

# Emergency Management Plan Helpful Guide Book

Provided to  
Community Events in Oakville

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# Event Details

Knowing your event's details and having them confirmed helps to ensure that your event attendees and your volunteers all have the same knowledge going into the event. These should all be confirmed before your event planning and marketing begins. These are also important to have with you on hand, should you have any questions at the event.

Event Name: \_\_\_\_\_

Event Date: \_\_\_\_\_

Event Starts (time): \_\_\_\_\_

Event Ends(s): \_\_\_\_\_

Event Location: \_\_\_\_\_

Event Address: \_\_\_\_\_

Anticipated attendance: \_\_\_\_\_

Peak times (estimated): \_\_\_\_\_

Rain or shine: Y / N

Admission? Y / N

## Event Location

Having a site map is important for the set up and take down of your event, but also as a guide for volunteers and event attendees so that they can know where all of your programming is located. This is also important for any emergencies. With a site plan, you are able to identify the location of an emergency easily with various landmarks and ensure that all vendors and participants are accounted for. If you have any large machinery (inflatables, rides, generators, etc.) the site map allows you to indicate where they are, their power source and ensure the safety of the operators and users.

Your site map can also indicate your emergency exits and emergency gathering points. Another useful tool is creating “zones” at your event using your map, and placing a volunteer in charge of each as part of your communication plan.

## Emergency Gathering Point

Having an emergency gathering point is another helpful resource to have and a plan to consider so that all volunteers and staff can know in advance where to go in the event of an emergency. This will also help when communicating to the public where various gathering points are and help to streamline emergency responses.

In case of an emergency, the following gathering points will have been communicated in advance to the necessary parties:

Onsite gathering point for staff/volunteers: \_\_\_\_\_

Onsite gathering point for attendees/public: \_\_\_\_\_

Onsite meeting point for 9-1-1, Fire, EMS: \_\_\_\_\_

In case the event site has to be evacuated, the following off-site gathering points will have been communicated in advance to the necessary parties:

Off-site gathering point for staff/volunteers: \_\_\_\_\_

Off-site gathering point for attendees/public: \_\_\_\_\_

Off-site meeting point for 9-1-1, Fire, EMS: \_\_\_\_\_

# Contacts and Communication

Communication plans and identified points of contact are vitally important for the ease of implementing your emergency response plan in any situation. Identifying the primary method of event-day communication and the main point of contact for a variety of situations is necessary. In the event of an emergency, having a clear response and an identified individual to make decisions will help in an emergency situation.

The primary method of event-day communication between organizers/volunteers will be:

Cell phones

2-way radios

Other: \_\_\_\_\_

## Radio Assignment

If you are using radios, assign them to individuals who need them in advance of your event. This helps to prevent confusion day-of the event and can be copied to be provided to a variety of individuals who need this information. Keep a waterproof copy on site with you as well in case of inclement weather!

Name	Position	Radio #	Radio Channel
	EMS/First Aid		
	Police		
...			
...			

## Cell Phone Numbers

Having a register of important cell phone numbers on site is also a good tool to have to contact with any questions throughout the event or event participant questions.

Name	Position	Cell Number	Physical Location
	EMS/First Aid		
	Police		
...			

### Chain of Command

A chain of command is good to use if there are multiple lead volunteers and organizers. It helps to know who to call depending on the emergency or for clarification on roles.

Determine this before your event (and volunteer training!) to ensure that everyone has been communicated the appropriate channels of communication

In the case of an emergency, the following chain of command will be followed:

<b>Order</b>	<b>Name</b>	<b>Position</b>	<b>Cell #</b>	<b>Radio Channel</b>
1				
2				
3				
4				
5				

# Planning for possible incidents and accidents

At any event, there are a variety of situations that could happen. Highlighted below are a variety of situations and scenarios in which you should be thinking about when crafting your emergency responses and what could happen in the event of these situations.

*(The following has been drafted as a preliminary outline of realistic situations and scenarios that could/might occur at a community event. Event organizers are responsible for revising this section and adding scenarios and responses in order to generate an Emergency Management Plan suitable for the dynamic of their event.)*

## Calling off the event

The decision to call off or end the event will be made by the event's representative:  
\_\_\_\_\_ (individual's name).

In situations causing or anticipated to cause risk/harm to the public, the Town of Oakville and/or Halton Regional Police and/or Oakville Fire Services retains the authority to call off or end any event.

## Weather

The weather leading up to and during event day will be monitored by  
\_\_\_\_\_ (individual's name). \_\_\_\_\_  
(individual's name) will report incoming inclement weather to the committee and  
\_\_\_\_\_ (individual's name) as necessary.

