

Barachois Pond Provincial Park

Emergency Preparedness Plan

Emergency and Key Contact Numbers 2019

Emergency Services 911

Police 709-643-2118 or 709-643-2119

Fire 709-646-5555 or 709-647-7777

Fire Index 709-729-4180

Forest Fire Season (May 1 – Sep 30).....1-866-709-3473 (FIRE)

Forestry Direct Emergency Lines

Forestry Fax 709-647-3416

Western Region (24/7).....709-632-8133 (cell)

Provincial Headquarters 709-637-2328

Environmental Emergencies 709-772-2083 / 1-800-563-9089

Medical

Ambulance Service709-643-2472 or 709-643-3953

Stephenville Hospital..... 709-634-7247

Doctor's Office709-646-2301

Clinic709-646-2233

Nursing Station..... 709-643-7267

Poison Control 709-643-7121

Search and Rescue

Ground Search and Rescue.....911

Towing

Eddy's Towing Service..... 709-643-5040

After Hours: 709-643-9600 / 643-3526)

Whiles Auto Salvage.....709-644-2332

Park Division Headquarters Staff

Sian French, Director.....709-637-2275 (office) 640-3010 (cell)
Geoff Bailey,
Manager, Operations and
Visitor Services709-637-2411 (office) 639-5192 (cell)
Front Desk 709-637-2240

Park Staff

Park Office (24/7 *camping season only) 709-649-0048
Colin Davis, Park Manager 709-649-0048 (office)
709-649-1383 (cell)

Park Rangers

See contact information in Park Office

Labourers:

See contact information in Park Office

Key Contact Numbers

Blow Me Down Provincial Park 709-681-2430
J.T. Cheeseman Provincial Park..... 709-695-7222
Gale's Septic Cleaning 709-955-2642
Superior Propane 1-877-873-7467 or 709-634-9774
Battlefield Equipment 709-634-2610

**Contact Numbers should be reviewed and updated annually

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About This Plan

This Emergency Preparedness Plan (EPP) has been developed to comply with both:

- Section 12.(1)(j) of the Occupational Health and Safety Regulations, 2012 which requires an employer to include an emergency response plan (ERP) in their Occupational Health and Safety Program (OHSP); and
- Section 9 of TCII's OHSP which requires an emergency response/preparedness plan be prepared for the workplace to minimize or eliminate the risk of injury, death, and/or damage, or loss of property during a foreseeable emergency.

The EPP reflects an all-hazards approach. All-hazards emergency management planning is an approach that recognizes that the actions required to mitigate the effects of emergencies are essentially the same, irrespective of the nature of the event, thereby permitting an optimization of scarce planning, response and support resources. The intention of all-hazards generic emergency planning is to employ generic methodologies, modified as necessary by particular circumstances.

An emergency refers to an immediate event that requires prompt coordination of actions concerning persons or property to protect the health, safety or welfare of people, or to limit damage to property or the environment. The EPP establishes the basic framework for emergency preparedness and outlines the emergency response procedures to be followed by Park staff during an emergency to protect life, property and the environment. Overall the key concepts associated with EPP response are **A**ssess, **C**ommunicate and **T**ake Action or **ACT**. This approach is designed to support a common and consistent approach to emergency response by all staff in all situations. The EPP also identifies key activities associated with recovery efforts following an emergency.

This Emergency Preparedness Plan (EPP) outlines the emergency response procedures to be followed by Park staff during an emergency to protect life, property and the environment. Park staff are equipped and trained to deal with a broad range of all-hazard scenarios and will typically provide an initial response to all incidents. For complex and larger scale incidents, Park staff will work closely with emergency responders and emergency management partners to mitigate the impacts on guests and staff, property and the environment.

The Park EPP is comprised of the following parts:

- PART 1 Park Overview**
- PART 2 Emergency Management Approach**
- PART 3 Emergency Mitigation and Prevention**
- PART 4 Emergency Preparedness**
- PART 5 Emergency Response**
- PART 6 Emergency Recovery**
- PART 7 Emergency Communications**
- PART 8 Roles and Responsibilities**

The Park EPP will be reviewed and updated annually as required. Questions and inquiries regarding this Plan can be directed to the Park Manager.

Park Overview

Barchois Pond Provincial Park: The Park is the largest Provincial Park in western Newfoundland. Located off the Trans Canada Highway the park is 20 kilometres from Stephenville. There are 150 campsites, hiking trails, two unsupervised swimming areas and a day use area and can attract hundreds of guests at any time.

Staffing Levels: The Park typically has three to four (3 - 4) staff members working during the day and two to three (2 - 3) staff members working at night with additional on call staff available as needed. For large planned events staffing levels are increased if possible.

Emergency Equipment: Emergency equipment is located throughout the Park to assist Park staff in dealing with a wide range of all-hazard scenarios. Key equipment includes fire equipment, First-Aid kits and an Automated External Defibrillator (AED), and water rescue equipment. Emergency equipment must include water-safety equipment, telephones, two-way radio equipment, First-Aid kits (cabin, checkpoint, and vehicles), stretchers, loudhailers/megaphones, firefighting equipment including chemical extinguisher, flashlights, sealed-beam lanterns, saws, axes, picks/shovels, etc. **The location of key emergency equipment is reflected on the Park EPP Map located on the next page.** A copy of this map must be posted in the cabin and at the checkpoint.

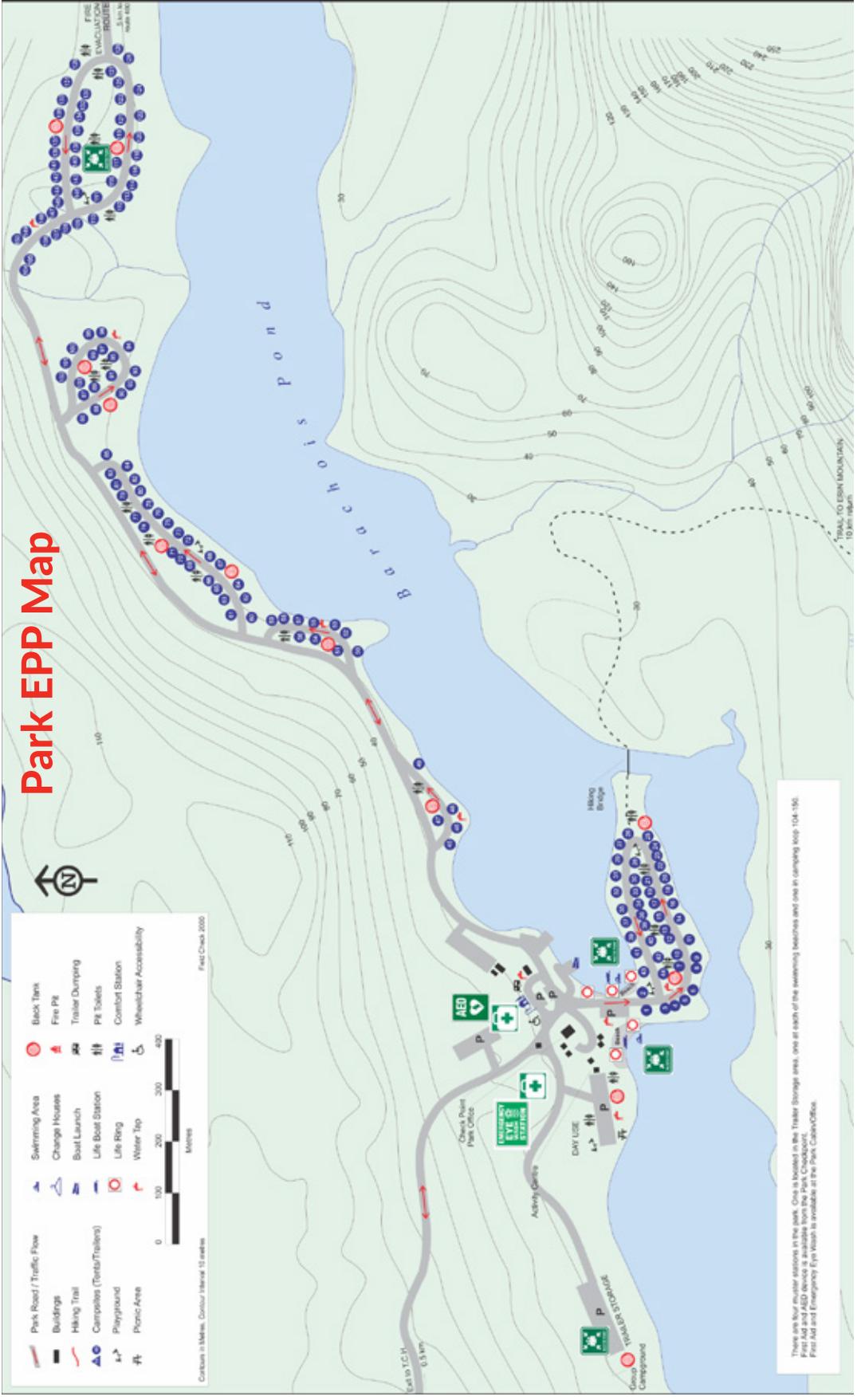
Evacuation Routes and Muster Stations: The Park EPP Map identifies the evacuation routes and muster stations. The evacuation route is suitable for pedestrian traffic and personal vehicles but is not suitable for large trailers and campers.

