



Central United Church

**DUTY OF CARE
EMERGENCY ACTION PLAN**

August 15, 2021

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*For in the day of trouble, he will keep me safe in his dwelling;
 Psalm 27:5*

Introduction

Central United Church (Central), built-in 1904, is located in Calgary's city centre. This Emergency Action Plan (EAP) addresses emergency situations that any century-old structure, with related built-in challenges and located in the downtown core of a major Canadian city, may reasonably expect. Such situations would include natural, biological, technical, industrial and human-caused hazards. The EAP has been developed to eliminate confusion, reduce the risk of personal injury or illness and loss of life, protect the building, the surrounding infrastructure and the environment from damage during an emergency.

Central is a multi-use facility. The building is a workplace, a source of daily meetings and a centre for worship. As such, the population in the facility at any given time is quite fluid, from the minimum of one staff member to a music concert with 600 patrons.

In preparing this EAP, it is acknowledged that no plan is perfect. Every emergency is different.

- If a building is on fire, Floor Captains may not remember every step.
- Commonly, name tags, cell phones and other personal items will be left behind.
- Without complete information on who is in the building at the time of the emergency, First Responders must enter burning buildings to verify that everyone was evacuated safely.
- Emergencies, by their very nature, are unexpected and situations can quickly escalate

Terminology Used Throughout This Document

The following is an explanation of the terms used in this document:

Community of Faith – the congregation of Central, comprised of both members and adherents.

EAP "Lite" – a simple, point form, single-page instruction for evacuation and lockdown procedures as shown in Appendix "L".

Emergency – any situation that poses an immediate risk to health, life, property, or the environment.

Evacuation Process – a list of points that will be announced to those attending an event, advising of an emergency and the immediate need to evacuate the building. A supplement to the Emergency Action Plan is included in the "Welcome Team Handbook – 2021", the primary document used in training volunteers in carrying out evacuation procedures.

Floor Captain – personnel, trained in evacuation procedures and assigned with the responsibility of overseeing the care for a specific area of the church during an emergency. Their primary responsibility is to ensure their assigned area of the church is fully evacuated in a timely manner and that everyone is accounted for at the Muster Station. Their secondary responsibility is to assist others in the evacuation process. A complete list of trained personnel and assigned areas is referenced in Appendix "I".

Lockbox – a Fire Department lockbox provides emergency responders quick access to a building. The lockbox, located next to the alley door, contains a key ring with a tag identifying the main door and master keys. The lockbox and keys are inspected by the City of Calgary semi-annually.



Muster Point – a location where everyone assembles during an emergency. In our case, evacuees will assemble on the plaza at Brookfield Place, located on the northwest corner of 7 Avenue and 1 Street SW. This site is a familiar site, easily large enough to handle 600 people, visible from the church and yet far enough away to mitigate any immediate danger.



Personnel – includes all paid accountable staff, contractors and volunteers trained in the emergency procedures as outlined in this EAP.

Warning – An Environment Canada term used to advise us to immediately find a safe place. For example, a tornado warning means that a tornado has been spotted or that weather radar indicates the signs of a tornado in the immediate vicinity. Similarly, a warning may be issued should a severe thunderstorm approach, one that is capable of producing large hail, causing significant damage or injury.

Watch – An Environment Canada term used to advise that conditions are favourable for severe weather to develop, but it does not mean that any thunderstorm or tornado has been formed or spotted. There is no need to take shelter during a watch but Environment Canada is simply making us aware of the weather, knowing that the situation may change quickly. Similarly, this term is used in describing severe thunderstorm activity.

Welcome Team – Volunteers, trained in evacuation procedures, who operate as greeters and ushers during events in the church sanctuary (e.g.: worship services, weddings, funerals and concerts) and who becomes Floor Captains during an evacuation or lockdown.

Policy

In establishing and maintaining this EAP, Central will work in consultation with the City of Calgary Fire Department (CFD) to best comply with the National Fire Code of Canada; the Calgary Police Service (CPS) to best comply with the Criminal Code and Calgary By-laws; Calgary Emergency Medical Services (EMS) and the guidelines offered by the Canadian Centre for Occupational Health and Safety.