Situation	Action/Response
Severe Rain	In the case of heavy rainfall, programming may continue as scheduled. Additional volunteers and security will be made available to tents or sheltered areas do not exceed capacity levels. Additional volunteers will be made available to deal with crowding issues inside tents.
Flooding	In the case of heavy rainfall prior to or during the event that results in flooding in areas, sections of the event may be deemed 'off-limits' to attendees and roped off accordingly.

<p>Flooding Continued</p>	<p>Depending on the nature of the flooding, and the areas affected, event programming may continue as scheduled.</p> <p>Additional volunteers and security will be made available to assist with cordoning off flooded areas, or removing materials affected by flooding.</p> <p>Efforts to protect and preserve the event site and the safety of the event attendees are the priority in any flooding situation.</p>
<p>Lightning Storm</p>	<p>In the case of an approaching lightning storm:</p> <p><b>Temporary Closure</b></p> <p>The decision to temporarily close the event or delay programming will be made by _____ (individual's name). in consultation with _____ (individual's name). _____ (individual's name) will make the closure known to the event committee.</p> <p>Once the committee is aware of the closure, announcements will be made to the public through the main stage PA system. Patrons will be advised to seek shelter, and will be told to leave any area under a tent or temporary structure, or next to/under trees.</p> <p>Outdoor workshops, vendors and performers will stop all activity until the closure comes to an end.</p> <p><b>Complete Closure</b></p> <p>The decision to completely close the event and permanently stop programming will be made _____ (individual's name).</p> <p>In situations causing or anticipated to cause risk/harm to the public, the Town of Oakville and/or Halton Regional Police and/or Oakville Fire Services retains the authority to call off or end any event.</p> <p>Once the committee is aware of the closure, announcements will be made over the PA system to the public. Patrons will be advised to leave the park immediately. Security and volunteers will assist with crowd control and to ensure everyone leaves the grounds safely.</p>

	<p>All vendors and workshops will be responsible for closing down their areas and leaving immediately.</p>
<p>High Winds</p>	<p>In the case of high winds (50-61km/h), outdoor programming will be notified of the weather conditions.</p> <p><b>Tent Structures</b>  All tent structures will be checked for reinforced weights. Tents that are not secure will be collapsed. Any tent structures with walls will have walls opened up in order to allow air through.</p> <p><b>Stage(s)</b>  Speakers and stage props will be lowered to ground level or removed for safety purposes.</p> <p><b>Flags and Banners</b>  All flags and banners will be lowered or removed from their structures.</p> <p><b>Loose Materials</b>  Any loose materials such as arts/craft supplies, signage, promotional materials, etc., will be collected and packaged away so as to not fly away.</p>
<p>Extreme Winds/Tornado</p>	<p>In the case of extreme winds (greater than 61km/h), all outdoor programming will cease immediately.</p> <p><b>Tent Structures</b>  All tent structures will be checked for reinforced weights. Tents that are not secure will be collapsed. Any tent structures with walls will have walls opened up in order to allow air through. Patrons, vendors, staff and volunteers will be asked to evacuate tent areas and seek shelter.</p> <p><b>Stage(s)</b>  Speakers and stage props will be removed from the stage and performances cancelled until the extreme wind warning is over.</p> <p><b>Flags and Banners</b>  All flags and banners will be lowered or removed from their structures.</p> <p><b>Loose Materials</b></p>

	<p>Any loose materials such as arts/craft supplies, signage, promotional materials, etc., will be collected and packaged away so as to not fly away.</p> <p>Tornado In the event of possible tornado weather, a complete shut down and evacuation of the grounds will occur. Announcements will be made to the public, and security and volunteers will assist the public off the site safely.</p>
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**Personal injury**

The \_\_\_\_\_ committee recognizes the potential for injury among attendees. This protocol serves to give full consideration to limiting and responding to any incidence of personal injury at the event.