Emergency Communications: Park staff have the ability to communicate with staff and guests using a range of communication capabilities that include in person, mobile radios, loudhailers, and signage. The Park relies on cellular phone communications for Park Office communications. Park staff may also have access to mobile phones during emergencies; however cellular coverage in the Park is very limited.

Emergency Response

Park staff levels provide for a timely initial response to incidents reported to Park staff however Park staff would require significant support from first responders and emergency management partners for large scale or complex incidents. The average response time for police, fire and ambulance services to a park emergency is approximately 15-20 minutes. If needed, Park staff should plan to meet responders at the checkpoint unless alternate arrangements have been made.

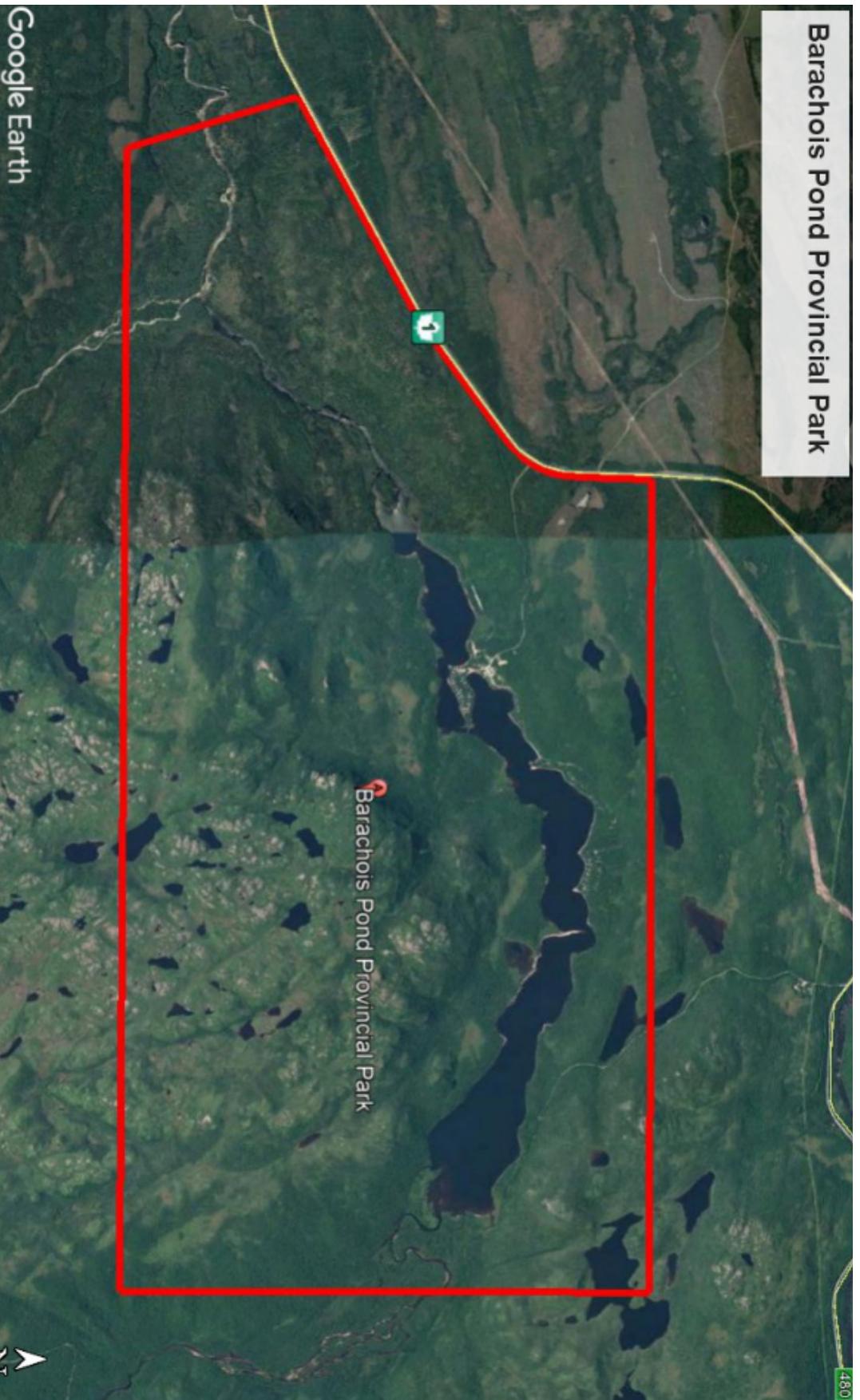
Park EPP Map



There are four eyewash stations in the park. One is located in the Trailer Storage area, one at each of the swimming beaches and one in camping loop 104-106. First Aid and AED device is available from the Park Checkpoint. First Aid and Emergency Eye Wash is available at the Park Cabin/Office.