The Duty of Care Officer or alternate (DCO) will, at a minimum, monitor the Alberta Alert Ready Emergency Alert System (Alberta Alert) for broadcast warnings of emergencies that may impact Central. The DCO will lead the Duty of Care Team (DCT) to provide the highest standard of care for all who work, meet or worship at Central.

DCT resources used in establishing and maintaining this EAP include:

- EMS
Contact: Public Education Officer
Cell: 403-612-5735
Email: (general) info@albertahealthservices.ca
Email: (direct) ems.peo@ahs.ca
- CPS
Contact: Cst. Jessica Wood, Community Liaison Officer
Cell:
Email: pol5039@calgarypolice.ca
- Brookfield Place
Contact: Jennise Swanson, Property Manager
Cell: 403-313-7821
Email: jennise.swanson@brookfieldproperties.com

Types of Situations

In general, there are three types of responses to emergencies:

Evacuation – the urgent immediate egress or escape of people away from an area that contains an imminent threat, an ongoing threat or a hazard to lives or property.

In Central's case, this action would be taken in the form of an evacuation of our building due to a fire, bomb threat, earthquake or active shooter within the building.

Lockdown – an emergency protocol that usually prevents people or information from leaving an area. The protocol is usually only initiated by someone in a position of authority. Lockdowns can also be used to protect people inside a facility or, for example, a computing system.

- A partial lockdown usually means that doors leading outside are locked such that no person may enter or exit.
- A full lockdown usually means that people must stay where they are and may not enter or exit the building or rooms within the building. If people are in a hallway, they are encouraged to move to the nearest safe, enclosed room.

At Central, the most common causes for a lockdown would be from an external active shooter, a tornado, flash flood or hazardous situations caused by a train derailment.

Advisory – in effect, a warning to the public that they should be cautious of changes in the outdoor environment. There is no relocation of people but rather a statement announcing a potential danger.

At Central, this may take the form of an announcement being made to our Community of Faith (COF) as the direct result of a public health advisory when our drinking water is or could be, contaminated by pathogens. It may also be an announcement based on a statement issued by Environment Canada concerning poor air quality or the onset of a violent storm (i.e.: thunder and lightning, high winds), to be further categorized by the terms “watch” and “warning”.

An advisory related to high winds may warn of the dangers associated with downed power lines (including CTrain power lines) or falling objects (e.g.: blown-out office tower windows or unsecured construction materials).

Overview

It is understood that each emergency situation involves unique circumstances. This EAP provides general guidelines and does not represent sequential steps to address an emergency. In every emergency situation, safety and health are priorities. Everyone can assist, not just trained Personnel. Remember to stay calm, think before you act and should you see something, say something!

This EAP is maintained by the DCO and kept in the Church Office, available to employees and congregants for review.

The disaster scenarios most applicable to our situation would include:

- major risks: flooding, rail incident, tornado, active shooter
- medium risks: water contamination, poor air quality, windstorm
- low risks: weather, earthquake

In addition, there are:

- common everyday risks: which include fire and medical emergencies.

Event	Refer Section	Risk Factor	Planned Response	Added Comments
Active Shooter	4.8	Major	Lockdown	external
			Evacuation	internal
Earthquake	4.3.3	Low	Evacuation	
Fire	4.2	Common	Evacuation	
Flash Flooding	4.3.3	Major	Lockdown	significant
			Advisory	preemptive
Medical	4.1	Common	Disruption	
Poor Air Quality	4.7	Medium	Advisory	
Rail Incident	4.6	Major	Lockdown	
Tornado	3.2	Major	Lockdown	
Water Contamination	4.5	Medium	Advisory	
Weather	-	Low	-	common sense
Windstorm	4.7	Medium	Advisory	

As a minimum, the following possible scenarios will be addressed in this EAP:

- **Medical** ... (refer page 14, section 4.1)
 - A medical emergency is an acute injury or illness that poses an immediate risk to a person's life or long-term health where qualified medical assistance is urgently needed.
- **Fire** ... (refer page 15, section 4.2)
 - Fire in our building.
 - Central has experienced two fires, 1916 (boiler explosion) and 2012 (arson).
 - A fire in a nearby building poses a threat to human health or our property.