Situation	Action/Response
Personal Injury	<p>The event has retained a first aid service to be onsite during the event from _____(times).</p> <p>The first aid service will be located _____.</p> <p>This first aid tent will be staffed at all times. An AED device will be located in the first aid tent.</p> <p><b>Limited injury (ex. Trip/fall, bee sting, dehydration)</b> Provided there is no risk to the individual or the event, these types of injuries will be treated onsite. The first aid service will be equipped with bottles of water, band aids, etc., to assist with any injuries of a limited nature. The injured party will be released into their own care after consent to release has been received by the first aid service.</p> <p><b>Mid-range injury (ex. Allergic reaction, sprain, heat exhaustion)</b> Provided there is no risk to the individual or the event, efforts will be taken to treat these types of injuries onsite. In cases where the injury requires medical assistance, the injured party may be released into the care of those who attended the event with them, and told to seek medical assistance at a doctor or hospital.</p> <p>In the case the more urgent care is needed, an ambulance may be called by a member of the event committee or the first aid service, by dialing 9-1-1.</p>

If an ambulance is required, the address for the event site will be provided to 9-1-1 dispatch as:

\_\_\_\_\_ (address).

The ambulance may be instructed to arrive at:

\_\_\_\_\_ (location/address).

A member of the event committee and first aid service will meet the ambulance at the designated entrance and provide crowd control to escort the injured party to the ambulance or vice versa.

**Severe injury (ex. Heart attack, broken bone)**

An ambulance will be called to the event to attend to all severe injuries by calling 9-1-1.

If an ambulance is required, the address for the event site will be provided to 9-1-1 dispatch as:

\_\_\_\_\_ (address).

The ambulance may be instructed to arrive at:

\_\_\_\_\_ (location/address).

A member of the event committee and first aid service will meet the ambulance at the designated entrance and provide crowd control to escort the injured party to the ambulance or vice versa.

All first aid incidents and emergencies will be documented by the first aid service and provided in a post-event report to the event committee.

**Lost Person/Child**

The \_\_\_\_\_ committee recognizes the potential for its attendees, and specifically children visiting the event to become separated from their parents or responsible adult. This protocol serves to give full consideration to how children will be protected during the event, and to the safe management of lost people/children at the event.

Situation	Action/Response
<p>Lost Child/ren</p>	<p><b>Collection Point</b></p> <p>This location: _____ will serve as the designated Collection Point for any lost people/children.</p> <p>This tent will be staffed at all times with _____ (staff/volunteer/name) at all times.</p> <p>If lost children, parents separated from their children, vulnerable adults or personal assistants of vulnerable adults arrive at other points or speak to an event staff person or volunteer they should be directed or taken to the Collection Point as appropriate.</p> <p><b>“Take a Picture of your Child” campaign</b></p> <p>This location: _____ will serve as the “take a picture of their child” location.</p> <p>This campaign is aimed at ensuring parents have a current photo of their child with them, should the child go missing at the event. This process is important to ensuring the parents/care givers know what the child is wearing at the event.</p>
<p>Children or vulnerable adults found without their parents</p>	<p>A child or vulnerable adult appearing to be lost should be approached and asked if they know where their parents/guardian are.</p> <p>If a child or vulnerable adult still appears to be lost they should be led to the collection point, where they will be encouraged to remain until they have been re-united with a parent or guardian.</p> <p>The child or vulnerable adult should gently be asked for as much information as possible, including:</p>

- Their name
- The names of who they are with
- Their parents/ guardians/ personal assistant/ brother etc., names
- Where they last saw them and a description of them

If the child is brought over by another adult, as much information as possible should be gained from this person, including:

- Where the child was found
- If anyone was with the child

All of this information must be documented in the Lost Person Log at the Collection Point.

The event staff at the Collection Point will notify \_\_\_\_\_ (individual's name) of a missing person, by referencing the code: "Packaged delivered" via (radio/cell phone).

**The radio code for a child/vulnerable person found without a caregiver is: \_\_\_\_\_** (i.e. "Teddy Bear Picnic").

The event staff person \_\_\_\_\_ (individual's name) will check in at the Collection Point, gain the necessary information and transmit the information to the event committee.

If the parent/guardian/personal assistant's name is known an announcement will be made via the main stage PA system:

"This is a public announcement, could... (Name of person) please come to the \_\_\_\_\_ (Collection Point)?"

If the name of the parent/guardian /personal assistant is not known the following announcement will be made via main stage PA system:

"This is a public announcement, please remember this is a busy event, if you have been separated from a family member, please go to \_\_\_\_\_ (Collection Point)".

