for **up to 72 hours**. NEXUS leadership will make efforts to contact the program and/or arrange for necessary support. **Individuals from staff-supported homes will not be left unsupported under any circumstances.**

Small-Scale Disaster

(Program Specific)

Relocation sites for individual programs will be determined in the event of an emergency. The decision will be made by the COO or designate. **Individuals from staff-supported homes will not be left unsupported under any circumstances.**

Potential sites may include other NEXUS programs or buildings. A decision may be made to temporarily close NEXUS programs.

Emergency Relocation Locations

In the event of a large-scale disaster or emergency affecting a region where NEXUS provides support, NEXUS has various sites that could be utilized in the event of evacuation. The following procedures would be followed:

1. The supervisor, on-call supervisor and COO/designate will ensure the safety of the individuals and staff at each site to the best of their ability while considering the circumstances of the disaster/emergency. Safety of all involved is the highest priority in the situation.



NEXUS – RELOCATION SITES

CONTINUED

2. Once safety is established and the relocation of individuals is in progress or has occurred, the COO or designate will make contact with CLBC representatives at the appropriate CLBC Regional Office. The purpose of this contact is to ensure that communication is established with an outside agency for either of the following scenarios:
 - a. To communicate that all individuals served and staff on shift are accounted for.
 - b. To enable communication to an outside authority or service such as Search & Rescue for an individual who is injured or unaccounted for.

Alternate Business Site

In the event of a disaster or disruption that inhibits business to continue at an Administration site, Leadership staff of that site will work remotely following the Working From Home policy (OHS-010). If working from home is not possible, the CEO or designate will determine a secure site that can be used as a temporary work site.

IF RELOCATION IS NECESSARY

Call the Pharmacy

Upon arriving at relocation site, it is important to contact the pharmacy to ensure new medications are ordered.

Local pharmacy phone numbers are found in the “Contact Numbers by Region” section of this manual.



POWER OUTAGE



POWER OUTAGE OR UTILITY FAILURE RESPONSE

First, **locate** the emergency flashlight within the home/program.
Then, **look** to see if the neighbouring houses have lights on.

Yes, the neighbours have lights on.

Check the fuse box to see if a breaker has blown.



Switch the breaker to the "ON" position



No, there are no neighbourhood lights on.

Call BC Hydro at 1-800-224-7376 or Fortis BC at 1-800-436-7847 and they will advise you how long the outage is expected to last.

Check online using the site cell phone data



BC Hydro



Fortis BC



Or, you can listen for outage info on the radio using the portable radio located in your emergency preparedness kit.

Inform your supervisor (or their designate) that you are experiencing an outage and relay the information you have received via the radio, BC Hydro, or Fortis BC. The supervisor/designate will advise the Program Director or COO of the situation if necessary. Please ensure you fill out any necessary reports.



POWER OUTAGE OR UTILITY FAILURE RESPONSE

FOR COLDER WEATHER

Gather individuals into a central room and retrieve extra blankets. You can use the blankets in the emergency preparedness kit (if necessary).

Use barbecues **outside** in well-ventilated areas to prepare food or hot drinks.

Keep windows and drapes **closed**.

Close the doors of any extra rooms to concentrate the heat in one area.

NOTE:

In very cold weather, the temperature of a house will drop about 1 degree celsius per hour.

Listen to the battery-powered radio at intervals or consult the BCHydro website.

Unplug appliances with electronic components -- such as microwaves, televisions and computers -- to eliminate damage to your appliances from voltage surges when the electricity is restored.

Turn down thermostats and leave some lights in the on position to notify you when power is reconnected.

Wait 30 minutes before turning on appliances when the electricity is restored.



POWER OUTAGE OR UTILITY FAILURE RESPONSE

FOR COLDER WEATHER

CONTINUED

IMPORTANT NOTE

If the power outage is long, and you have no safe way of keeping warm, it's better to leave and seek warmth in the program vehicle or evacuate to avoid the risk of hypothermia.

Contact your supervisor/designate or the COO to arrange evacuation.

Evacuation

Home: When a power failure lasts a long time, it is usually due to exceptional weather conditions, such as freezing rain, broken branches, etc. If you must evacuate, you may see power lines on the ground. **Be careful!** Treat a fallen line as if it is alive. For your own safety, stay away from it and don't try to free someone in contact with a line. **Call 911** and stay clear of anything that is or may be in contact with the line, like a fence or a tree.

Vehicle: If a power line falls on the vehicle you are in, stay inside until help comes. If it is absolutely necessary for you to leave the vehicle (because it's on fire, for example), jump out of it with both feet together, making sure that no part of your body is touching the vehicle when you hit the ground. Once outside of the vehicle, shuffle or hop (don't step). This technique is very dangerous and difficult, therefore you should stay in the vehicle unless your life is at risk. You would need to ensure the same procedure is followed for the individuals who are with you. Keep back 10 m (33 ft.) from wires.

Relocation sites for each program/home will be decided by the Supervisor/designate or the CEO. **If a relocation site is necessary**, bring the emergency preparedness kit and, upon arrival at said site, contact the pharmacy to ensure new medications are ordered. Individuals from staff-supported homes will not be left unsupported under any circumstances. Staff should ensure that the evacuation site is posted on the door to alert others of your location.



NATURAL GAS OUTAGE



NATURAL GAS OUTAGE RESPONSE

(UTILITY FAILURE)

What does natural gas smell like? **Rotten eggs**: a bad smell for a good reason. In case of a leak, the smell allows you to detect and identify it as a potential gas leak.

If you smell rotten eggs (or if you hear the sound of escaping gas):

1. Evacuate the home and go outside

Ensure that **everyone** is accounted for and safely outside. You may leave the door open upon exit to ventilate the gas.