This map is to be reviewed and updated annually as needed

Barachois Pond Provincial Park

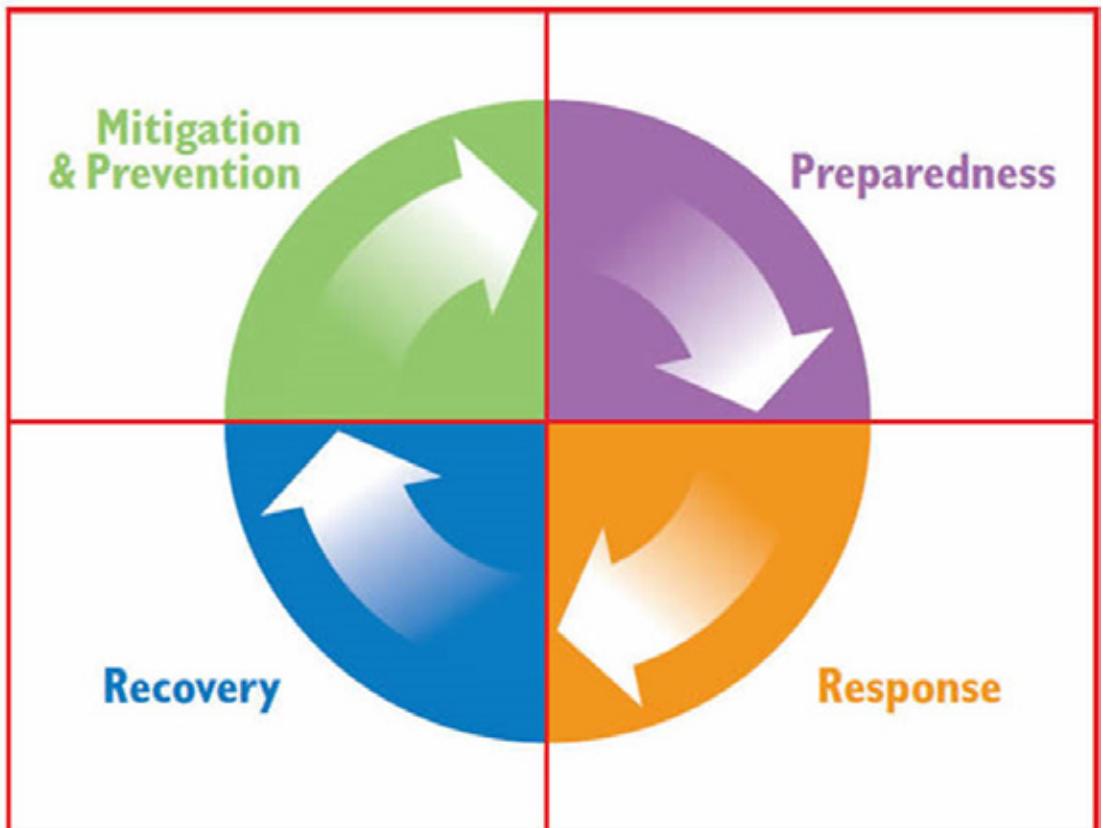


Google Earth

PART 2

Emergency Management Approach

The Park EPP approach reflects all of the phases on emergency management depicted below:



PART 3

Emergency Mitigation and Prevention

The Government of Newfoundland and Labrador, Parks Division and its Park staff are committed to emergency mitigation and prevention. As part of a comprehensive emergency management approach, Park staff will implement the following initiatives:

- Promote and adhere to the public safety policies and procedures outlined in the Parks Division Policy and Procedure Manual
- Promote the established guest safety tips. These tips can be posted on the reservation website and/or posted in prominent locations throughout the Park to include Comfort Stations
- Conduct regular Park patrols to identify and address potential hazards
- Monitor potential hazards through Fire and Emergency Services at <https://www.gov.nl.ca/fes/emo/alerts.html>, hurricane conditions at https://weather.gc.ca/hurricane/index_e.html and through the Forestry and Agrifoods Fire Hazard Map at https://www.faa.gov.nl.ca/forestry/forest_fires/fire_hazard_map.html
- Conduct regular equipment inspections and maintenance to ensure all emergency equipment is in working order
- Conduct regular maintenance on fire evacuation routes
- Alert guests and staffs to potential hazards using signage, posters in prominent locations throughout the Park and in person (checkpoint and patrols)
- Post signs to warn guests and staff of potential hazards (fire index, unsupervised swimming, etc.)
- Restrict park activities when appropriate to mitigate potential hazards i.e. fire ban, closed trails, temporary park closure, etc.

PART 4

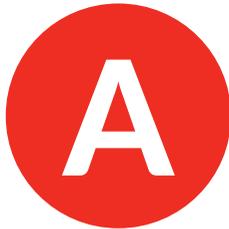
Emergency Preparedness

The Government of Newfoundland and Labrador, Parks Division and its Park staff are committed to emergency preparedness. As part of a comprehensive emergency management approach, Park staff will implement the following initiatives:

- Promote and adhere to the public safety policies and procedures outlined in the Parks Division Policy and Procedure Manual.
- Promote the established guest safety tips. These tips can be posted on the reservation website and/or posted in prominent locations throughout the Park to include Comfort Stations.
- Maintain, review and update (as needed) the Park Emergency Preparedness Plan on an annual basis. This review will be led by the Park Manager at the beginning of each season with input from Park staff and Headquarters staff.
- Conduct emergency preparedness related training which may include basic fire training, first aid and AED training, water safety training, and Incident Command System (ICS) training.
- Conduct periodic exercises to test the EPP. Exercises are to be scheduled by the Park Manager in consultation with Headquarters staff. Exercises can range from group discussions, to table top exercises, to practical tests of select response procedures. Exercises should be conducted every 3 years as a minimum. As part of EPP implementation, an initial exercise should be conducted based on the following scenario – a fire emergency requiring an initial response from Park staff and a subsequent response from emergency services. Subsequent exercises can be based on local past incidents or incidents at other provincial parks to review the response and to address any lessons or to focus on any of the other EPP response procedures. Where possible exercises should be facilitated by a representative from another Park or from Parks Division.
- Conduct regular liaison with key emergency response agencies (where possible host an emergency services day visit at the beginning of each new season).

Emergency Response

Park Emergency Response procedures are based on the concept of A-C-T or assess, communicate and take action.



Assess



Communicate



Take Action

Assess - Stop to Assess the Situation

- Is there an immediate danger?
- Is there a need to move people away from the danger or ensure people do not move into harm's way?
- Am I in danger?
- Do I have the equipment, training and experience to deal with this situation?
- Are additional resources and first responders required?

Communicate - Pause to Communicate

- In case of an emergency contact 911
- Contact other park staff for assistance
- Communicate with guests and staff
- Contact Headquarters to advise staff of the situation at the earliest opportunity

Take Action (appropriate to the incident). Actions can include:

- Clearing the immediate area and routes for first responders
- Initiating a water rescue
- Providing first aid
- Coordinating a search
- Extinguishing a fire
- Shutting off water or fuel sources
- Monitoring a situation and providing regular updates to emergency responders, staff and guests
- Directing guests to a muster station
- Directing guests to an evacuation route
- Preparing to meet with first responders on arrival
- Preparing staff and resources to support first responders on arrival
- Restricting certain activities (fires, drinking, hiking, etc.)
- Taking the decision to close and evacuate an area or the park
- Continue to reassess and communicate with others as needed

Only trained personnel are to use available emergency equipment

This section contains the following Emergency Response Procedures

- 1. Fire emergency**
- 2. Gas or propane leak**
- 3. Hazardous material spill or leak**
- 4. Medical emergency**
- 5. Lost/missing person**
- 6. Water emergency**
- 7. Weather event, watch or warning**
- 8. Sound complaint or disturbance**
- 9. Suspicious person/behaviour**
- 10. Suspicious package**
- 11. Bomb threat**
- 12. Violent person/armed assailant**
- 13. Wildlife incident**
- 14. Shelter in place/Lockdown**
- 15. Park closure and evacuation**

Park staff levels provide for a timely initial response to incidents reported to Park staff however Park staff will require support from first responders and emergency management partners for large scale and complex incidents.