- **Natural Disasters** ... (refer page 20, section 4.3)
 - **Tornado**, a vortex of a violent rotating wind pattern, often forming a funnel-shaped cloud that extends from the convective cloud to the ground. Winds are typically >140 km/h and are capable of damaging property and injuring people.
 - Environment Canada identifies the Calgary area as being prone to tornadic activity ranging from F2-F5 (Fujita scale).
 - **Flash floods** occurring because of dam breaches, river ice jams or excessive unexpected rainfall. A flash flood is the sudden onset of water causing immediate flooding. This event presents a unique danger to life and safety as there is little or no warning.
 - Central and much of downtown Calgary, is situated on a floodplain. The church experienced a business disruption during June 2013 as the result of the flood of the Elbow River. There was no damage to the church, however, the flood (and related power outages) caused the closure of the entire downtown core.
 - An **earthquake** is a sudden release of energy in the earth's crust that creates seismic waves that can cause either minor or major damage.
 - Calgary has felt minor earthquakes with centres in Alberta and Montana but the risk of a major occurrence is minimal. Minor earthquakes (with readings < 5M_L) are, however, increasing in regularity.
- **Bomb Threats** ... (refer page 25, section 4.4)
 - A bomb threat is a threat to detonate an explosive or incendiary device to cause property damage, death, or injury, whether or not such a device actually exists. All bomb threats must be taken seriously.
- **Biological** ... (refer page 25, section 4.5)
 - Generally, a potentially dangerous and poisonous substance that is usually very unstable and can be easily transferred between living organisms.
 - Chemical or radiological substances that with sufficient concentration, can result in serious injury or death.
 - Drinking water contamination when water quality is negatively affected and a boil-water advisory may be raised, cautioning use to the general public.
 - During the winter of 2018-2019, Central experienced a water main break. This disruption meant securing potable water from a secondary source and advising of the danger of unsafe water.
- **Hazardous Goods** ... (refer page 26, section 4.6)
 - A potentially dangerous substance or device that may explode. This danger is significantly greater during transportation:
 - Vehicles transporting dangerous goods are required to travel on the designated dangerous goods routes within city limits. *The City of Calgary Truck Route Map 2017* indicates that the closest designated dangerous goods routes to Central are a considerable distance away (i.e.: the Deerfoot and Blackfoot Trails). It is also noted that the transportation of dangerous goods is restricted in the Central Business District from 6:00 a.m. to 6:00 p.m., Monday through Saturday. These hours of operation greatly reduce the risk to Central as typically our largest events (concerts and worship services) occur at night or on Sunday. These factors greatly reduce the risk.

- A train derailment or a collision in or near our downtown core involving rolling rail stock that accidentally releases dangerous goods or substances, causing them to be airborne and dangerous to health. Although such an accident is rare, on average there is an estimated 26 westbound freight trains travelling through our city centre daily. The occurrence of a crude oil, LNG or chemical derailment cannot be forecast and would likely have a catastrophic impact on our downtown core.
- **Environmental** ... (refer page 26, section 4.7)
 - A decrease in the air quality caused by an elevated particulate count in the atmosphere can negatively affect visibility or the health of seniors, children or individuals with certain medical conditions. This condition is monitored using the Air Quality Health Index (AQHI). The higher the reading, the poorer the air quality.
 - Typically, in Calgary, poor air quality is from forest fire smoke or pollution inversions.
 - Falling objects, including human-made materials, are at risk of falling, threatening people or property.
 - At various times during the year, Calgary experiences high winds that have blown windows from their frames, causing them to crash to the pavement, resulting in shards of glass, posing a clear danger to pedestrians.
 - Construction companies are legislated to secure building materials that may be made airborne by high wind storms. The restraints may, however, loosen in wind storms resulting in a danger to public safety.
- **Terrorist Attacks** ... (refer page 27, section 4.8)
 - The use of violence or threats of violence by individuals or groups against civilians or existing infrastructure.
 - An active shooter engaged in killing or attempting to kill people.
- **Civil or Criminal Acts** ... (refer page 28, section 4.9)
 - A civil emergency occurs when humans cause a disruption of services or require varying levels of support, law enforcement or attention.

Duty of Care Response

Supportive administrative actions that will be addressed by the Duty of Care Team (DCT) include:

- reporting procedures for fire and other emergencies
- providing floor plans detailing escape routes
- accounting for occupants
- defining roles in emergency situations
- providing key contact information
- ensuring education and training.

The Property Team will establish maintenance and inspection routines for equipment and ensure that alarm systems are installed according to the City of Calgary bylaws.

EAP Coordination

It is the responsibility of the DCO to:

- ensure this EAP is up-to-date
- maintain an understanding of any changes in related codes, regulations or guidelines
- act as liaison with the respective First Responder organizations (e.g.: EMS, CFD and CPS)
- ensure relevant safety training is offered by qualified trainers, on an ongoing basis
- educate and inform Personnel and the public who attend events at Central
- work with other teams within Central's governance structure to implement inspection and preventative maintenance programs of safety equipment.

The current DCO is:

Bill Moore

1206, 344 9 Avenue SE
Calgary, Alberta T2G 4W8

Cell Phone: 403-803-4116
email: billmooreyc@gmail.com

Alternate to the DCO and staff resource to the DCT:

Colleen Robarts

2208, 727 6 Avenue SW
Calgary, Alberta T2P 0V1

Cell Phone: 587-998-7162
email: l.colleen@outlook.com

Reporting Procedures

Emergency First Responders must immediately be notified of emergencies. Anyone may summon emergency assistance by making this call:

- Medical
 - Fire
 - Bomb Threat
 - Environmental
 - Terrorist Attack
 - Civil or Criminal Act
- } • 9-1-1

Emergency Help!

When calling 9-1-1 for emergency assistance, be prepared to provide:

- your name
- the telephone number you are making the call from
- business name and street location of the emergency
 - Central United Church - 131 7 Avenue SW
- the type of emergency
 - Medical
 - Fire
 - Bomb Threat
 - Terrorist Attack
 - Criminal Act
- and
 - Number and condition of victims
 - Location within the building and extent of the emergency.

In conducting this call, never hang up first; let the emergency personnel hang up first. After making the call, take a visible position to best direct the First Responders to the scene of the emergency.

When evacuating the building, the DCO must also call Brookfield Place Security 403-265-4469 advising of our situation and that we are assembling at our Muster Point on the plaza at Brookfield Place.

Utility company emergency contact information:

- Electric Enmax 403-514-6100
- Water City of Calgary 311
- Gas Atco Gas 1-800-511-3447
- Telephones Telus *611
- Alarm Johnson Controls 1-800-289-2647

Colleen Robarts, Office Administrator, and Newton Hislop, Property Team Member, are the call out contacts listed with Johnson Controls and are the only individuals authorized (by Johnson Controls ID number) to contact Johnson Controls to reset or maintain the security system.

The authorized contacts for Johnson Controls are:

Newton Hislop

7136 Hunterdale Rd NW
Calgary, Alberta T2K 4S1

Cell Phone: 403-383-1635
email: newtonh@gmail.com

Colleen Robarts

2208, 727 6 Avenue SW
Calgary, Alberta T2P 0V1

Cell Phone: 587-998-7162
email: l.colleen@outlook.com

Following an emergency, the DCO shall:

- prepare an Incident / Accident Report within 24 hours
- advise the Property Team Chair of any property or building concerns:

Newton Hislop

7136 hunterdale Rd NW
Calgary, Alberta T2K 4S1

Cell Phone: 403-383-1635
email: newtonh@gmail.com

Emergency Escape Procedures and Routes

The following emergency evacuation information will be posted on Emergency Escape Route Maps (Maps) located throughout Central:

- Primary and secondary escape routes
- Nearby staircases
- Location of fire alarm boxes and extinguishers
- Reminders to
 - Close doors behind you
 - Call 9-1-1 when safe to do so
 - **DO NOT USE THE ELEVATOR**

Reference diagrams for:	<u>Maps</u>	<u>Floor Plans</u>
• Upper Floor	Appendix "C"	Appendix "F"
• Main Floor	Appendix "D"	Appendix "G"
• Lower Floor	Appendix "E"	Appendix "H"

A Map is posted in each room showing primary and secondary exit or escape routes should an emergency evacuation be necessary. It is the responsibility of all Personnel and Floor Captains to become familiar with the EAP (including Maps and floor plans) and advise the DCO of any changes to their contact information.

All Personnel should be familiar with a minimum of two escape routes, a primary and secondary exit. The DCT has attempted to identify escape routes that do not include locked doorways. There are three exceptions to this rule. Two are located on the Main Floor, one in the Balcony.

- The east entrance to the anteroom and east entrance to the Chapel, both have locked doors. The DCT considered this low risk given the escape route is in the area of the Church Office and likely will apply to staff use, not the general public. The staff have a master key that opens in these two doors and although unlocking doors during the time of an emergency is not preferred, it is in this case, considered to be a low risk as the doors offer a secondary escape route.
- The third locked door is at the top of Stairwell #4 and acts as an exit for the Balcony. During worship services and concerts, this door is typically left open as it does not have a proper locking mechanism.

The list of Floor Captains who have received specific instructions and training to ensure their safety in carrying out designated duties during an emergency situation are listed in Appendix "I".

Accountability After Evacuation

When an alarm is investigated and an evacuation command is given, the assigned Personnel will act as Floor Captains, immediately taking up positions at the designated exit to ensure everyone is evacuated. Floor Captains will provide any assistance to those requiring the same. As a public space, aside from being a workplace, a place of worship and a concert hall, Central is home to over a support group meetings during the week. Given the fluidity of public attendance, it is not feasible to maintain a detailed record of people's names that are within the building at any given time. It is, therefore, essential that the Floor Captains (leaders of each of these groups) be responsible for the people occupying their meeting space, ensuring that all are accounted for and offering assistance where necessary during evacuation or lockdown procedures. This responsibility is outlined in detail in the respective renter agreements as executed by the Board of Central.

Once evacuated, everyone will proceed to the Muster Point and account for the people attending their event. Each Floor Captain will report on their status to the DCO. Emphasis must be on accountability as a way of mitigating unnecessary risk to the safety of First Responders. Without our accountability, First Responders are charged with entering the building and performing a search to ensure that all have been evacuated.

No one is to re-enter the building for any reason until the Calgary Fire Department (CFD) or other responsible agency has notified the DCO that the building is safe for re-entry.

Security Alarm System

A typical security alarm system has several devices working together to detect smoke, motion or a breach in building security. Central currently employs Johnson Controls as the 24-hour monitoring security company using their central reporting system. Should an alarm be triggered, Central has a 24-hour "call out" list of people who investigate the alarm.

A listing of the alarm zones within the church is posted next to the annunciator (alarm box) in the Church Office. There are 15 zones including:

- 2 that is linked to smoke detectors located in
 - Hallway adjacent the Church Office and Kitchen
- 1 combined smoke/CO₂ detector
 - Hallway adjacent to the Boiler Room
- 2 motion detectors:
 - Sanctuary, Library
- 1 panic button:
 - Office
- 7 exterior door alarms (includes the Roof Hatch)
- 2 tampers:
 - Telecom
 - CPU

Alarms may be armed or disarmed by entering a 4-digit code in the security alarm panel, both are wall-mounted. One is located by the Office Hallway and the other outside the west Gymnasium doors. Alarm codes are administered by the Office Administrator and are not transferrable.