2. Stop what you're doing

Do not use your cellphone or landline



Do not turn on any electrical switches, appliances or lights as an electrical charge could create a spark.



Do not raise or lower the windows or garage door.



Do not start a vehicle.



Do not smoke, or make a spark or flame.



Do not enter the premises if you notice a strong gas odour or if there is other evidence of a natural gas leak.



3. Call Fortis BC

Once **outside**, use your cell to call FortisBC's 24-hour emergency line at 1-800-663-9911 or 911.

4. Do not go back in the building

Do not go back in the building or turn the gas off.



FIRE RESPONSE



FIRE RESPONSE

If You Discover a Fire

Alert Everyone

- Yell, “**FIRE, FIRE**” to alert all employees and individuals.

Activate the Alarm

- If the alarm is not sounding, manually activate it (if applicable to your site).

Evacuate the Area

- Guide all persons away from the fire area in a quiet and orderly manner. Ensure to **walk** (for safety purposes, do not run).
- Close doors and windows as you exit, if possible and safe.
- Ensure the fire does not block your exit.

Items to bring with you

(if safe and time allows)

- Cellular phone.
- Emergency Preparedness Kit
- Attendance board (if applicable to site).

Once Outside and Safe

Call 911 (If you can't access a phone, you can ask to use a neighbour's phone.)

- State your name.
- Give the address.
- Provide the telephone number.
- Describe the fire: location, speed of spread, if people are trapped, etc.
- Wait for the operator to instruct you to hang up, ensuring they have all the necessary information.

Wait for Emergency Personnel

- Do not attempt to re-enter the building.

Appoint a Leader

- Assign an employee on shift to take charge and give directions.



FIRE RESPONSE

CONTINUED

Proceed to the Designated Muster Point

- Proceed to the designated meeting place, as practiced during monthly fire drills.
- Take attendance to account for all individuals.
- Contact the supervisor or designate immediately to assist with obtaining additional staffing or securing a relocation site if necessary. If you are unable to make contact yourself due to providing support to individuals, ask a neighbour to assist.

After the Emergency Services Arrive

Remain with the Individuals

- Stay calm and reassure them.

Incident Reports

- File all incident reports as soon as possible.

FIRE SAFETY INFORMATION



FIRE DRILLS

Fire evacuation routes and procedures are posted in a prominent location on all levels of the building. Emergency exits are clearly marked and free of any obstruction. Emergency telephone numbers are posted at every site. We ensure that all staff and individuals we provide services to are aware of fire exits and procedures.

Fire Prevention Methods:

All fire detection and safety equipment is regularly tested by staff as part of scheduled fire drills and documented on Form OHS009-2.

For individuals who receive community outreach services, we provide fire prevention training.





CONTAINING FIRES

1. **Fire extinguishers or fire blankets** are located in all buildings and commercial vehicles. All employees must be oriented to their location during their program orientation. **When using fire extinguishers, direct the spray at the base of the fire.**
2. **Fire in cooking plans** - put a lid on the pan to suffocate the fire or sprinkle baking soda on the pan. **Do not throw water on a grease fire.**
3. **Fire in ovens** - close the oven door and turn off the heat. If the flames do not go out immediately, call the fire department.
4. **Microwave oven** - leave the door shut so oxygen does not add fuel to the fire.
5. **Garbage cans** - suffocate the fire by placing the lid on the container.
6. **Burning clothing** - drop and roll to put the fire out.

EMERGENCY EXIT ROUTES

1. Each building has designated exit routes on their posted evacuation plan. The location of the fire will determine which exit is used.
2. If the designated routes are unusable or unsafe, individuals will be evacuated by the next safest route (windows, doors, etc.), at the discretion of the staff.
3. **If you cannot get out safely**, close all doors between you and the fire and smoke. Stuff cracks around doors and cover all vents to keep smoke out. Attract attention from a window for help.
4. If individuals are resistant to leaving (and it is safe to do so), it is essential to use whatever means possible for evacuation.
5. If individuals are hearing/visually impaired, preparations must be made in advance for them to be able to respond in an emergency situation i.e a red flashing light or a loud bell to notify them of the emergency.





RULES FOR SAFELY EXITING SITES IN AN EMERGENCY

1. **Stay low.** Most smoke rises, so crawl on hands and knees if necessary and possible. Take an article of clothing or a damp cloth to cover your mouth and nose.
2. **Feel the doors before opening them.** If the knob or door panels are hot to the touch, fire may be just outside. Escape by another exit door or the window instead.
3. **Meet at the pre-determined site.** This enables everyone to gather to determine who is present and who may still be inside.
4. **If the home/program vehicle is functional,** roll the vehicle away from the home/program before attempting to start it in case there has been a gas leak and the ignition of the vehicle poses a threat.
5. **Emergency evacuation guidelines** provide for a safe environment for all individuals during an emergency. Each site should have an evacuation plan in place, which would be used in the case of an evacuation.

EVACUATING SUPPORTED INDIVIDUALS

1. If supported individuals are resistant to leaving, set a blanket or sheet on the floor and place the individual on it. Pull the person out of the home/program on the blanket or sheet. Do not risk your life struggling with an individual – if you must, leave and immediately inform emergency personnel of their location.
2. Evacuate visually impaired persons by placing them in front of you and leading them out with your hands on their shoulders; if resistant, offer a wheelchair or a sheet to evacuate them.
3. To evacuate hearing-impaired persons quickly, gain their attention by flicking the lights off and on. Quickly lead them by the hand out of the home or program.
4. If it is difficult to have the individuals wait in the designated area willingly, for safety purposes, have them get into the home/program vehicle once it has been moved away from the home/program.





