



## Emergency Action Plan (as of August 2015)

GAME CHANGING. LIFE CHANGING.

fortius  
*sport & health*

## Emergency Action Plan

### The Emergency Action Plan:

- Contains a review on various emergencies one may encounter and recommended methods to respond to each one of them.
- ALL Fortius Sport & Health staff and tenants should review this plan and be familiar with the procedures.
- Various drills will be conducted throughout the year to ensure everyone is familiar with the procedures.
- **All media inquiries relating to an emergency should be directed to CEO Craig Thompson 604-292-2500 x2549.**

# Emergency Action Plan

## Types of Emergencies:

- **Medical**
- **Fire**
- **Power Outage/Flooding**
- **Earthquake**
- **Hazmat or Chemical Spills**
- **Natural Gas Leak**
- **Bomb Threat/Suspicious Persons**
- **Explosion**

## Fortius Emergency Contacts

If you have identified an emergency, **DIAL 911 immediately and describe the location and type of emergency.**

If able, also contact **Fortius Main Reception (602-292-2500)** or one of the following lodge night personnel (making sure to inform them that you have already placed the 911 call):

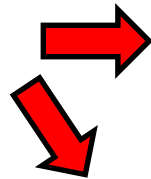
### **NIGHT MANAGER/SECURITY**

**WEEKDAYS** (after 9pm): cell 604-315-8685 or 604-292-2526

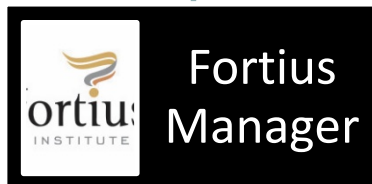
**WEEKENDS** (after 5pm): cell 604-315-8685 or 604-292-2526

## General Guidelines (During Operational Hours)

In event of an emergency **dial 911**  
AND **contact Main Reception**



Main Reception will then dispatch  
one of three contacts **below**:



## Emergency Phone Numbers

**Front Desk:** 604-292-2500

**Fortius Night Manager:**

**Cell** 604-315-8685 or **Desk** 604-292-2526

**Police:**

**Dial 911 for emergency or Burnaby RCMP (604) 294-7922**

**Fire:**

**Emergency - 911**

**Non-emergency - (604)-294-7190**

# Emergency Exits & Evacuation Rally Point

**If it is necessary to evacuate the building (in the event of a fire or other emergency):**

- Please exit the building from the **nearest safe exit** and proceed to the evacuation rally point.
  - Rally Point is located at the **Southeast Corner of the Fortius parking lot (nearest Sprott St. and Kensington Ave.)**.

## **Stairwell Orientation**

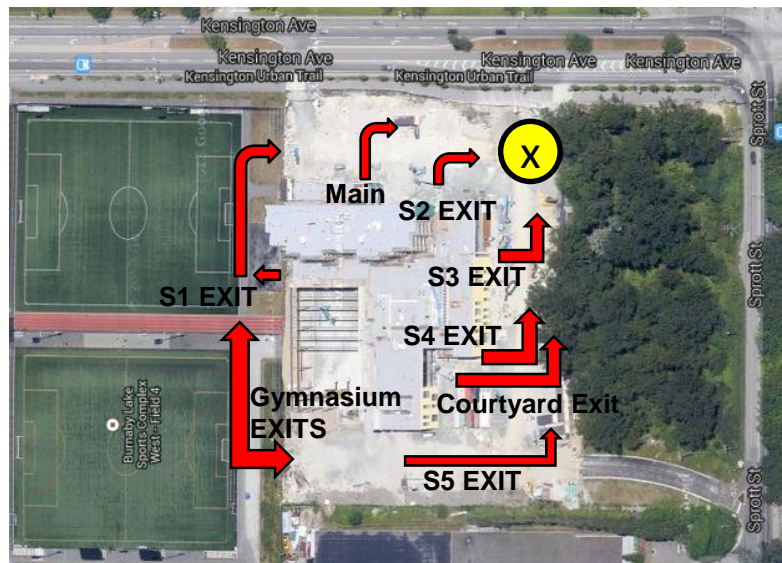
**S1** – Lodge – North wing, Oslo Landing, Game Changer's Café

**S2** – Lodge - South wing, Massage/Chiro treatment rooms

**S3** – Integration assessment rooms, Sydney Landing, Power Watts, Beijing Studio, Child Minding, Corporate (Reception, Barcelona Mtg, Sport Med)