1. Fire emergency

In case of a reported or observed fire...

- **Assess the nature of the fire**
 - Size and source of the fire
 - Wind conditions
 - Does the fire pose an immediate danger to guests and staff?
 - Can Park staff deal with the fire with available resources
- **Call 9-1-1 and other fire services if emergency fire services are required**
- Advise the Park Manager or delegated authority
- Alert Park staff who are qualified in fire fighting
- Clear the area around the fire (ensure emergency responders will be able to get to the fire location)
- Attempt to contain and/or extinguish the fire if it is safe to do so.

Only trained personnel are to use available emergency equipment

- Move guests and pets to a designated Muster Station if appropriate

YOU SHOULD KNOW:

- Location of fire equipment
- Key emergency contact numbers
- Report a wildfire: 1-866-709-FIRE (3473)

- Assign a Park staff member to meet emergency responders on arrival to guide them to the fire site (if required)
- Brief and support emergency services as part of an Incident Command System approach on arrival as requested
- Advise Headquarters staff of the incident at the earliest opportunity, including if there is the potential for media coverage

In the event a Park wide fire evacuation is required

- Call 9-1-1 to request additional support for a park evacuation
- Refer to the Park Closure and Evacuation Procedure (page 28)
- Open all evacuation routes and establish traffic control at key locations with available resources
- Direct guests to the nearest and safest evacuation route (main routes or designated fire evacuation routes) - **begin with the areas closest to the fire hazard**
- **DO NOT** allow guests to remove their vehicles, trailers, and belongings unless it is safe to do so as part of a controlled and orderly evacuation
- Move guests who are unable to evacuate the park on their own to designated Muster Stations and advise emergency services
- Support emergency services in evacuating the Park as requested

Following the emergency:

- Report the incident to the appropriate supervisor(s) in accordance with the Parks Division Policy and Procedures Manual (Serious Incident Report or applicable form)
- Conduct a damage assessment
- Ensure all personal belongings are secured and returned to the guest at the earliest opportunity
- Review the requirement to impose a fire ban
- Initiate critical incident support for Park staff if required
- Conduct an internal review to identify lessons

**IN THE EVENT OF A FIRE
EMERGENCY CALL 911 AND OTHER
FIRE AGENCIES AS APPROPRIATE**

2. Gas or propane leak

In case of a gas or propane leak...

- **Assess the nature of the leak**
 - The source of the leak
 - Wind conditions
 - Can the leak be safely addressed by available staff?
- **Call 9-1-1 if emergency services are required**
- Advise the Park Manager or delegated authority
- Alert Park staff who are qualified in fire fighting
- Clear the area around the leak (ensure emergency responders will be able to get to the leak location)
- Remove or extinguish all possible fire risks - **only trained personnel are to use available emergency equipment**
- Shut off the source of the leak or attempt to control the leak if it is safe to do so
- Move guests and pets to a designated Muster Station if appropriate

YOU SHOULD KNOW:

- Location of emergency shut off valves and fire equipment
- Key emergency contact numbers

- **DO NOT** allow guests to remove their vehicles, trailers, and belongings unless it is safe to do so as part of a controlled and orderly evacuation
- Assign a Park staff member to meet emergency responders on arrival to guide them to the site (if required)
- Brief and support emergency services as part of an Incident Command System approach on arrival as requested
- In the event of a fire as a result of the leak follow the fire response procedures
- In the event of any medical emergencies as a result of the leak follow the medical response procedures

Following the emergency:

- Report the incident to the appropriate supervisor(s) in accordance with the Parks Division Policy and Procedures Manual (Serious Incident Report or applicable form)
- Initiate a safety inspection and address any outstanding hazards
- Conduct an internal review to identify lessons

**IN THE EVENT OF A GAS OR
PROPANE LEAK CALL 911 IF
EMERGENCY SERVICES ARE REQUIRED**

3. Hazardous Material Spill or Leak

In case of a hazardous material spill or leak...

- **Assess the nature of the leak**
 - The source of the spill or leak
 - Wind conditions
 - Can the spill or leak be safely addressed by available staff?
- **Call 9-1-1 and other fire services if required**
- Advise the Park Manager or delegated authority
- Alert Park staff who are qualified in fire fighting
- Clear the area around the spill or leak (ensure emergency responders will be able to get to the leak location)
- Remove or extinguish all possible fire risks - **only trained personnel are to use available emergency equipment**
- Shut off the source of the spill or leak or attempt to control the spill or leak if it is safe to do so

YOU SHOULD KNOW:

- Location of fire equipment and spill kits
- Key emergency contact numbers

- Move guests and pets to a designated Muster Stations if appropriate
- **DO NOT** allow guests to remove their vehicles, trailers, and belongings unless it is safe to do so as part of a controlled and orderly evacuation
- Assign a Park staff member to meet emergency responders on arrival to guide them to the site (if required)
- Brief and support emergency services as part of an Incident Command System approach on arrival as requested
- In the event of a fire as a result of the leak follow the fire response procedures
- In the event of any medical emergencies as a result of the leak follow the medical response procedures

Following the emergency:

- Report the incident to the appropriate supervisor(s) in accordance with the Parks Division Policy and Procedures Manual (Serious Incident Report or applicable form)
- Initiate a safety inspection and address any outstanding hazards
- Conduct an internal review to identify lessons

**IN THE EVENT OF A HAZARDOUS
MATERIAL SPILL OR LEAK CALL 911
IF SUPPORT IS REQUIRED**

4. Medical Emergency

In case of a medical emergency involving guests or staff

- Assess the nature of the medical emergency
 - Can the incident be addressed by Park staff?
- **Call 9-1-1 if emergency medical treatment is required**
- Advise the Park Manager or delegated authority
- Alert Park staff who are qualified to administer first aid, CPR, or operate an AED
- Clear the area around the patient (ensure emergency responders will be able to get to your location)
- Assign a Park staff member to meet emergency responders on arrival to guide them to the incident site (if required)
- Note the patient ABC's – **Airway, Breathing, Circulation** (pulse)
- If safe to do so, move the patient to an easily suitable and accessible location
- If required and you are qualified, perform first aid
- Control any bleeding by applying pressure to the affected area
- If required and you are qualified, perform CPR or use the AED

YOU SHOULD KNOW:

- Location of first aid kits and the AED
- Key emergency contact numbers

- **DO NOT** attempt to move the patient if there is any possibility of head, back, or neck injuries
- **DO NOT** administer any medication (e.g. aspirin and similar products)
- In the event of a suspected poisoning, attempt to identify the source and contact Poison Control
- Keep the patient calm, warm, and as comfortable as possible until emergency services arrive
- Brief and support emergency services as part of an Incident Command System approach on arrival as requested
- Advise Headquarters staff at the earliest opportunity if there is the potential for media coverage

Following the emergency:

- Report the incident to the appropriate supervisor(s) in accordance with the Parks Division Policy and Procedures Manual (Serious Incident Report or applicable form)
- Initiate critical incident support for Park staff if required
- Ensure all personal belongings are secured and returned to the patient at the earliest opportunity
- Conduct an internal review to identify lessons

**IN THE EVENT OF A MEDICAL
EMERGENCY CALL 911 AND MEDICAL
AGENCIES IF SUPPORT IS REQUIRED**

5. Lost/Missing Person

In case of a lost or missing person...

- **Assess the circumstances**
 - How long has the person been missing?
 - Where was the person last seen?
 - Age of the missing person?
 - Are additional resources required to conduct the search?
- **Call 9-1-1 and search and rescue if emergency services are required to support the search**
- Advise the Park Manager or delegated authority
- Alert Park staff who are available to assist in the search
- Attempt to contact the missing person(s) if they are in possession of a mobile phone
- Get a detailed description of the missing person(s)
- Advise guests and solicit their assistance (if required and only if they are willing to assist)
- Lead and coordinate the initial search effort (on land and on water as appropriate)

YOU SHOULD KNOW:

- Key emergency contact numbers
- Location of emergency equipment, all radios and flashlights required for a prolonged search

- Prepare and use available equipment and resources to support the search effort
- Assign a Park staff member to meet emergency responders on arrival to guide them to the search site (if required)
- Brief and support emergency services in search efforts as part of an Incident Command System approach on arrival as requested
- Once the lost or missing person is located initiate first aid if required and advise all search personnel
- Advise Headquarters staff at the earliest opportunity if there is the potential for media coverage

Following the emergency:

- Ensure all personal belongings are secured and returned to the all parties involved at the earliest opportunity
- Report the incident to the appropriate supervisor(s) in accordance with the Parks Division Policy and Procedures Manual (Serious Incident Report or applicable form)
- Conduct an internal review to identify lessons

IN THE EVENT OF A LOST OR MISSING PERSON EMERGENCY CALL 911 AND OTHER SUPPORT AGENCIES IF REQUIRED

6. Water Emergency

In case of a water emergency...

- **Assess the nature of the water emergency**
 - Condition of the swimmer(s)/boater(s)
 - Water and wind conditions
 - Can the incident be addressed by Park staff?
- **Call 9-1-1 and other emergency services if required**
- Advise the Park Manager or delegated authority
- Alert Park staff who are qualified in water rescue and first aid
- Clear the area around the incident (ensure emergency responders will be able to get to the incident location)
- Attempt to assist the swimmer(s)/boater(s) only if it is safe to do so. **Only trained personnel are to use available emergency equipment**
- Once the person(s) has been moved to a safe location provide first aid if required
- Assign a Park staff member to meet emergency responders on arrival to guide them to the site (if required)

YOU SHOULD KNOW:

- Location of water safety and rescue equipment
- Key emergency contact numbers

- Brief and support emergency services as part of an Incident Command System approach on arrival as requested
- Advise Headquarters staff at the earliest opportunity if there is the potential for media coverage

Following the emergency:

- Report the incident to the appropriate supervisor(s) in accordance with the Parks Division Policy and Procedures Manual (Serious Incident Report or applicable form)
- Ensure all personal belongings are secured and returned to individuals at the earliest opportunity
- Conduct an internal review to identify lessons

**IN THE EVENT OF A WATER
EMERGENCY CALL 911 IF EMERGENCY
SERVICES ARE REQUIRED**

7. Weather Event (Watch or Warning)

In case of a weather event, watch or warning...

- **Assess the nature of the watch or warning**
 - Will the weather event impact park operations?
 - Are any actions required to mitigate the risk?
 - Does the weather event pose an immediate danger to guests and staff?
- **Call 9-1-1 if emergency services are required**
- Advise the Park Manager or delegated authority
- Alert Park staff and guests of the weather watch or warning
- Monitor weather reports and alerts
- Time permitting, restrict activities that may be impacted by the weather event
- Secure all equipment that could be impacted by the weather event or pose a risk during a weather event
- Time permitting, move guests and pets to a designated shelter

YOU SHOULD KNOW:

- Location of shelter locations
- Key emergency contact numbers

location (if required and a suitable site is available) and assist guests with special needs or who may need assistance

- If you are outdoors, with no shelter available during an extreme wind event direct guests and staff to lie flat in a ditch or other low lying area, and to shield their head with their hands
- Assign a Park staff member to meet emergency responders on arrival to guide them to the emergency site (if safe to do so and if required)
- Brief and support emergency services as part of an Incident Command System approach on arrival as requested
- Advise Headquarters staff at the earliest opportunity if there is the potential for media coverage

In the event a park wide evacuation is required...

- Call 9-1-1 to request additional support for a park evacuation
- Refer to the Park Closure and Evacuation Procedure
- Open all evacuation routes and establish traffic control at key locations with available resources
- Direct guests to the nearest and safest evacuation route (main routes or designated fire evacuation routes) - **begin with the areas closest to the Park exits**
- **DO NOT** allow guests to remove their vehicles, trailers, and belongings unless it is safe to do so as part of a controlled and orderly evacuation

- Move guests and pets who are unable to evacuate the park on their own to designated Muster Stations and/or shelter locations and advise emergency services
- Support emergency services in evacuating the Park as requested

Following the emergency:

- Report the incident to the appropriate supervisor(s) in accordance with the Parks Division Policy and Procedures Manual (Serious Incident Report or applicable form)
- Conduct a damage assessment
- Initiate clean up and recovery activities if required
- Ensure all personal belongings are secured and returned to guests at the earliest opportunity
- Conduct an internal review to identify lessons

**IN THE EVENT OF A WEATHER RELATED
EMERGENCY CALL 911 AND OTHER
AGENCIES AS APPROPRIATE**

8. Sound Complaint or Disturbance

In case of a sound complaint or disturbance...

- **Assess the nature of the disturbance**
 - How many people are involved?
 - Are drugs or alcohol involved?
 - Are there any weapons or potential weapons present?
 - Does the disturbance pose a risk to other guests?
 - Can the disturbance be controlled by Park staff?
- Call 9-1-1 if emergency services are required
- Advise the Park Manager or delegated authority
- Alert Park staff who are available to attend the scene of the disturbance
- Attempt to resolve the incident if it is safe to do so or monitor the situation until emergency services arrive
- Clear the area around the incident site (ensure emergency responders will be able to get to the location)

YOU SHOULD KNOW:

- Key emergency contact numbers

- Move guests and pets safe from harm or to a designated Muster Station if appropriate, and assist guests with special needs or who may need assistance
- Assign a Park staff member to meet emergency responders on arrival to guide them to the site (if required)
- Brief and support emergency services as part of an Incident Command System approach on arrival as requested
- Advise Headquarters staff at the earliest opportunity if there is the potential for media coverage

Following the emergency:

- Report the incident to the appropriate supervisor(s) in accordance with the Parks Division Policy and Procedures Manual (Serious Incident Report or applicable form)
- Conduct an internal review to identify lessons

9. Suspicious Person/Behaviour

In case of a suspicious person or suspicious behavior...