	<p><b>The PA announcement should not mention the name of the lost child.</b></p> <p>The radio code for a child or person found without parent or guardian is “Package delivered” (Example radio call: “This is _____, we have a package delivered at the Information Booth”</p> <p>If a parent/care giver/personal assistant is not located with 10 minutes, the event co-chairs will notify _____(i.e. Halton Region Police) via phone call.</p>
<p>Parent/ Guardian /Personal Assistants reporting lost children</p>	<p>Reassure parent/ guardian/ personal assistant informing you of a lost child, that efforts to locate the child will be undertaken immediately.</p> <p>Encourage the parent to come to the Collection Point if not already there, so they can give details.</p> <p>Ask the parent for the following details of the child or vulnerable adult: name, age, sex, ethnic origin, hair colour, build, clothing, location last seen and who they were with.</p> <p>All of this information must be documents in the Lost Person Log at the Collection Point.</p> <p>Encourage the parent to regularly return to the Collection Point if they continue to search for the child, in case the child is found.</p> <p>An event staff person notifying the event team of a lost child shall observe the following radio protocol:</p> <p>Make a radio call that says “Members of the event team, please change your radio to channel 2 now. Repeat. Members of the event team, please change your radio to channel 2 now.”</p> <p>All event staff with radios shall turn their radios to channel 2.</p> <p><b>The radio code for a lost child/vulnerable person is: “Teddy Bear Picnic”</b></p> <p>Radio caller to state: “Please be advised of a Teddy Bear Picnic. Looking for (and then state the information available):</p>

	<p>name, age, sex, ethnic origin, hair colour, build, clothing, location last seen.”</p> <p>Event staff and volunteers will conduct an initial search of the area.</p> <p>When the child or vulnerable person is found, they will be lead to the Collection Point to be re-united with their parent.</p> <p>If a child or vulnerable person is not found within 10 minutes the event staff will notify Halton Regional Police via phone call.</p>
<p>Re-uniting Parent /Personal Assistants with Children /Vulnerable Adults</p>	<p>Before releasing a child or vulnerable adult to an adult presenting as their caregiver, ask the child or vulnerable adult if they know this person.</p> <p>Ask: “Do you know this person?”.</p> <p>If the child or vulnerable adult appears not to know the person presenting as their caregiver, or is reluctant to go with the collecting adult, ask the adult to provide proof of ID and their signature.</p> <p>The Information Booth staff person should take a picture of the collecting adult’s ID and signature using their cell phone, and keep the picture for post-event documenting.</p> <p>The collecting adult must also sign the Lost Person Log, providing their first name, last name, telephone number and address.</p> <p>If necessary the police should be called.</p> <p>Once a child or vulnerable adult has been re-united with their collecting adult all event staff, security, volunteers and police (if necessary) will be informed immediately.</p>
<p>Lost Person Log</p>	<p>All lost persons/children’s incidents must be logged and filed with the event staff at the Information Booth.</p> <p>A template log form with copies will be supplied on a clipboard to the staff working the Information Booth.</p> <p>A sample Lost Person Log is enclosed in Appendix A below.</p>

## Lost Property

Through its Lost & Found protocol, the \_\_\_\_\_ committee attempts to collect and return any lost personal property found at the event to its rightful owner.

Situation	Action/Response
<b>Lost Property</b>	<p><b>Collection Point</b></p> <p>This location: _____ will serve as the designated Collection Point for any lost property.</p> <p>This tent will be staffed at all times with This location: _____ (staff/volunteer/name).</p> <p>If an item of personal property is found, it is to be turned in to the Collection Point.</p> <p>If an item of personal property is lost, it can be reported as lost at the Collection Point.</p> <p>A Lost &amp; Found sign will be displayed at the Collection Point, visible to attendees so they will know where to go to retrieve lost property.</p> <p>Documentation of all reported lost and found items must be captured in the Lost &amp; Found Log at the Information Booth.</p> <p>A sample Lost &amp; Found Log is enclosed in Appendix B below.</p> <p>Any found material will be kept by the event committee for one month after the event, should any inquiries be received. After the one-month mark, any found materials will be donated or disposed of as necessary.</p>

# Planning for possible incidents and accidents

*(The following has been drafted as a preliminary outline of realistic situations and scenarios that could/might occur at a community event. Event organizers are responsible for revising this section and adding scenarios and responses in order to generate an Emergency Management Plan suitable for the dynamic of their event.)*

<p><b>Weather</b></p>	<p><b>Before event begins:</b></p> <p><b>During Event:</b></p>
<p><b>Injury</b></p>	
<p><b>Lost Person / Child</b></p>	
<p><b>Lost Goods</b></p>	
<p><b>Security Threat</b></p>	
<p><b>Other</b></p>	

## Appendix A – Lost Person Log (sample)

Name of Lost	Age/Gender	Description	Time lost/ reported:	Time found:	Released to:	Collecting adult info:

## Appendix B – Lost & Found Log (sample)

Item	Description	Time lost/ reported:	Time found:	Contact name/ Released to:	Contact info:

