Niagara Folk Arts Festival 2018-85 Church street Emergency Plan

**Aim**
The aim of this plan is to detail the procedures and arrangements for the emergency Management of the Niagara Folk Arts Festival (NFAF) celebration at 85 Church Street Site, Friday, May 4, Saturday May 5 and Sunday, May 6, 2018.

**Objectives**
The objectives of the NFAF emergency plan are to:
- Anticipate possible emergencies within NFAF;
- Provide an effective and efficient response to emergencies;
- Supply relevant on-site information to Emergency Services pertaining to the NFAF; and;
- Staff and volunteers training in evacuation procedures, and standard safety requirements.

**Site**
The Festival is held at 85 Church St, St. Catharines, using the entire area between Church Street and Raymond Streets.
The event is indoors in both Robertson Hall (The Robby) and the School Building, and outdoors in the grassy areas, and parking lot space.
All tents are installed by Niagara Tents and Events, or brought by our Artisan and Marketplace vendors, where fire/cooking will not be happening. Number of tents may vary on the day of event.
The main entertainment stage will be placed in the Raymond street lot.
Large “inflatable bouncers” will be located in or near the children’s space between the two buildings.

**Emergency Management Team**
Pam Seabrook, Event Manager - Cell: 289-21-3109
Martin Caruana, Co-ordinator of Volunteers-Cell: 1-416-402-5101
Jeff Burch, Executive Director-Cell: 905-327-5153

**Professional Assistance Team**—Star Security

**Emergency Situation**
Upon notification or discovery of a fire or the presence of smoke or any other emergency situation, staff, volunteers etc are to take the following actions:

- **Investigate, assess and advise at least (2) of the Emergency Management Team Members.** Volunteers are not to call 911 or get directly involve-only inform.
- **In case of fire, Emergency Management Team Members seal off areas where possible without impairing personal safety.**
- **Assist with the evacuation of all people from the area.** Volunteers direct and move away. Volunteers do not stay in area.
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- In the event of another emergency situation like medical, the Emergency Management Team Members are alerted, volunteers direct the public away from the situation giving the victim air and emergency personnel room to move.

The response procedure for an emergency situation developing is:

Notify the Emergency Management Team, alert member of the Professional Assistance Team and give the following information:
- Location of the emergency area;
- What the problem is: **Codes to be set and given to members upon arrival**
- Your name; and
- Status of the situation

Request assistance from additional security, staff & volunteer personnel to:

- Alert others in the immediate area. Do not shout, to do so could cause panic.
- Move / direct individuals to the nearest exit in a calm and efficient manner.
- Direct individuals to the “safe” area. Public exiting Church street, or Raymond street.
- All entrance gates will be kept clear for Emergency Vehicle access.
- A 6m road clearance will be kept open for emergency vehicle access through the event.

**Competencies**

All staff / volunteers will receive a copy of the Emergency Plan and will be responsible for reading the plan in detail. The plan will be reviewed with all volunteers at the “volunteer meetings”.

**EMERGENCY MANAGEMENT TEAM**

The NFAF assumes total control in any emergency situation, makes the decision to evacuate patrons and staff, contact Emergency Services and liaise with the arriving Emergency Services. Once the situation becomes such that Emergency Services are called in, the responsibility and management of the event will pass to the Emergency Services.

The main form of communications within the NFAF is the radio communications network. Coordinators also have mobile telephones.

**Two-Way Radio Protocol**

Radio channels are used to transmit official NFAF business only. Avoid discussing Sensitive or medical issues on open channels unless directed by NFAF Control. Good radio etiquette demands that all users limit their communication to essential.

Personnel with Radios include Festival Producer, Events Co-ordinator, Volunteer Tent area, First Aid, Star security personnel

- Consistency is important! Everyone communicating the same reduces mistakes;
- Listen to radio communication that may indicate special instructions needed in your area;
- Keep your radio with you at all times; and
- Avoid stepping on other transmissions.
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Normal Transmitting
Press radio key firmly, hold, pause for a second then begin speaking into the Microphone. Direct your call to the person first, and then announce yourself. Example: “(Person you need to contact)... call sign/name and location.” Wait for acknowledgement, and then state your message.

Emergency Transmitting
Press radio key firmly, hold, pause for a second then speak clearly, “CODE Black, CODE Black, CODE Black and either your call sign/name and location”. Wait for Confirmation from Control. State the incident, which is involved and all pertinent information.
Example: “Intoxicated patron at south end of the Site.” Control will advise you how to proceed from there. All other radio chatter stops unless simultaneous emergencies occurring.

Remain calm and speak clearly.

Do’s
Be brief and to the point. Stay off the radio unless absolutely necessary.
Listen before you begin your transmission, and always wait a second before you speak after keying the push to talk button.
Speak directly and clearly with an even tone into the microphone at a distance of 3cm.
Acknowledge the receipt of all messages directed to you regardless of how trivial.

Don’ts
Talk too much. Only speak with absolutely necessary. Safety information must take priority.
Swear. This is an open radio channel.
Shout into the radio. Only distorts the resulting transmission.
Abuse the antenna. Break it and you have an effective range of 3 metres.

If an Emergency occurs contact a member of Emergency Team. ONLY the team member will contact Emergency Services as necessary.

FIRE EXTINGUISHERS
All food vendors will have their own fire extinguishers in accordance with Fire Prevention Services. A Fire Extinguisher will be placed at the stage in the tent in the parking lot. The buildings have fire alarms and fire extinguishers as part of Fire Prevention Services.

Refer to a member of the Emergency Management Team

Fire fighting with extinguishers:
a) Do not panic;
b) Try to remain calm and think;
c) Warn everybody in the immediate vicinity;
d) Emergency Management Team member will notify the St. Catharines Fire Dept.
e) Do not get too close to the fire;
f) Keep low to avoid smoke;
g) Have another person back you with another extinguisher;
h) Direct the extinguisher agent at the seat of the fire NOT the smoke.
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Types of Fires and the correct Extinguishers

CLASS A
Ordinary burning materials such as paper, clothing packing materials, wood and textiles. This type of fire is best combated with either the hose reels or the following extinguishers:
WATER- Red
DRY CHEMICAL POWDER- Red with a white band
FOAM- Red with a Blue Band

CLASS B
Liquids such as petrol, spirits paint lacquers, thinners, and chemicals in liquid form. This type of fire is best combated using the following extinguishers:
DRY CHEMICAL POWDER- Red with a white band
FOAM- Red with a Blue Band
CARBON DIOXIDE- Red with Black Band

CLASS C
Fire with originates at electrical equipment. To combat these types of fires the extinguishers must be non-conductors of electricity such as the following:
DRY CHEMICAL POWDER- Red with a white band
CARBON DIOXIDE- Red with Black Band

THE CODE SYSTEM

The purpose of the CODE system is to allow communication between staff and emergency services without causing undue panic or concern amongst the general public.

CODE RED – Fire or Explosion
CODE ORANGE – Evacuation
CODE YELLOW – Internal Emergency
CODE BLACK – Armed Aggression/Personal Threat
CODE BROWN – External Emergency
CODE BLUE – Medical Emergency
CODE GREEN – All Clear

In the Event that a CODE RED is called, staff / volunteers are to:
1. Commence evacuation of the immediate danger area via the closest and safe fire exit and proceed to the designated exterior Assembly Area, in accordance with the evacuation procedures;
2. Communicate the nature, location and status of the fire to at least two members of the Emergency Management Team.

Conduct evacuation procedures if necessary CODE ORANGE
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Movement Control. Staff / volunteers should direct persons towards the exits using:
- A calm but firm voice; and
- Smooth and commanding hand signals. In directing crowds, staff / volunteers should use such terms as:
  - “This way please”; 
  - “Move quickly outside”; or
  - “Quickly move that way”.

All patrons are instructed to move to the closest exit. There are (3) exits, 
(1) Raymond Street, north/far end of parking lot
(1) Church Street, beside the School Building and fence of St. George Anglican Church (tall spire)
(1) Church Street, beside the School Building and fence of red brick Church-fence is free standing and secured with zip ties. Emergency Team member will cut ties OR just push the fence down and step over it.

All patrons/volunteers/staff will meet at the corner on the lawn of Church Street. Patrons will be instructed to keep clear of emergency personnel and vehicles.

Internal Emergency CODE YELLOW

If there is an internal situation which may include, a disturbance and/or theft stay calm and contact Security or a member of the Emergency Management Team. Security will assess the situation, contact EMT and the appropriate measures will be taken.

What you can do:

1. Stay Calm
2. Get a good description of the thief or predator
3. Do not attempt to arrest or chase
4. You will be contacted by the Emergency Team
5. Wait for arrival of the proper authorities

Armed Predator CODE BLACK

Contact a member of the EMT immediately. Call 911 directly.

External Emergency CODE BROWN

1. Contact a member of the EMT immediately.
2. You will be contacted by the Emergency Team for next steps.
3. Wait for arrival of the proper authorities.
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Medical Emergency CODE BLUE

Contact a member of the EMT and/or Security.

The most likely emergency is a medical emergency. A serious medical emergency such as cardiac attack requires immediate attention – response time is critical. It’s essential that medical first responders know how to perform first aid and CPR. Festival Staff know who has CPR and AED training and we have a designated person on site with this training as well.

- Call 911; tell the dispatcher the location and the nature of the emergency
- Do not move the victim
- Notify appropriate supervisory/safety personnel
- Assist professional medical responders as necessary when they arrive

Lost Child CODE ADAM

A lost child is not uncommon, but consideration must always be given to the possibility of criminal involvement in such cases.

1. The designated “Lost Child” recovery centre location is at the “Niagara Folk Arts Volunteer Centre”, inside staff room in the School building.
2. If a lost child is brought to the NFAF Volunteer Centre by a third party, an immediate message will be announced. The child will be kept in the NFAF Volunteer Centre and be supervised by volunteers until the child is claimed. **A lost child report is completed.**
3. If a child is reported missing by a parent, guardian or other individual, a check with the Coordinator of Volunteers over the radio should be made to see if the child is there. If not, an immediate announcement should be made.

All security personnel must be notified and instructed to report to the nearest entrance/exit gate. Security will watch for suspicious behaviour and question young children entering/leaving without supervision.

- Time of lost child notice should be recorded, along with the description provided by the reporter
- The reporter should be requested to remain at the festival tent while others search for the child. If the reporter insists on looking for the child, they should be asked to return to the Festival tent if the child is found because a report to law enforcement will be made after a designated lap of time.
- If a search is not successful after 15 minutes a call is made by a member of the Emergency Management Team (EMT) to notify authorities.

All Clear CODE GREEN

If what seemed to be emergency changes and the situation has diminished contact a member of the EMT and call a code GREEN.
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General Items to Keep in Mind:

1. If a life threatening incident occurs and/or CPR is required on the spot, 911 will be called by the most immediate person with a phone, CPR can be administered by a trained person on the scene. Call or send someone to Security/Staff for help. Many of us have training.
2. If the injury is minor, the patron will be escorted to the First Aid Area. If the patron needs assistance Security will be called and First Aid will come to the patron.
3. All incidents will be recorded by a NFAF associate.
4. All volunteers will be aware of the routes to exit the Church Street Site and when to call 911.

Emergency Vehicle
When a call is made to 911 the operator will be instructed by NFAF to have the emergency vehicles arrive at one of two gates, whichever is closest to the emergency area. Emergency gate entrances/exits are at Raymond Street and Church Street. Security personnel and members of the Emergency Team will be at road side to direct emergency vehicles to the scene.
Security personnel and members of the Emergency Team will ensure the emergency vehicles have a safe and clear path to the scene.

On receipt of Telephone Threat
- Remain calm;
- Obtain as much information as possible, and record;
- Do NOT hang up;
- When possible advise Emergency Team of the situation.

In addition to the Emergency Response team, off-duty police officers, professional security guards and volunteer security will be on-hand during event hours.