- **Assess the situation**
 - Is the person an authorized guest?
 - Are drugs or alcohol involved?
 - Are there any weapons or potential weapons present?
 - Does the individual pose a risk to other guests?
 - Can the incident be resolved without incident by Park staff?
- **Call 9-1-1 if emergency services are required**
- Advise the Park Manager or delegated authority
- Alert Park staff who are available to attend the scene
- Attempt to resolve the incident if it is safe to do so or monitor the situation until emergency services arrive
- Clear the area around the incident site (ensure emergency responders will be able to get to the location)
- Move guests safe from harm or to a designated Muster Station if appropriate, and assist guests with special needs or who may need assistance

YOU SHOULD KNOW:

- Key emergency contact numbers

- Assign a Park staff member to meet emergency responders on arrival to guide them to the site (if required)
- Brief and support emergency services as part of an Incident Command System approach on arrival as requested

Following the emergency:

- Report the incident to the appropriate supervisor(s) in accordance with the Parks Division Policy and Procedures Manual (Serious Incident Report or applicable form)
- Conduct an internal review to identify lessons

**IN THE EVENT OF A SUSPICIOUS
PERSON OR BEHAVIOUR CALL 911
IF SUPPORT IS REQUIRED**

10. Suspicious Package

In case of a suspicious package...

- **Assess the situation**
 - Does the package have a distinct shape?
 - Does the package have a distinct smell?
 - Is the package making a noise?
 - Has a bomb threat been received?
 - Are guests and staff in close proximity to the package?
- **Call 9-1-1 if emergency services are required**
- Advise the Park Manager or delegated authority
- Alert Park staff who are available to attend the scene
- Leave the package where it is
- Do not handle, shake, smell or taste it
- Clear the area around the incident site (ensure emergency responders will be able to get to the location)
- Move guests safe from harm or to a designated Muster Station if appropriate, and assist guests with special needs or who may need assistance

YOU SHOULD KNOW:

- Key emergency contact numbers

- Assign a Park staff member to meet emergency responders on arrival to guide them to the site (if required)
- Brief and support emergency services as part of an Incident Command System approach on arrival as requested
- Advise Headquarters staff at the earliest opportunity if there is the potential for media coverage

In the event a park wide evacuation is required...

- Call 9-1-1 to request additional support for a park evacuation
- **Refer to the Park Closure and Evacuation Procedure**
- Open all evacuation routes and establish traffic control at key locations with available resources
- Direct guests to the nearest and safest evacuation route (main routes or designated fire evacuation routes). Begin with the areas closest to the suspicious package.
- **DO NOT** allow guests to remove their vehicles, trailers, and belongings unless it is safe to do so as part of a controlled and orderly evacuation
- Move guests and pets who are unable to evacuate the park on their own to designated Muster Stations and advise emergency services
- Support emergency services in evacuating the Park as requested

Following the emergency:

- Report the incident to the appropriate supervisor(s) in accordance with the Parks Division Policy and Procedures Manual (Serious Incident Report or applicable form)
- Conduct an internal review to identify lessons

**IN THE EVENT OF A SUSPICIOUS
PERSON OR BEHAVIOUR CALL 911
AS APPROPRIATE**

11. Bomb Threat

In the unlikely event of a bomb threat...

- Document the threat using the Bomb Threat Checklist
- Assess the situation
 - Does the threat appear credible?
 - Has anyone reported a suspicious package?
- Advise the Park Manager or delegated authority
- Alert Park staff who are available to assist in a search or in managing guest activities
- Conduct a search and if a suspicious package is discovered follow the suspicious package response procedures
- **Call 9-1-1 if emergency services are required**
- Assign a Park staff member to meet emergency responders on arrival to guide them to the site (if required)
- Brief and support emergency services as part of an Incident Command System approach on arrival as requested
- Advise Headquarters staff at the earliest opportunity if there is the potential for media coverage

YOU SHOULD KNOW:

- Key emergency contact numbers

In the event a park wide evacuation is required...

- Call 9-1-1 to request additional support for a park evacuation
- Open all evacuation routes and establish traffic control at key locations with available resources
- Direct guests to the nearest and safest evacuation route (main routes or designated fire evacuation routes) - **begin with the areas closest to identified hazards**
- DO NOT allow guests to remove their vehicles, trailers, and belongings unless it is safe to do so as part of a controlled and orderly evacuation
- Move guests and pets who are unable to evacuate the park on their own to designated Muster Stations and advise emergency services
- Support emergency services in evacuating the Park as requested

Following the emergency:

- Report the incident to the appropriate supervisor(s) in accordance with the Parks Division Policy and Procedures Manual (Serious Incident Report or applicable form)
- Conduct an internal review to identify lessons

**IN THE EVENT OF A SUSPICIOUS
PERSON OR BEHAVIOUR CALL 911
AS APPROPRIATE**

Canadian Bomb Data Centre Centre canadien de données sur les bombes

Bomb Threat Telephone Procedures Appels à la bombe



When a bomb threat is received: Si vous recevez un appel à la bombe :

- 1 Listen. Écoutez.
- 2 Be calm and courteous. Soyez calme et courtois.
- 3 Do not interrupt the caller. N'interrompez pas l'appelant.
- 4 Obtain as much information as possible. Tâchez d'obtenir le plus de renseignements possible.
- 5 Initiate call trace action (if available) while the call is ongoing. Prenez des mesures de dépistage de l'appel si cela est possible.
- 6 Using a pre-arranged signal, notify your supervisor while the call is still ongoing. Your supervisor should contact the local police service. Avisez l'autorité responsable au moyen d'un signal fixé à l'avance pendant que l'appelant est à l'appareil.
- 7 Complete the form provided below and give it to your supervisor. Remplissez ce formulaire et remettez-le à votre superviseur.

Telephone trace number: Pour dépister l'appel, appelez :

Details to be recorded:

Date Time - Heure
A.M. P.M.

Renseignements à consigner :

Duration of call - Durée de l'appel

Exact wording of the threat:

Termes exacts de l'appel :

Questions to ask: Questions à poser :

What time will the bomb explode?
À quelle heure la bombe doit-elle éclater?

Where is it?
Où est-elle?

What does it look like?
À quoi ressemble-t-elle?

Where are you calling from?
De quel endroit appelez-vous?

Why did you place the bomb?
Pourquoi a-t-on placé cette bombe?

What is your name?
Quel est votre nom?

Identifying characteristics: Identification de l'appel :

Sex Male Female Not sure Estimated age:
Sexe Homme Femme Incertain Age approximatif :

Accent English French Other
Anglais Français Autre

Voice Loud Soft Other
Voix Forte Douce Autre

Speech Fast Slow Other
Débit Rapide Lent Autre

Diction Good Nasal Lisp Other - Autre
Pronunciation Bonne Nasillarde Zézayée

Manner Emotional Calm Vulgar Other - Autre
Manières Nerveuses Calmes Vulgaires

Background noises - Bruits de fond

Voice was familiar (specify)
La voix est familière (préciser)

Caller was familiar with the area (specify)
L'appelant semble connaître les lieux (préciser)

12. Violent Person/Armed Assailant

In case of a violent person or armed assailant ...