CONTROL OF FIRE HAZARDS

1. Ensure that flammable and combustible liquids are used correctly.

- a. Use away from any flame or source of sparks.
- b. Refuelling of mowers, etc., is done outdoors after the machine is turned off.
- c. Non-gas BBQ fires are started with the use of liquids labelled as charcoal starter only. Gas BBQs are started with an ignition switch.
- d. Compressed oxygen gas storage - "Oxygen in use" signs must be posted where oxygen is used. Extra tanks are stored securely in an upright position in a locked area.
- e. Ensure flammable and combustible liquids are stored in their original containers in locked cupboards or a locked shed.
- f. Ensure matches and lighters are kept in cupboards that are not easily accessible to prevent accidental fires.
- g. Ensure that combustibles are appropriately used and stored away from the furnace or a hot water tank.
- h. Oily and other soiled cleaning rags must be removed and disposed of in a non-combustible and covered container.

2. Cook Safely

- a. Don't leave cooking unattended.
- b. Keep appliances clean - built-up grease can catch fire easily.
- c. Don't wear loose-fitting sleeves when cooking (don't store things over the stove where you must reach over the hot burners to get them).
- d. Keep flammable objects, such as potholders and dish towels, clear of the stove.
- e. Don't overload electrical outlets.
- f. Heat oil slowly. Deep fryers are not recommended.
- g. Ensure pot handles are turned in when cooking.





3. Electrical Safety:

- a. Immediately replace cracked or frayed electrical cords.
- b. Don't overload outlets or extension cords.
- c. Don't run extension cords under rugs.
- d. If appliances are not functioning correctly, have them repaired by a professional.
- e. Disconnect any electrical device if you feel a tingle when you touch it, if it emits a burning smell, or if it blows a fuse.
- f. If a fuse blows or a circuit breaker trips, try to find out why. Make sure the new fuse is the right size and amperage.
- g. Ensure lint traps in clothes dryers are cleaned out after each use.

4. Keep the yard clear of any fallen needles, branches, long grass, or anything that could cause a fire to spread.

- a. Prune low-level branches.
- b. Move the woodpile, lawn furniture, tarp coverings and other combustible items away from the building.
- c. Ensure there are at least 3 meters (10 feet) between branches and power lines.
- d. Keep a hose and nozzle permanently close by and visible. Ensure you have enough hose to reach the roof and all exterior walls.
- e. Ensure the roads and driveways provide easy access for emergency vehicles.
- f. Work together with neighbours; talk about your fire protection plan with them.
- g. House civic address must be visible from the street. Ensure there is adequate lighting at night to enable emergency responders to locate the home.



WILDFIRE



WILDFIRE RESPONSE

During wildfire season, ensure that Society vehicles have a full tank of gas when not in use.

In stressful circumstances, the most important thing to remember is to stay calm, to listen to local public officials, and if possible, access online media channels or your local government website for information updates.

Any program or home that is issued with an evacuation alert or order must alert their supervisor/designate immediately (if not already notified).

In the event of an evacuation alert or order, staff-supported homes will be advised by local Emergency Services of the location of the reception centre to which they will relocate.

The CEO (or designate) will direct the use of vehicles for transporting individuals to the reception centre. Staff will ensure the household's emergency preparedness kit and necessary medications are transported to the reception centre.

Individuals and staff will be registered at the reception centre at that time to ensure that emergency responders know they are safe.

In the event an **evacuation alert** is issued for your area:

- Prepare to leave your worksite on short notice.
- **Have your emergency kit, medicines and agency cell phone ready to go.**
- Your supervisor/designate or the CEO will inform you of where and when you will be required to leave.

In the event of an **evacuation order**, you **must** leave the area immediately. Local authorities will not ask you to leave without good reason and failing to leave when asked to by officials puts yourself and others at risk.

Relocation sites for each building will be decided in consultation with each communities Emergency Services and the CEO.



WILDFIRE RESPONSE

CONTINUED

When an evacuation order is issued:

- Grab your emergency kit, medicines, and agency cell phone, and follow the directions to the designated reception centre.
- Staff should ensure the evacuation site is posted on the home/program door to alert others of your location.
- Follow the routes specified by emergency officials. Avoid shortcuts - they may lead you to a blocked or hazardous area.
- If there is time and it is safe to do so, close all doors and windows. Close and latch gates, but do not lock them.
- If there is time and it is safe to do so, shut off water at the main line into your worksite, and switch off electricity at the breaker panel. Leave natural gas service "on".
- The COO or designate will assign a contact for the pharmacy to ensure that new medications are ordered for the relocation site.
- Supervisors and the COO will work with staff to ensure that individuals from staff-supported homes receive ongoing support at all times during the evacuation and while at the relocation site.

The Ministry of Children and Family Development (MCFD) has a dedicated phone number for all providers who may be affected by wildfires, specifically for their use.

Call 1-604-310-1234, if . . .

- You are in a wildfire area and have been evacuated. Provide your new location and mobile phone number.
- You have been or are needing to evacuate and require support to seek alternative accommodation.

In all evacuation situations, the local authority officials will advise when it is safe to return supported individuals to their homes.

Learn More:



Keep up-to-date on the provincial wildfire situation



For information on evacuation orders and alerts, visit Emergency Info BC



SEVERE STORM



SEVERE STORM RESPONSE



Wind Storms

Windstorms are generally forecasted before they occur. If a wind warning is issued, the following preparations should be taken:

- Listen to the weather forecast and check often for updated information.
- Ensure that all doors and windows are securely fastened.
- Secure items that might be blown around or torn loose.
- Prepare for a power outage. Locate flashlights, charge cell phone, etc.

If evacuating the home/program, be prepared for downed power lines and follow **evacuation alert** procedures.



Tornado

If you are in a building:

Have all individuals proceed to the basement immediately. In the event that time doesn't allow you to get to the basement, give individuals instructions to crouch or lie flat (under heavy furniture) in an inner hallway, small inner rooms or in a stairwell away from windows. Avoid large halls, arenas, shopping malls, and similar venues.