Fire Alarm System

A fire alarm system has several devices working together to detect and warn people through visual and audio appliances when smoke, fire, carbon monoxide or other emergencies are present. These alarms may be activated automatically from smoke, heat or CO₂ detectors or may be activated via manual fire alarm activation devices such as manual pull alarms. Alarms can be either motorized bells or wall mountable sounders or horns.

At present, Central has an audible security alarm system. During off-hours, it is electronically tied remotely to the door security and motion detectors. It is also tied into the smoke and CO₂ alarms at all times. The alarm will sound but is not loud enough to be heard except in the immediate area of the Johnson Controls alarm boxes. After approximately two minutes, if the alarm is not disarmed, a loud security alarm will sound, one that can be heard throughout the building. This lag in time is critical to responders as they would first check the annunciator located in the Church Office to locate the source of the alarm, then investigate the alarm, assess the situation and, if necessary, commence evacuation of the building.

Lockdowns

When calls for a lockdown occur, the Floor Captains will escort everyone in their assigned area to the Dining Room (refer to Appendix "B") by accessing Stairwell #5 or the Gymnasium.

A supply of bottled water, blankets and a flashlight can be found in the Archives Room. At least one Floor Captain must remain with any disabled individual until the lockdown is lifted.

Those with disabilities and their companions will be assisted by the Floor Captains.

Everyone is to wait in this lockdown area until given the all-clear sign by the DCO or designate.

Training

The list of individuals that have been trained to assist in the safe and orderly emergency evacuation of others is listed in Appendix "J".

Training is provided for Personnel when:

- the plan was initiated
- responsibilities change
- new people are enlisted
- annual reviews are undertaken.

Fire Extinguishers

Statistics indicate that Personnel are less at risk if they do not activate fire extinguishers before evacuation. Given we have limited trained personnel and the potential for significant evacuation numbers, the Floor Captains should concentrate on evacuating people rather than firefighting.

Rescue and Medical Duties

It may be necessary in an emergency to rescue people and perform some specified medical duties, including first-aid treatment. All Personnel will have been properly trained and equipped to carry out their assigned responsibilities safely. It is preferred that, during an evacuation, the primary objective is to rely on professional medical help to assist in this manner while we concentrate on evacuation procedures.

The list of individuals that have first-aid training is included in Appendix "K".

Individuals performing emergency rescue and medical duties must follow these Check-Call-Care instructions as suggested in the Canadian Red Cross *First Aid & CPR* handbook:

- **Check:**
 - before approaching an ill or injured person, stop and take a good look at the scene:
 - Is the scene safe?
 - Are there any hazards?
 - What has happened?
 - How did it happen?

if the scene is safe, quickly check the person:

- Is the person responsive?
- Check the person's ABCs:
 - **Airway** - Make sure the person has an open airway. If the person is speaking, moaning, or crying, the person's airway is open. If the person is unresponsive, perform a head-tilt / chin-lift by gently tilting the head back until the chin is pointing up.
 - **Breathing** - Check for normal breathing for five to ten seconds. A person is breathing normally if air is moving into and out of the lungs and the chest is rising and falling in a normal, regular pattern. Someone who can speak or cry is breathing.
 - **Circulation** - Quickly look at the person from head to toe for signs of life-threatening bleeding.

When an individual is unresponsive, exhibits difficulty in breathing or manifests life-threatening bleeding, a life-threatening emergency exists. These conditions must therefore be a top priority. Obtain an automated external defibrillator (AED) and first aid kit.

- **Call**

If an individual is unresponsive or has a life-threatening condition, you must always activate EMS. Whenever possible, use a cell phone or ask a bystander to call EMS 9-1-1.

If you are alone with the person and you do not have a cell phone, call out loudly for help. If no one comes, get to a phone as quickly as you can and call EMS at 9-1-1. As soon as you hang up, return to the person in distress.

If a person becomes unresponsive, his or her vital signs deteriorate, or your secondary assessment reveals a condition that requires emergency care, call EMS at 9-1-1 immediately.