**S4** – Corporate, Sport Med

**S5** – Fortius Fitness, Innovation, Security Room, Fortius Lab



**Courtyard Exit** - Performance Conditioning, Therapy (incl. Hydrotherapy), Practitioner Lounge, Salt Lake City boardroom, Charting area, Fortius Lab

**Gymnasium Exits** – Gymnasium Change rooms, Gymnasium Storage

## Making a 911 Call

**\*NOTE: If possible, make the 911 call from a Fortius CISCO landline phone.**

- These phones are equipped with an extra support mechanism to notify Fortius management and first responders.

It is important to give Main Reception or the caller as much information about the nature of the call as possible:

### **SAMPLE SCRIPT:**

O: "Nine-one-one operator. What is your emergency (Police, Fire or Ambulance)?"  
Caller: "I need an Ambulance" and go on to describe the problem/injury/state of casualty.

O: "Where are you?"  
Caller: **Fortius Sport and Health - 3713 Kensington Avenue, Burnaby BC V5B 0A5**

O: "What is your name?"

Caller: \_\_\_\_\_

O: "Don't hang up. Help is on the way."

The questions above are pretty standard, in one variation or another. Some of the following might be asked, depending on the emergency.

"How many people are injured?"

"What started the fire?"

"Is the fire still burning?"

"Approximately how old is the person injured?"

"Is the person conscious?"

"What did the person look like?"



## Medical Emergency

Regardless of the type of emergency, there are a few key steps that **everyone** can take regardless of their role, responsibilities or professional training.

**These steps are as follows:**

- **OBSERVE** - Recognize that an individual (staff, tenant or client) is in need of assistance.
- **GET HELP** - Notify Fortius Main Reception (x2500) of emergency and ask for help. Provide location, symptoms if able and if you think an ambulance is required.
- **ASSIST** – If trained in first aid, immediately assist client as long as it is safe to do so until an on-duty First Aid attendant or ambulance attendants arrive. If not, help with crowd control and scene management.

## Automated External Defibrillator (AED)



- An automated external defibrillator (AED) is a small, portable device used to identify cardiac rhythms and deliver a shock to correct abnormal electrical activity in the heart. (Heart and Stroke Foundation of Canada; 2013)
- **Fortius has 4 Public AED's strategically placed through out the facility.** Please familiarize yourself with the nearest wall-mounted location or contact Main Reception for assistance.