- **Assess the situation**
 - Are drugs or alcohol involved?
 - Are there any weapons present?
 - Does the individual pose a risk to other guests?
 - Can the individual be controlled by Park staff?
- **Call 9-1-1 if emergency services are required**
- Advise the Park Manager or delegated authority
- Alert Park staff who are available to attend the scene
- Advise guests if possible and if it is safe to do so
- Move guests safe from harm or to a designated Muster Station or shelter location if safe to do so
- If it is unsafe to move guests, turn off lights and any noise-producing devices (radios, cell phones, pagers)
- If possible remind guests not to huddle together and to spread out as much as possible

YOU SHOULD KNOW:

- Muster Station and shelter locations
- Key emergency contact numbers

- **DO NOT** allow guests to remove their vehicles, trailers, and belongings unless it is safe to do so as part of a controlled and orderly evacuation
- Be prepared to Run – Hide – Fight or Run-Hide - Defend
- Attempt to monitor the situation until emergency services arrive
- Assign a Park staff member to meet emergency responders on arrival to guide them to the site (if required and safe to do so)
- Brief and support emergency services as part of an Incident Command System approach on arrival as requested
- Advise Headquarters staff at the earliest opportunity

Following the emergency:

- Report the incident to the appropriate supervisor(s) in accordance with the Parks Division Policy and Procedures Manual (Serious Incident Report or applicable form)
- Initiate critical incident support for Park staff if required
- Conduct an internal review to identify lessons

**IN THE EVENT OF A VIOLENT PERSON/
ARMED ASSAILANT CALL 911**

13. Wildlife Incident

In case of a wildlife incident ...

- **Assess the situation**
 - Is the animal wounded?
 - Is the animal displaying unusual behaviour?
 - Are there any obvious factors contributing to the animal's behavior?
 - Does the animal pose a risk to other guests?
 - Can the animal be controlled by Park staff?
- **Call 9-1-1 if emergency services are required**
- Advise the Park Manager or delegated authority
- Alert Park staff who are available to attend the scene
- Clear the area (ensure emergency responders will be able to get to the location)
- Provide guidance to guests on wildlife safety applicable to the situation
- Move guests and pets safe from harm or to a designated Muster Station if required and if it is safe to do so. Assist guests with special needs or who may need assistance

YOU SHOULD KNOW:

- Wildlife safety tips
- Key emergency contact numbers

- Assign a Park staff member to meet emergency responders on arrival to guide them to the site (if required)
- Brief and support emergency services as part of an Incident Command System approach on arrival as requested

Following the emergency:

- Report the incident to the appropriate supervisor(s) in accordance with the Parks Division Policy and Procedures Manual (Serious Incident Report or applicable form)
- Address any conditions that may be contributing to attracting or agitating wildlife
- Conduct an internal review to identify lessons

**IN THE EVENT OF AGGRESSIVE
WILDLIFE CALL 911 AND OTHER
SERVICES IF SUPPORT IS REQUIRED**

14. Shelter in Place/Lockdown

In the event that local authorities order a shelter in place or a lockdown...

- **Assess the situation**
- What has prompted the shelter in place/lockdown?
 - Weather Warning (Shelter in Place)?
 - Security Concerns or Active Assailant (Lockdown)?
 - Are guests and staff at risk?
- **Call 9-1-1 if emergency services are required**
- Advise the Park Manager or delegated authority
- Alert Park staff who are available to assist
- Advise all guests of the requirement to shelter in place or for a lockdown
- Move guests safe from harm or to a designated Muster Station or shelter location if safe to do so, and assist guests with special needs or who may need assistance
- Close all gates to the park

YOU SHOULD KNOW:

- Suitable shelter locations
- Key emergency contact numbers

- **DO NOT** allow guests to remove their vehicles, trailers, and belongings unless it is safe to do so as part of a controlled and orderly evacuation
- Assign a Park staff member to meet emergency responders on arrival to guide them to the emergency site (if required)
- Brief and support emergency services as part of an Incident Command System approach on arrival as requested
- Advise Headquarters staff at the earliest opportunity

Following the emergency:

- Advise all guests and staff as soon as the request to shelter in place or lockdown is lifted
- Return to normal operations
- Report the incident to the appropriate supervisor(s) in accordance with the Parks Division Policy and Procedures Manual (Serious Incident Report or applicable Form)
- Conduct an internal review to identify lessons

IN THE EVENT OF A SHELTER IN PLACE OR LOCKDOWN CALL 911 IF EMERGENCY SERVICES ARE REQUIRED

15. Park Closure and Evacuation

In the unlikely case there is a requirement to close and evacuate the park...

- **Assess the nature of incident**
 - Are guests and staff in imminent danger?
 - How much time is available to safely evacuate the park?
 - Are additional resources required to assist with the evacuation?
- Advise the Park Manager or delegated authority
- Advise Headquarters at the earliest opportunity
- **Seek approval to close and evacuate the park from Headquarters staff (for pre-planned closures only)**
- Alert Park staff and guests of the pending park closure and evacuation
- Call 9-1-1 to request additional support for a park evacuation
- Develop a phased evacuation plan based on the nature of the incident and time available to complete the evacuation
- Open all evacuation routes and establish traffic control at key locations with available resources

YOU SHOULD KNOW:

- Location of evacuation routes and Muster Stations
- Key emergency contact numbers

- Direct guests to the nearest and safest evacuation route (main routes or designated fire evacuation routes). **If there is no immediate danger, begin with the areas closest to the Park exits. If there is an immediate danger, begin with the areas closest to the hazard.**
- Evacuation checklist

Road Evacuation

- Support emergency response agencies as required
- Sweep assigned roads
- Secure gates once evacuation is completed
- Establish signage to direct evacuees (signage or persons at key intersections)
- Advise evacuees of route to follow

Campground Evacuation

- Inform park occupants of the evacuation and route
- Arrange transportation with emergency services if required
- Families/groups should leave together
- Advise guest to leave behind campers/tents/boat trailers
- Secure and lock Park once the evacuation is completed

Water Evacuation

- Notify by loud speaker or use boat
- Alert with lights and siren from shoreline

Trails Evacuation

- Flag and mark closed at beginning and end of each trail
- Sweep trails for users and advise of the evacuation
- Place notices on vehicles at trailheads
- Arrange transportation with emergency services if required

Day Use Areas

- Sweep all areas in vehicle and on foot
- Advise users of evacuation and directions
- Arrange transportation with emergency services if required

-
- **DO NOT** allow guests to remove their vehicles, trailers, and belongings unless it is safe to do so as part of a controlled and orderly evacuation
 - Move guests and pets who are unable to evacuate the park on their own to designated Muster Stations and advise emergency services. Assist guests with special needs or who may need assistance
 - Assign a Park staff member to meet emergency responders on arrival to guide them to the site (if required)

- Brief and support emergency services as part of an Incident Command System approach on arrival as requested
- **Once the Park has been evacuated conduct a final sweep and check buildings for guests and pets.**

Following the emergency:

- Conduct a damage assessment
- Initiate clean up and recovery activities if required
- Advise all guests through various communications means that the Park has been reopened
- Contact the Police to request additional support for traffic control as part of a controlled Park re-entry; if possible start with areas furthest from the entry routes
- Ensure all personal belongings left behind are secured and returned to guests at the earliest opportunity
- Conduct an internal review to identify lessons

**IN THE EVENT OF A PARK CLOSURE
OR EVACUATION CALL 911 AND OTHER
AGENCIES AS APPROPRIATE**

Emergency Recovery

Following an incident, recovery efforts may be required in order to return to normal park operations. Recovery procedures may vary from incident to incident but may include the following activities:

- Conduct a damage assessment
- Initiate clean up and recovery efforts with a priority to power, roadways and water
- Initiate critical incident support for Park staff if required
- Secure and return personal belongings at the earliest opportunity
- Support an orderly re-entry to the Park following a partial or full evacuation
- Post incident reporting and communications
- Conduct initial After Action Report within 24 hours of the incident; a simple After Action Report form is provided on the next page
- For major events, Park staff and/or Headquarters Staff may consider conducting a more comprehensive review
- Inspect emergency equipment and conduct maintenance as required
- Replenish emergency supplies as needed

Larger clean up and recovery efforts should be coordinated with Parks Division Headquarter and other entities.

Parks Division Emergency Incident After Action Report

Park:

Incident Date:

Incident Overview:

Report Prepared By:

What went well during the incident?

What did not go as well as anticipated?

What can be improved? What lessons can be learned?

Emergency Communications

The A-C-T (Assess – Communicate – Take Action) response model emphasizes the importance of communications prior to, during and following an emergency. Staff will continue to reassess and communicate with others as needed during emergency response activities.

Park staff have the ability to communicate with staff and guests using a range of communication capabilities to include in person, mobile radios, loud hailer, and signage. Park staff may also have access to mobile phones during emergencies however cellular coverage in many Parks is very limited. The Campsite Reservation Service website <https://www.tcii.gov.nl.ca/parks/reservations.html> can also be used to support key messages and emergency communications for prolonged emergencies.

Regular liaison with emergency responder agencies will be conducted as part of emergency preparedness activities and to ensure that Park staff will be contacted when emergency services are responding to incidents at the Park.

Serious incidents must be reported to the Parks Division Headquarters at the earliest opportunity. Incidents of a serious nature involving employees or the general public that may include but are not limited to:

- loss of life,
- serious personal injury,
- missing persons,
- fire, vandalism or theft, or
- other incidents that may affect public safety.

A copy of the Parks Division Serious Incident Report is provided on the next page.

Parks Division Emergency Incident After Action Report

Parks Division

Tourism, Culture, Industry and Innovation

Occurrence

No. _____

Park Name:	Time:	Date:
Name of Person (s) involved:		Telephone #
Address(es)		
Location of Incident:		
Details Taken By:	Investigated By:	Type of Incident:
Details of Incident:		
Comments or Action Taken:		
Investigator's Signature:		Date:
Supervisor's Signature:		Date:

Roles and Responsibilities

This section identifies key Emergency Preparedness Plan roles and responsibilities for the following appointments and individuals:

- 1. Park Manager**
- 2. Park Rangers**
- 3. First on scene**
- 4. Park Labourers**
- 5. Students**
- 6. Designated First Aiders**
- 7. Headquarters Staff**
- 8. Park Guests and Visitors – safety tips**

Park Manager

- Maintains the safety and security of park users by directing and conducting routine patrols, monitoring campsite activities and campfires, engaging in search and rescue activities and dealing with emergency situations as required, dealing with human and wildlife conflicts, investigating complaints and initiating corrective action.
- Responsible for the development and implementation of emergency measures and activities for the Park. (prevention and mitigation, preparedness, response and recovery).
- Maintains the safety of Trailway users by coordinating, planning and assigning inspection patrols with respect to times, sections to be patrolled and equipment to be used.
- Promote and adhere to the public safety policies and procedures outlined in the Parks Division Policy and Procedure Manual.
- Promote the established guest safety tips.
- Coordinate and lead emergency response in accordance with approved response procedures when present.

Park Rangers

- Maintains the safety and security of park users by conducting routine patrols, monitoring campsite activities and campfires, engaging in search and rescue activities and responding to emergency situations as required, dealing with human and wildlife conflicts, investigating complaints and initiating corrective action.
- Engages in forest fire suppression as required.
- Performs Trailway Park and Reserves inspections checking for washouts and illegal activity and removing garbage.

- Promote and adhere to the public safety policies and procedures outlined in the Parks Division Policy and Procedure Manual.
- Promote the established guest safety tips.
- Support emergency response in accordance with approved response procedures.

First on Scene

- Coordinate and lead emergency response in accordance with approved response procedures until relieved.
- Assess the situation.
- Communicate - Advise Park staff and contact Emergency Services if required.
- Take Action - initiate emergency response in accordance with approved response procedures.

Park Labourers

- Report potential hazards or incidents to the Park Manager or a Park Ranger.
- Support emergency response in accordance with approved response procedures as needed.

Students

- Report potential hazards or incidents to the Park Manager or a Park Ranger.
- Support emergency response in accordance with approved response procedures as needed.

Designated First Aiders

Designated and trained First Aiders will adhere to the following steps during an emergency:

- Provide assistance to injured persons until emergency authorities arrive. Do not administer any prescription or non-prescription drugs to an injured/ill person.
- Follow the response procedures for medical emergencies.
- Wear protective gloves at all times when providing care.
- Inform emergency authorities of any known medical condition of the injured person or circumstances regarding the emergency.

Parks Division Headquarters Staff (Director and Manager of Operations)

- Maintain the Policy and Procedures Manual.
- Monitor threats and hazards.
- Consult with Park staff on prevention, mitigation and preparedness activities and investments.
- Approval authority for pre-planned park closures and evacuations.
- Support Park staff during complex and large scale emergency response scenarios as required.
- Provide government officials with periodic updates during and following emergency response scenarios.
- Support Park staff with complex and large scale recovery efforts as required.
- Review After Action Report and share key findings with all Park Managers.

Park Guests and Visitors Safety Tips

General

- Safety is everyone's responsibility; please play your part to keep our Parks safe
- Respect other guests
- Please obey all signs and follow Park staff direction
- If you have any special requirements or if you will require assistance from Park staff during an emergency please advise Park staff on arrival
- In case of emergency alert Park staff and call 911 if emergency services are required

Medical Emergency

- Have a basic first aid kit on hand
- Park staff have well stocked first aid kits and an AED
- In case of a medical emergency alert the Park staff and call 911 if emergency services are required

Fire Safety

- Please comply with any fire restrictions and bans and Park staff direction
- Fires are authorized in approved areas only
- Do not leave fires unattended
- Make sure fires are out when no longer required
- Have water or a fire extinguisher near by
- Know the location of the nearest back tanks
- In case of fire alert Park staff and call 911 if emergency services are required

Water Safety

- Unsupervised swimming is recommended in designated swimming areas only; please obey all water safety signs
- Know the location of life rings and reach poles
- In case of a water emergency alert Park staff and call 911 if emergency services are required

Road Safety

- Only authorized vehicles are allowed on Park roads and trails
- Please obey all vehicle restriction and speed signs
- Be alert for children
- In case of an accident alert Park staff and call 911 if emergency services are required

Trail Safety

- Dress and pack for weather and trail conditions
- In case on an emergency on the trails alert Park staff and call 911 if emergency services are required

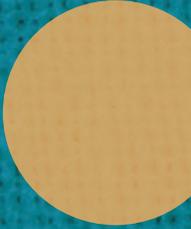
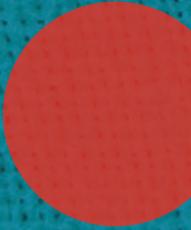
Wildlife Safety

- Stay attentive near lakeshores, rivers and creeks; these areas are used by wildlife as travel routes and feeding sites
- Watch for fresh signs of wildlife; be alert and make as much noise as you can when moving about in these locations
- Keep food items sealed to avoid attracting wildlife
- Use wildlife proof garbage containers for all waste
- If you encounter dangerous wildlife alert Park staff and call 911 if emergency services are required

Security

- Keep all valuables locked up at all times
- In case of a theft alert Park staff and call 911 if emergency services are required

If you have any questions or safety concerns please contact any member of the Park staff.



Newfoundland
Labrador