If you are caught outside:

Instruct individuals to lie down, preferably in a ditch or ravine and protect their head.

If you are driving:

Get out of and away from the vehicle. Lie down as above.



SEVERE STORM RESPONSE

CONTINUED



Blizzard/Snowstorm

Severe winter storms can bring heavy snow, ice, strong winds and freezing rain. Winter storms can prevent staff from reaching the home or program due to road closures. Heavy snow and ice can also cause structural damage and power outages. **Prepare as follows:**

- Be aware of the weather forecast and check often for updated information.
- Prepare yourself and supported individuals for the possibility of extended shifts if relief staff are unable to reach the home/program.
- Prepare for a power outage. Locate flashlights, cell phone and blankets, etc.

If evacuation of the home or program is necessary, be prepared for downed power lines and follow the evacuation alert procedures outlined in this manual.

When a winter storm hits, stay indoors. If you must go outside, dress for the weather. Outer clothing should be tightly woven and water-repellent. A base layer should be thin and in close contact with the skin to control moisture. A second layer should be made from wool or fleece to offer insulation. Appropriate winter footwear, such as boots, should be worn.

In wide-open areas, visibility can be limited during heavy snowfall. If a blizzard strikes, do not attempt to walk to another building unless there is a rope to guide you or a visible path to follow. If you must travel during a winter storm, do so during the day and let someone know your route and arrival time.

If your car gets stuck in a blizzard or snowstorm, remain calm and stay in your car. Allow fresh air in your car by opening the window slightly on the sheltered side, away from the wind. You can run the car engine about 10 minutes every half-hour if the exhaust system is working well. Beware of exhaust fumes and check the exhaust pipe periodically to make sure it is not blocked with snow.



SEVERE STORM RESPONSE

CONTINUED

Blizzard/Snowstorm

CONTINUED

Remember: you can't smell potentially fatal carbon monoxide fumes. **Call 911** for help and give them your location.

To keep your hands and feet warm, exercise them periodically. In general, it is a good idea to keep moving to avoid falling asleep.

Keep watch for traffic or searchers.



Electrical/Lightning Storm

Severe electrical or lightning storms can bring either heavy rainfall or dry storms.

If you are in the house:

Instruct the individuals to stay inside. Stay away from windows, doors, fireplaces, radiators, stoves, metal pipes, sinks or any other electrical charge conductors. Unplug TVs, radios, toasters and other electrical appliances. Remember: Do not use the telephone or other electrical equipment, and instruct individuals accordingly.

If you are outside:

Seek shelter in a building. If you are caught in the open, crouch down with your feet close together and your head down (in the leapfrog position). Don't lie flat. Minimize your contact with the ground to reduce the chances of being electrocuted by a ground charge. Keep away from telephone and power lines, fences, trees and hilltops. Get off bicycles and any other open vehicle or machinery.

If you are in a car:

Stop the car and stay in it. Don't stop near trees or power lines that could fall.



SEVERE STORM RESPONSE

CONTINUED



Flooding

If the house is flooding due to appliance failure or a burst pipe, locate the outside shut-off and turn the water supply off. If you are unable to locate the shut-off phone:

City of Cranbrook Public Works at (250) 489-0218 during business hours or (250) 426-2325 after hours.

Town of Creston Public Works at (641) 782-2000, option 3.

City of Revelstoke Public Works at (250) 837-2001, option 4.

District of Invermere Public Works at (250) 342-9281 ext: 1243.

City of Kamloops Civic Operations at (250) 828-3461.

Turn off the basement furnaces and the outside gas valves. Shut off the electricity, only if there is no risk to you. If the area around the fuse or circuit breaker even appears to be wet, stand on a dry board and shut off the main power breaker using a dry wooden stick.

If you are in a car:

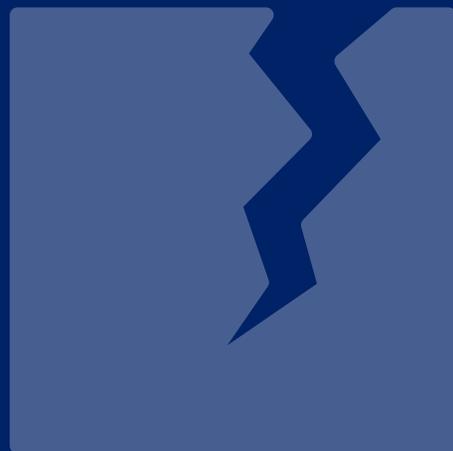
Do not drive through or walk through the floodwaters. Fast water could sweep you away. However, if you are caught in fast-rising waters and your car stalls, leave it and save yourself and your passengers.

Relocation sites for each building will be determined by the supervisor, COO, or their designate.

If a relocation site is necessary, bring the house emergency preparedness kit. Upon arrival at the site, contact the pharmacy to ensure that new medications are ordered. Individuals from staff-supported homes will not be left unsupported under any circumstances. Staff should ensure that the evacuation site is posted on the door to alert others of your location.



EARTHQUAKE



EARTHQUAKE RESPONSE

1. Drop

- At the first sign of an earthquake, staff should say “**DROP.**”
- Carefully but quickly, get yourself and any individual(s) near you under tables or against an interior wall. If this is not possible, drop wherever you are.
- Stay away from windows and other potential hazards.

2. Cover

- Everyone should **cover** their head and neck.

3. Hold

- **Hold** onto something sturdy if possible, such as a desk leg.

4. (During the quake) Count to 60 out loud

- Doing so can help calm and distract individuals.

5. (After the quake stops) Remain in place

- Remain in the “Drop, Cover, and Hold” position for up to 10 minutes, as there may be aftershocks. Singing or telling stories may help pass the time.