## Fire Emergency

### If you are the first to discover a fire:

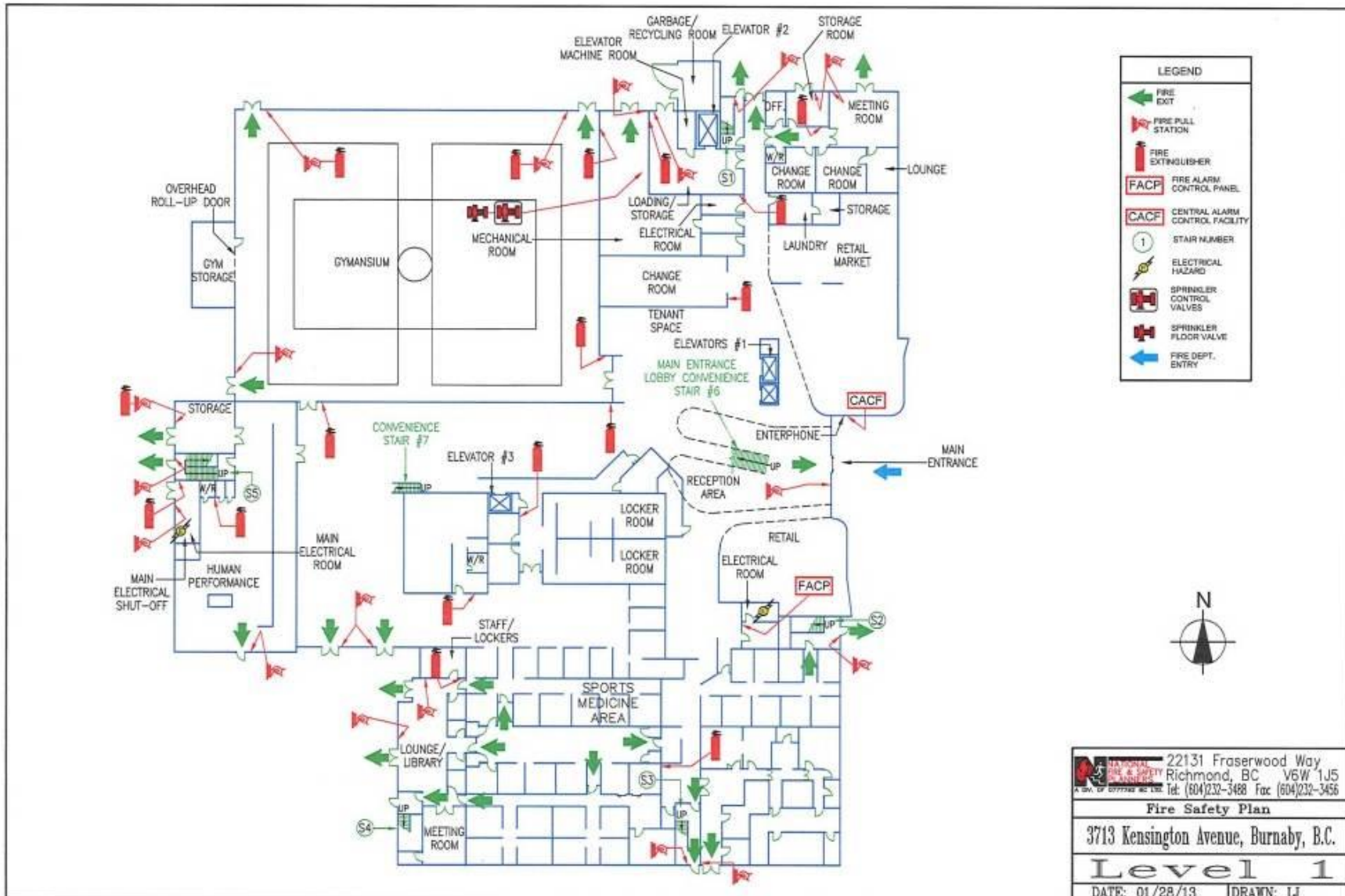
- **IMMEDIATELY**, sound the fire alarm by activating the nearest red alarm pull station.
- **Dial 911** - Tell them you are reporting a fire at: **Fortius Sport & Health, 3713 Kensington Avenue, Burnaby.**
- Notify Fortius Main Reception - (604) 292-2500 and describe what you saw + did + where you saw it.
- At your discretion, attempt to control the fire with nearest fire extinguishing equipment.
- Evacuate the building using nearest safe exit and closing doors behind you. **DO NOT USE THE ELEVATOR.**
- Proceed to the designated Evacuation Rally Point and report in with your Fire Warden.

# Fire Emergency

## When the alarm sounds:

- **REMAIN CALM.**
- Leave the building immediately by the nearest safe exit, closing doors behind you.
- **DO NOT USE THE ELEVATOR.**
- When you have reached the exterior, move away from the building.
- Proceed to the designated “Evacuation Rally Point” and report in to your Fire Warden.  
(SE Parking lot corner near Sprott Street and Kensington Avenue)
- **DO NOT GO BACK INTO THE BUILDING FOR ANY REASON.**  
The Fire Department or Fortius-authorized lead will advise when it is safe to do so.