Supporting Individuals During an Earthquake

Supporting Someone Using a Wheelchair:

- Help them move to a doorway or inside corner, if possible.
- Lock the wheelchair wheels, and assist in covering their head with their arms.
- Remove any items that are not securely attached to the wheelchair.
- If possible, assist them in seeking shelter under a sturdy table or desk.
- If no shelter is nearby, position them near an interior wall or next to low-lying furniture that won't fall on them, and help cover their head and neck with their arms and hands.

Supporting Someone in Bed (with Mobility Considerations):

- Encourage them to stay in bed - help them hold on to the bed frame, and use pillows or blankets to cover and protect their head and neck.
- Do not attempt to move them unless there is an immediate danger of falling objects or glass. It's safer for them to remain where they are.

If You Are Driving with an Individual:

- Slowly pull over to the side of the road and stop, ensuring the vehicle is away from overpasses, power lines, and other hazards. Keep the individual calm and reassured while you both remain inside the vehicle until the shaking stops.



POST-EARTHQUAKE RESPONSE

1. Remain Calm.
2. Check yourselves and individuals for injuries.
3. Provide life-saving first aid and, if necessary, call 911. Do not move seriously injured individuals unless they are in immediate danger of further injury.
4. Reassure others (remembering to remain calm).
5. Look for Hazards
 - Check for fire, the smell of natural gas (rotten egg-like), water leaks, broken electrical wiring, or damaged sewage lines. If damaged, shut off the service. If you cannot smell gas, do not turn off the gas.
 - When entering rooms, use extreme caution. Damage may have occurred where you least expect it. Be careful when opening closets and cupboards. Contents may have shifted during the earthquake and items may fall out and cause injury.
 - Draw drapes and blinds in occupied spaces.

If You Smell Natural Gas

- **Evacuate Immediately:**
 - Get everyone out of and away from the home immediately. Follow your site's evacuation plan, and go to your assigned muster point.
 - Do not operate electrical switches or cell phones.
 - Do not use matches, candles, or any open flames.
- **Ventilate as You Evacuate:**
 - Leave the doors open on your way out to improve ventilation.

Important: If you turn off the gas, it can only be turned back on by a professional from the gas company. **Only turn off the gas in an emergency.**



POST-EARTHQUAKE RESPONSE

CONTINUED

Post-Evacuation Safety Measures

1. Assess the Building for Damage

- Check for cracks and structural damage:
 - Inspect the roof, chimneys, foundation, and other structural components. If damage is found:
 - Turn off all utilities.
 - Move supported individuals outdoors to a safe spot away from trees, power poles, and walls that could collapse.
- In the event of aftershocks:
 - If an aftershock occurs while you're outside, drop into a crouch position, covering your head and neck with your hands. Stay away from power lines, trees, and buildings.

2. Water Conservation

- If the building appears undamaged, turn on the faucets and fill bathtubs and sinks with any remaining water in the lines for future use.

3. Assemble Individuals in a Safe Area

- If there is a safe spot in the building, gather all supported individuals and employees there unless they are seriously injured.

4. Stay Informed

- Listen to the radio for updated emergency information and instructions.
- Conserve battery life by checking the radio at regular intervals rather than leaving it on continuously.

If evacuation isn't necessary:

- Take out the emergency preparedness kits and manual
- Contact your supervisor/designate to record the event and your situation



POST-EARTHQUAKE RESPONSE

CONTINUED

If evacuation is necessary:

The **first employee out** will take the **emergency preparedness kit** and the **agency cell phone**.

Remaining employees (or designate) will take the **attendance sheet** (if applicable).

1. **Contact your supervisor** (or designate).
2. **Take attendance**.
3. **Assess injuries**.
4. **Distribute warm clothing/blankets** (if necessary).
5. **Leave people with significant injuries behind in a safe spot**.

Each building's occupants will meet at the assigned muster point until everyone is prepared to move as a group to a relocation site. The supervisor, COO, or designate will determine the relocation site.

Upon determining a relocation site, ensure that an evacuation notice is posted in multiple locations around the building so that parents, guardians, caregivers, and emergency services are aware of your location.

When permanent relocation has been established:

- Initiate crisis counselling.
- Assign a sanitation area (if required).
- Distribute food and water.
- Contact the pharmacy to ensure new medications are ordered.



SANITATION DURING AN EMERGENCY



SANITATION DURING AN EMERGENCY

In a disaster situation, the usual methods of disposing garbage and human wastes may be unavailable.

Improper disposal of these wastes however, can lead to secondary problems such as the spread of disease.

If toilets and water lines are damaged or unusable, follow these steps to safely handle waste:

-  1 Turn off the main water valve (usually on the wall).
-  2 Remove water from the toilet bowl using a plastic cup or mug.
-  3 Line the toilet with strong plastic bags, folding the edges over the sides.

Use the toilet as usual, but defecate directly into the bag. Use minimal toilet paper and put it in the same bag. Close the lid after use and clean your hands with hand sanitizer.

For urine: Use a separate bucket with a tight-fitting lid. Only put toilet paper in the toilet bag, not in the urine bucket.

Important Tips:

- Keep the toilet lid down when not in use. Alternatively, you can use a sturdy bucket, a small garbage can, or a portable toilet lined with plastic bags.
- Store used waste bags in a secure location, clearly labelled "HUMAN WASTE." Follow the instructions of emergency personnel for disposal.
- Empty urine away from water sources, into a hole about 45–60 cm (18–24 inches) deep, and cover it with dirt.



HANDLING GARBAGE

Odour, insects, and vermin are problems that occur when garbage cannot be disposed of properly. Be sure to strain any leftover liquids and dispose of the residue in the same manner as urine.

After straining, wrap solids in layers of newspaper and store in plastic bags in a large garbage can with a tight-filling lid. Keep in an area away from human activity.

Wash your hands with sanitizer after handling human waste and garbage.

WATER DURING AN EMERGENCY

Water for drinking is the most important. Bathing and washing will take additional water and should not happen unless there is a health concern.

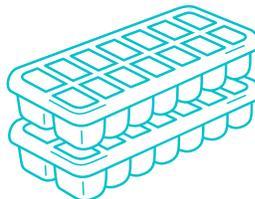
Each program has drinking water for up to 72 hours to be used during emergencies.

Additional sources of water:

Hot water tank



Ice Cubes



Toilet Tank
(if no chemicals in it)



Do not flush toilets until you know the state of the sewers and the water availability. You may need to set up a sanitation site outdoors.



Storing water in jugs is fine. Expiry dates of purchased water (such as Culligan Water jugs or water bottles) are checked regularly and replaced when necessary.

If there is water pressure after an emergency, start running some water into additional containers. It can be stored and purified later for drinking. It must be purified as tap water can be contaminated after an earthquake etc.



WATER PURIFICATION TECHNIQUES

Strain out any sediment or particles from the water by pouring it through several layers of paper towels, cheesecloth, or coffee filters.

Then use one of the following purification methods:

- a) Boil the water for 7 to 10 minutes
- b) Add liquid household bleach (must contain 5.25% sodium hypochlorite and be less than one year old) in these amounts:

WATER	IF WATER IS CLEAR	IF WATER IS CLOUDY
1 litre (1 qt.)	2 drops bleach	4 drops bleach
4 litres (4 qt.)	8 drops bleach	16 drops bleach
20 litres (21 qt.)	2.5 ml (1/2 teaspoon) bleach	5ml (1 teaspoon) bleach

REMEMBER

Emergency Services May Be Overwhelmed

Be prepared for the possibility that help may not arrive immediately. Employees and individuals might need to manage on their own for at least 72 hours.

FOOD DURING AN EMERGENCY

Each staff-supported home must have food for up to 72 hours for all individuals and employees.

In an emergency situation, use the food in the refrigerator and freezer first.

Although the power may not have been interrupted, aftershocks or fires may cause a power outage; shortages elsewhere could also result in the loss of power.

When opening cans of fruits or vegetables, do not throw away the liquid in which they are packed. This is another source of liquid if there is a water shortage.



CARBON MONOXIDE POISONING



CARBON MONOXIDE POISONING

Carbon monoxide (CO) is colourless, tasteless and odourless gas and can cause illness or death.

Carbon monoxide poisoning symptoms **are commonly confused with the flu** and include:



Headache



Nausea



Vomiting



Drowsiness



Dizziness



Ringing ears

If you, staff, or supported individuals experience these symptoms, move to fresh air and get help immediately.

As a silent killer, make sure to have carbon monoxide detectors installed at your site(s).

CARBON MONOXIDE DETECTOR ALARM SOUNDS

Read the instruction manual to ensure you're aware of how your model functions when carbon monoxide is detected - and to properly identify what varying sounds indicate.

Most carbon monoxide alarms will sound a pattern of four (4) **short beeps** every five (5) seconds.

A low battery and malfunction signals are usually one (1) **long beep** every 30-60 seconds.



WHAT TO DO WHEN YOUR CARBON MONOXIDE DETECTOR SOUNDS

1. Evacuate the building immediately

Get outdoors to a fresh air location.

2. Account for everyone

Ensure that everyone (supported individuals and coworkers) is accounted for and safely outside.

3. Check for symptoms

Look for flu-like symptoms, such as headaches, dizziness, or vomiting, in anyone who was inside the building. This is particularly important for those who might have difficulty communicating.

4. Call 911

From a fresh air location, dial 911 to report the carbon monoxide alarm. Be prepared to provide your address, whether anyone is experiencing symptoms, and the carbon monoxide level reading from the detector (if available).

5. Do not re-enter

Stay outside in the designated meeting location until emergency personnel have cleared the building and confirmed it's safe to return.

AFTER CALLING 911

Call your supervisor immediately.

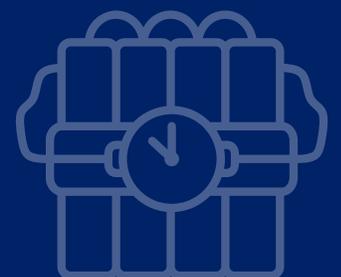
If your carbon monoxide alarm reactivates within a 24-hour period, call 911 and move to fresh air.

The source of the carbon monoxide will need to be further investigated.

Your supervisor will contact a qualified appliance technician to inspect all your fuel burning equipment and appliances for possible malfunction.



BOMB THREAT



BOMB THREAT

Bomb threats are often received by phone, but they can also come in the form of notes or letters. While many threats are intended to create panic, all threats must be taken seriously and treated as though an explosive is present.

If you receive a bomb threat call:

1. Stay calm:

Do not panic. Remaining calm helps you gather crucial information. Do not transfer the call unless the caller requests it.

2. Listen attentively:

Avoid interrupting the caller. Pay attention to the caller's voice, tone, and any background noise.

3. Ask key questions:

Where is the bomb located?
When is it going to explode?
What does it look like?
Why is our organization being targeted?

4. Take notes:

Write down everything the caller says. Note any background noises, voice characteristics, or other observations.

5. Alert authorities:

Call 911 immediately to report the threat. If possible, have a co-worker call while you continue to engage the caller.

6. Evacuate immediately:

Treat every bomb threat as real. As a precaution, evacuate the building to your site's designated muster point. Do not touch any suspicious packages or objects. Report them to the police immediately.

7. Inform management:

Once safely evacuated, notify your supervisor/designate. They will inform the CEO.

8. In case of an explosion:

Call the fire department immediately.



WORKPLACE THREATS OR VIOLENCE



WORKPLACE THREATS OR VIOLENCE

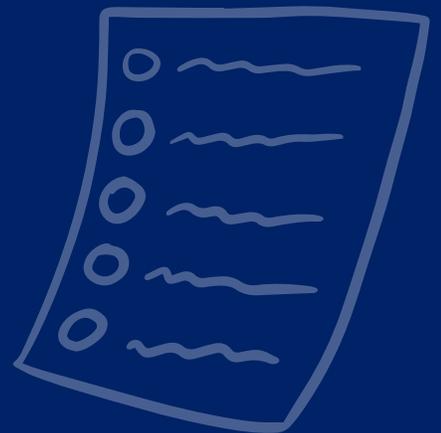
A **suspicious** person could be someone on NEXUS property who does not appear to have a legitimate purpose. A **dangerous** person is someone whose behaviour suggests a possible threat. This behaviour may also come from an internal staff member.

Procedure for engaging with suspicious or dangerous persons:

1. **Remain calm.** Rationally assess the situation and potential hazards.
2. **Seek assistance.**
3. **Approach the situation in a non-confrontational manner.**
 - Do not escalate the situation by:**
 - Being argumentative or sarcastic.
 - Being overreactive.
 - Being aggressive or getting into a power struggle.
 - Making fake promises.
 - Physically engaging.
4. **Take measures to protect your own safety and the safety of those around you** (e.g. have individuals leave the room, position yourself close to the door).
 - Lock doors to prevent unauthorized entry into the building.
5. **Try to diffuse the situation by:**
 - Talking to the person quietly and slowly.
 - Listening and offering assistance.
 - Maintain appropriate distance (use supportive stance).
 - Be aware of non-verbal cues.
6. **Comply with instructions as well as you can.**
7. **If possible, call 9-1-1 to report the situation and to request assistance.**
8. **Contact your supervisor (or their designate) as soon as you can to report the incident and seek assistance.**
9. **Soon thereafter, record the incident including:**
 - Gender.
 - Age.
 - Height and weight (estimate).
 - Hair and eye colour.
 - Any other identifying features (tattoos, glasses, facial hair, etc.).
10. **Notify your supervisor/designate of the incident.**



EMERGENCY SUPPLY LIST PERMANENT CONTENTS



EMERGENCY SUPPLY LIST

PERMANENT CONTENTS

STAFF-SUPPORTED HOMES

- | | | |
|--------------------------|---|---|
| <input type="checkbox"/> | EMERGENCY PREPAREDNESS MANUAL |  |
| <input type="checkbox"/> | FIRST AID KIT |  |
| <input type="checkbox"/> | WATER: FOUR LITRES PER PERSON, PER DAY FOR DRINKING AND SANITATION |  |
| <input type="checkbox"/> | NON-PERISHABLE FOOD: MINIMUM THREE-DAY SUPPLY FOR EVERYONE IN THE HOME |  |
| <input type="checkbox"/> | CAN OPENER |  |
| <input type="checkbox"/> | PLASTIC TRASH BAGS (LARGE) |  |
| <input type="checkbox"/> | MOIST TOWELETTES FOR PERSONAL SANITATION |  |
| <input type="checkbox"/> | TOILET PAPER |  |
| <input type="checkbox"/> | DISPOSABLE LATEX GLOVES |  |
| <input type="checkbox"/> | DUST MASKS |  |
| <input type="checkbox"/> | HEAVY DUTY GLOVES |  |
| <input type="checkbox"/> | BATTERY-POWERED OR HAND-CRANK RADIO |  |
| <input type="checkbox"/> | BATTERY-POWERED OR HAND-CRANK FLASHLIGHT |  |
| <input type="checkbox"/> | PHONE CHARGER, POWER BANK OR INVERTER |  |
| <input type="checkbox"/> | EXTRA BATTERIES |  |
| <input type="checkbox"/> | EMERGENCY WHISTLES |  |
| <input type="checkbox"/> | SURVIVAL BLANKETS/SLEEPING BAGS |  |
| <input type="checkbox"/> | SEASONAL CLOTHING & STURDY FOOTWEAR |  |
| <input type="checkbox"/> | LAMINATED HELP/OK SIGN: DISPLAY THE APPROPRIATE SIDE OUTWARD IN YOUR WINDOW DURING A DISASTER |  |
| <input type="checkbox"/> | WRENCH (FOR GAS METER) |  |

**Must be a sufficient supply for all individuals
and employees for a 72-hour period.**



EMERGENCY SUPPLY LIST

PERMANENT CONTENTS

PROGRAMS

- | | | |
|--------------------------|---|---|
| <input type="checkbox"/> | EMERGENCY PREPAREDNESS MANUAL |  |
| <input type="checkbox"/> | FIRST AID KIT |  |
| <input type="checkbox"/> | WATER: FOUR LITRES PER PERSON |  |
| <input type="checkbox"/> | PLASTIC TRASH BAGS (LARGE) |  |
| <input type="checkbox"/> | MOIST TOWELETTES FOR PERSONAL SANITATION |  |
| <input type="checkbox"/> | TOILET PAPER |  |
| <input type="checkbox"/> | DISPOSABLE LATEX GLOVES |  |
| <input type="checkbox"/> | DUST MASKS |  |
| <input type="checkbox"/> | HEAVY DUTY GLOVES |  |
| <input type="checkbox"/> | BATTERY-POWERED OR HAND-CRANK RADIO |  |
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| <input type="checkbox"/> | EMERGENCY WHISTLES |  |
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| <input type="checkbox"/> | WRENCH (FOR GAS METER) |  |



Basic first aid kit (based on CSA standard Z1220 Type 2: Basic first aid kit — Medium)