# Location of Fire Extinguishers Level 1

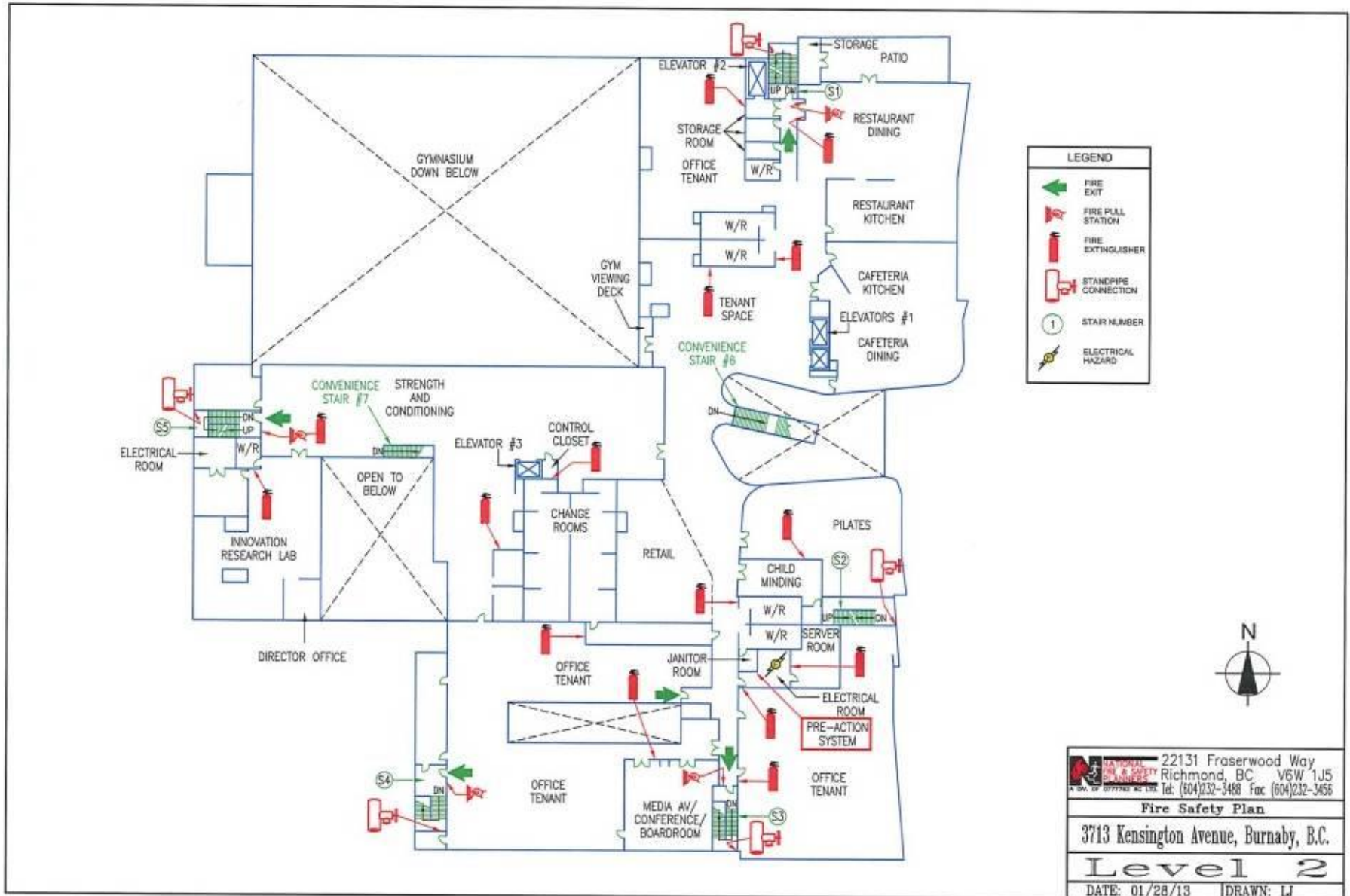


LEGEND	
	FIRE EXIT
	FIRE PULL STATION
	FIRE EXTINGUISHER
	FIRE ALARM CONTROL PANEL
	CENTRAL ALARM CONTROL FACILITY
	STAIR NUMBER
	ELECTRICAL HAZARD
	SPRINKLER CONTROL VALVES
	SPRINKLER FLOOR VALVE
	FIRE DEPT. ENTRY



	22131 Fraserwood Way Richmond, BC V6W 1J5 Tel: (604)232-3488 Fax: (604)232-3456
	<b>Fire Safety Plan</b> 3713 Kensington Avenue, Burnaby, B.C. <h2 style="text-align: center;">Level 1</h2> DATE: 01/28/13   DRAWN: LJ

# Location of Fire Extinguishers Level 2




 22131 Fraserwood Way  
 Richmond, BC V6W 1J5  
 Tel: (604)232-3488 Fax: (604)232-3456

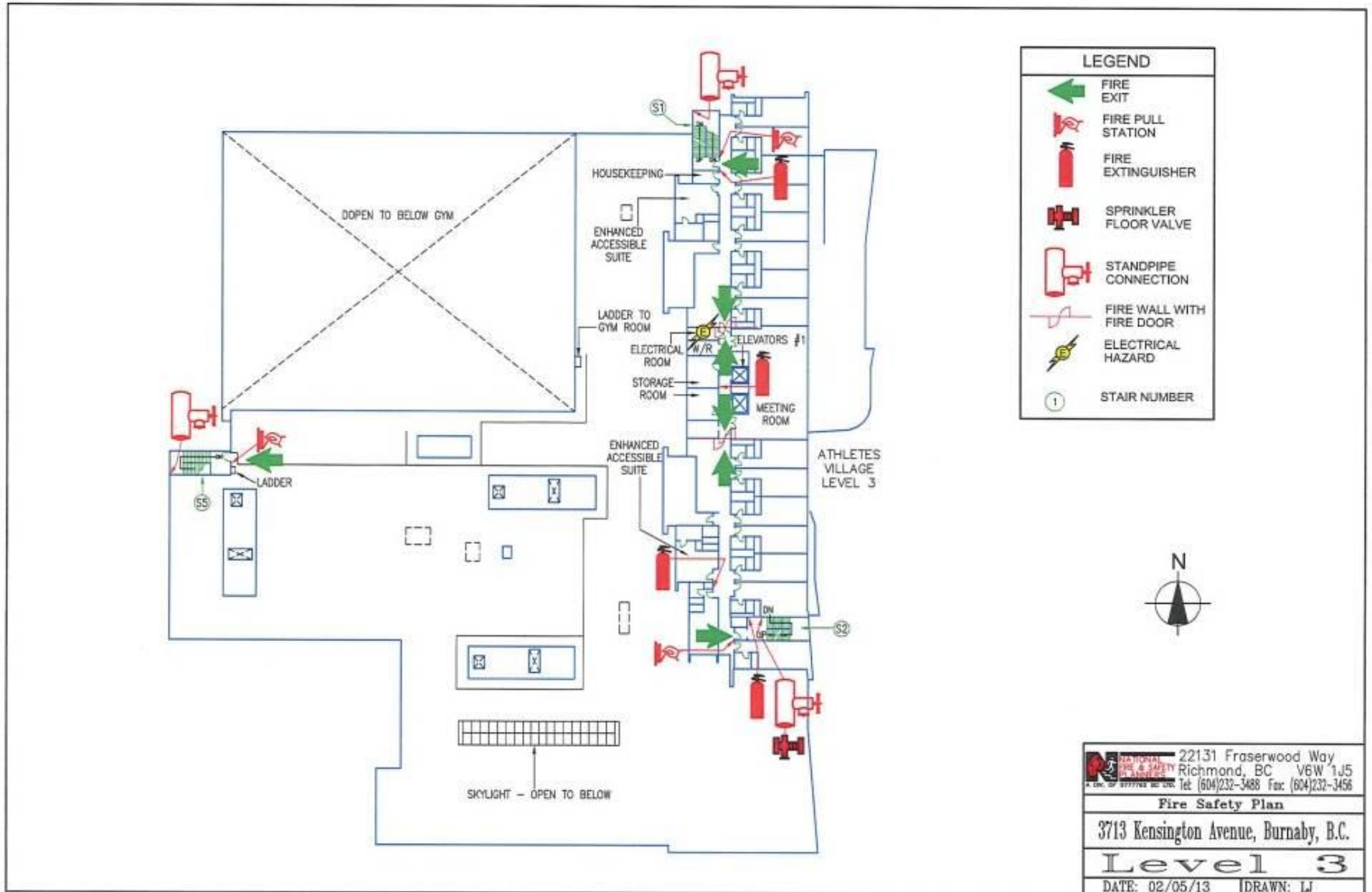
**Fire Safety Plan**

3713 Kensington Avenue, Burnaby, B.C.

**Level 2**

DATE: 01/28/13 | DRAWN: LJ

# Location of Fire Extinguishers Level 3

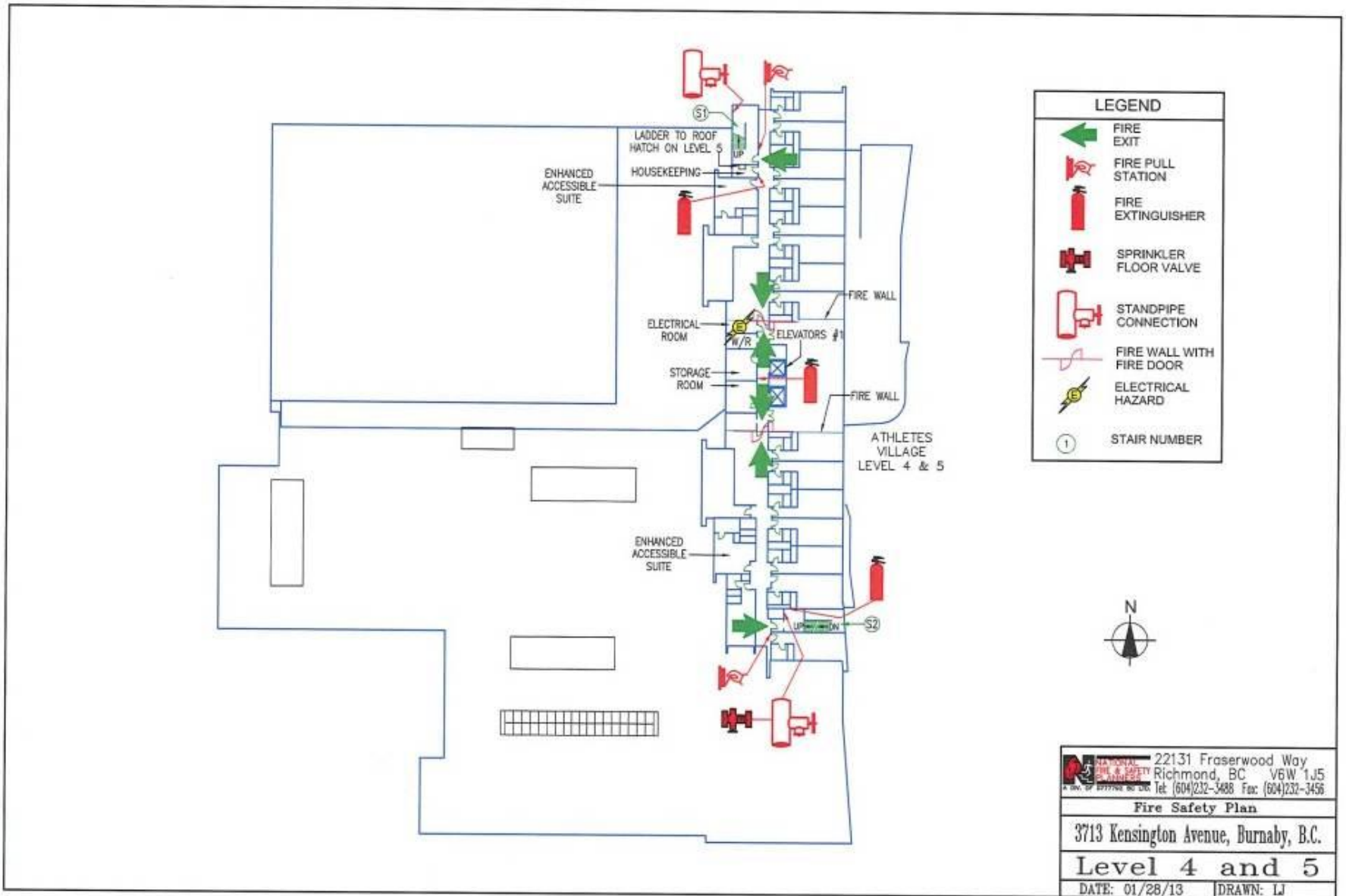


LEGEND	
	FIRE EXIT
	FIRE PULL STATION
	FIRE EXTINGUISHER
	SPRINKLER FLOOR VALVE
	STANDPIPE CONNECTION
	FIRE WALL WITH FIRE DOOR
	ELECTRICAL HAZARD
	STAIR NUMBER



	22131 Fraserwood Way Richmond, BC V6W 1J5 Tel: (604)232-3488 Fax: (604)232-3456
	<b>Fire Safety Plan</b>
3713 Kensington Avenue, Burnaby, B.C.	
<b>Level 3</b>	
DATE: 02/05/13	DRAWN: LJ

# Location of Fire Extinguishers Levels 4 and 5



	22131 Fraserwood Way Richmond, BC V6W 1J5 Tel: (604)232-3488 Fax: (604)232-3456
<b>Fire Safety Plan</b>	
3713 Kensington Avenue, Burnaby, B.C.	
<b>Level 4 and 5</b>	
DATE: 01/28/13	DRAWN: LJ



## Power Outage

### IN EVENT OF A POWER LOSS:

1. Remain calm and await for power to be restored or for further information, please contact the Fortius front desk staff or BC Hydro directly.
  - **NOTE:** At Fortius' discretion, you may be asked to congregate in a common area such as the Level 1 or 2 lobbies.
2. If deemed to be a safety hazard to occupants, Fortius staff will trigger an evacuation alarm signaling all occupants to evacuate to the Emergency Rally Point using stairwell exits.