Description	Quantity
Adhesive bandages, sterile, assorted sizes (standard strip, large fingertip, knuckle, large patch)	50
Gauze pad, sterile, individually wrapped, 7.6 × 7.6 cm (3 × 3 in.)	24
Abdominal pad, sterile, individually wrapped, 12.7 × 22.9 cm (5 × 9 in.)	2
Conforming stretch bandage, relaxed length, individually wrapped, 5.1 cm × 1.8 m (2 in. × 2 yd.)	2 rolls
Conforming stretch bandage, relaxed length, individually wrapped, 7.6 cm × 1.8 m (3 in. × 2 yd.)	2 rolls
Compress/pressure dressing with ties, sterile, 10.2 × 10.2 cm (4 × 4 in.)	4
Triangular bandage, cotton, with 2 safety pins, 101.6 × 101.6 × 142.2 cm (40 × 40 × 56 in.)	4
Adhesive tape, 2.5 cm × 2.3 m (1 in. × 2.5 yd.)	2 rolls
Antiseptic wound cleansing towelette, individually wrapped	50
Hand/skin cleansing towelette, individually wrapped (or equivalent)	12
CPR resuscitation barrier device with one-way valve (barrier type or pocket mask)	1
Examination gloves, disposable, medical grade, one-size, non-latex, powder free	8 pairs
Biohazard waste disposal bag (single use)	2
Bandage scissors, stainless steel (with angled, blunt tip), minimum 14 cm (5.5 in.)	1
Splinter forceps or tweezers, fine point, stainless steel, minimum 11.4 cm (4.5 in.)	1
Emergency blanket, aluminized, non-stretch polyester, minimum 132 × 213 cm (52 × 84 in.)	1
Arterial bleed tourniquet (windlass or ratcheting type)	1
Medical grade face mask	6
Face shield or safety eyewear	2
Contents list	1

NOTE:

If you need to remove an item from its box or outer packaging to save space, put the whole item (like bandages or antiseptic wipes) in a small, clear plastic sandwich bag. If the item has an expiry date, write it on the bag.

CRITICAL INCIDENT FOLLOW UP



CRITICAL INCIDENT FOLLOW UP

Disasters affect people in many ways. In some disaster situations, it may mean loss of a loved one, including relatives, friends, co-workers, support workers, neighbours or pets. For others, it means loss of home and property, furnishings and important or cherished belongings. The emotional impacts of loss and disruption may show up immediately or may appear many months later.

It is very important to understand that there is a natural grieving process following any loss and that a disaster of any size can cause unusual and unwanted stress in those attempting to reconstruct their lives. **These are normal reactions.**

Typical First Reactions:

- Disbelief and shock
- Disorientation and numbness
- Fear
- Reluctance to abandon property
- Problems with concentration or memory
- Difficulty in making decisions
- Seeking help and information
- Helpfulness to other disaster victims

Some Later Responses:

- Frustration and anxiety
- Anger and suspicion
- Moodiness and irritability
- Apathy and depression
- Crying for no apparent reason
- Fatigue, Low energy
- Change in appetite
- Digestive problems
- Difficulty in sleeping
- Headaches
- Feelings of powerlessness and of being overwhelmed
- Guilt of being unable to prevent disaster
- Disappointment with, and rejection of, outside help
- Isolation from family, friends, or social activities



CRITICAL INCIDENT FOLLOW UP

CONTINUED

Other possible impacts on individuals who may be unable to communicate their fears or feelings:

- Regress of earlier behaviour such as thumb sucking or bed wetting
- Clinging to parents or others they are close to
- Crying and screaming
- Reluctance to go to bed
- Nightmares
- Fantasies that the disaster never happened
- Inability to concentrate
- Withdrawal
- Immobility

What can you do to help after the initial crisis?

- Recognize your own feelings and talk to others about them; this will help relieve your stress and help you realize that other victims share your feelings.
- Talk to the individuals about both their feelings and your feelings. You may find many feelings are shared.
- Talk about what happened, providing factual information that they can understand.
- Reassure the individuals that they are safe. Repeat this assurance as often as necessary.
- Relax rules and recognize responsible behaviour.
- Work closely with others who may not understand how the disaster has affected the individuals/staff.



CRITICAL INCIDENT FOLLOW UP

CONTINUED

Procedure for Post-Incident Investigation and Response

The following procedures have been developed to ensure major emergencies are handled as effectively as possible.

- **Supporting Individuals/Staff** - It is inevitable in a major emergency that a wide range of reactions and emotions are experienced.
- **Post-Incident Investigation - Following a major emergency, an investigation will be conducted to determine if any changes are necessary to the emergency preparedness procedures** - Procedures, individuals, employees, emergency services and the overall NEXUS responses will be reviewed.
- **Procedures on Debriefing** - The stress of such incidents can lead to both physical and emotional responses that, while quite normal, can make it difficult for employees to function effectively in their work. For the benefit of both individuals and employees, NEXUS' aim is to ensure employees who have been involved in a traumatic critical incident have access to the support of a debriefer. A debriefer will be accessed through NEXUS' Employee and Family Assistance Program (EAP). The EAP program can be accessed by using the link on ShareVision or your supervisor can assist you in connecting with your EAP provider.



PLANNING AHEAD



FAMILY PREPAREDNESS

NEXUS recognizes it will be extremely difficult to be at work in the event of a major disaster such as an earthquake. We hope that you will take initiative and plan well for you and your family.

To assist in planning for your family's safety in an emergency, we offer the following information:



In case of emergency, the local radio stations (104.7 FM, 107.5 Cranbrook, 106.3 Invermere, 106.9 Creston, 106.1 Revelstoke and 100.1 Kamloops) will have updates on any situations.

It is imperative that NEXUS employees remain with the individuals they are supporting, as they have no other means of supporting themselves.



NEXUS
COMMUNITY SUPPORT SOCIETY