# Flooding

## FLOODING

1. If you notice excessive flooding occurring, **vacate the room/area** and **notify the Front Desk** 604-292-2500.

IMPORTANT: If you are a lodge guest, Fortius staff and/or contractors are the only people who should attempt to resolve the problem.

# Earthquake

## Reacting to an Emergency:

- **If indoors:**
  - Stay indoors and **DROP, COVER and HOLD**
    - **DROP** down onto your hands and knees (before the earthquake knocks you down). This position protects you from falling but allows you to still move if necessary.
    - **COVER** your head and neck (and your entire body if possible) under a sturdy table or desk. If there is no shelter nearby, only then should you get down near an interior wall (or next to low-lying furniture that won't fall on you), and cover your head and neck with your arms and hands.
    - **HOLD ON** to your shelter (or to your head and neck) until the shaking stops. Be prepared to move with your shelter if the shaking shifts it around.
    - If in a crowded area, do not rush for an exit. Move away from shelves where items may fall.
    - **DO NOT** use the elevator.
    - Stay away from windows and outside walls..
- **If outdoors:**
  - Get into an open area away from trees, light poles, power lines, walls, and buildings.
  - Drop, Cover and Hold until earthquake completes, be aware of potential for aftershocks.

**TIP:** If near a Fortius reception desk, use a local handheld radio to stay updated in your area

# Natural Gas Leak

## NATURAL GAS

- **Smell rotten eggs?** Or if you hear the sound of escaping gas, it could be natural gas.
  - **Vacate the area** and **report to Main Reception**. Leave the building if you feel unsafe.
  - Main Reception will dispatch a Facility Manager or manager on duty to investigate and call FORTIS BC.
- If you are unable to reach any help internally, exit outside and use your cell or smartphone to call FortisBC's 24-hour Emergency Line at **1-800-663-9911** or **911**.

## Suspicious Person or Package

### Reacting to an Emergency:

#### Suspicious person

- If you notice a suspicious person, **contact front desk** to dispatch a manager to investigate.
- Should you feel comfortable, approach the individual and strike up a polite conversation
  - Welcome them to Fortius and ask them if you can be of any assistance
  - If they decline, politely ask them “What brings you to Fortius today?”
  - Observe their responses and contact management if required
- If you notice anyone claiming to have or brandishing a weapon call 911 and management immediately
- Fill out a detailed incident report and scan/send to management asap (the use of security video footage could prove useful in early stages)
- NEVER put yourself in harm’s way. Dial 911 when in doubt.

#### Suspicious packages

- **Don’t** open or handle the package
- **Notify** Fortius Main Reception (x. 2500) to dispatch a Facility Manager or manager on duty.
- **Dial 911** if you are unable to reach anyone.

# Explosion

## Reacting to an Emergency:

- **REMAIN CALM.**
- Pull nearest Fire Alarm.
- Watch out for falling debris, collapsed or loose flooring and the potential of fires breaking out.
- Cover your mouth with a cloth if smoke/dust is present.
- **DO NOT USE ELEVATORS.**
- Evacuate through the nearest safe exit doors and keep to the right when going down the stairs.
- Stay at the Evacuation Rally Point until an official order has been issued that it's safe and clear to re-enter the building.

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## Night time Evacuation (Fortius Lodge)

In the event an evacuation is required after hours due to fire, emergency, false alarm etc, please exit through stairwell exits and congregate at Rally Point.

1. The front entrance is a fire lane and is NOT AN ACCEPTABLE RALLY LOCATION
2. The Fortius Night Manager/Security will authorize when it is safe to return to the building and complete an incident report.
3. The approved Rally Point is located in the SE corner of the parking lot nearest Sprott St and Kensington Ave

# Emergency Action Plan

Conclusion:

- Training and drills are tools that can prove vital when faced with an emergency situation. The collective reaction time with high efficient actions will result in our overall chance of success.

**THE END**

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