- **Care**

Care for any life-threatening conditions first. Give the care that is needed, within the scope of your knowledge and training. Continue to Check-Call-Care providing continual care with these guidelines:

- Monitor the person's breathing, level of responsiveness, and overall condition.
- Help the person rest in a comfortable position.
- If necessary, roll the person into the recovery position:
 - First, lay the person on their back and kneel on the floor beside them.
 - Extend the arm nearest to you at a right angle to the person's body with the palm facing up.
 - Take the person's other arm, folding it and pressing it to the cheek closest to you, hold it in place.
- Keep the person from getting chilled or overheated.
- Reassure the person.



Personnel Training

Training is provided Personnel:

- when the EAP is initiated
- when the Personnel's responsibilities change
- when there are changes to the EAP
- initially for new Personnel
- refresher training annually.

Items Reviewed in Training:

- emergency escape procedures
- escape route assignments
- fire extinguisher locations and training
- procedures to account for Personnel
- major fire hazards
- employee training programs
- fire prevention practices
- means of reporting emergencies
- alarm systems
- proper housekeeping habits
 - ensure hallways are clear of all non-essential materials (e.g.: tables, chairs, boxes)
 - ensure doorways are clear (e.g.: pylons, ladders, sandwich boards)
- EAP availability
- lockdown procedures
- emergency procedures

Emergency drills will be periodically scheduled.

Responding to an Emergency

Preparation and planning are the keys to surviving in an emergency. Such preparation includes strategies to prevent injuries. The situation at Central includes many who are at risk when faced with an emergency. In addition to those with wheelchairs or walkers, several people will require assistance. These individuals have reduced mobility, speech, hearing or visual impairment or cognitive limitations. In an emergency, the Floor Captains will respond to instructions given by the DCO during training.

Medical

When responding to a medical emergency, Personnel must follow the CHECK / CALL / CARE protocol found on page 10. To summarize:

- survey the scene of the emergency and quickly evaluate any personal safety issues
- request assistance ... don't be afraid to SHOUT FOR HELP if necessary!
- call 9-1-1 and provide:
 - number and location of victims
 - nature of the injury or illness (be as concise yet descriptive as possible)
 - advise of any hazards
 - advise of the nearest entrance
- alert trained personnel to bring a first aid kit or the Automated External Defibrillator (AED).

Location of First Aid Kits and AED:

First Aid Kit	Church Office
Eye Wash Kit	Kitchen, wall-mounted behind the sink
AED	mounted on the west wall of the Gym

Site procedures:

- only trained Personnel are to provide first aid assistance
- do not move the victim unless the victim's location is unsafe
- take precautions to prevent contact with body fluids and exposure to blood and airborne pathogens by-wearing gloves and a mask
- meet the EMS First Responders at the nearest entrance; direct / accompany them to the victim.

Fire

General

Be aware that Central has no manual pull alarms. Anyone discovering a fire must call the 9-1-1 operator to dispatch the CFD providing the basic response information as listed below:

- business name and street address
 - Central United Church - 131 7 Avenue SW Calgary, Alberta
- nature of the fire
- location of the fire
- source of the alarm – visual or by smoke detector
- your name
- your phone number for a return call.

When a fire is reported, the DCO will immediately investigate and consider an evacuation of the building. This evaluation is determined by the size of the fire and its location. Central currently has no pull fire alarm box or system to immediately alert people located on all three floors. This means that "word of mouth" is the only tool for communicating a fire. Assuming the Johnson Controls security alarm has not yet sounded, the DCO will send one person to each of the other floors to pass the word of a fire emergency and the status of the need for an evacuation. The dispatched person must then check back to confirm the communication link.

If the decision is made to evacuate by the DCO, the DCO and Floor Captains will then enact a full and immediate egress of the building. This procedure is summarized as follows:

- the DCO and Floor Captains quickly take up their positions
- evacuation proceeds along evacuation routes to the Muster Point
- if exiting via 1 Street SW exit, caution must be exercised because the primary fire hydrant is outside these doors
- people are directed to stairs and exits away from the fire location
- **DO NOT USE THE ELEVATOR**

The DCO, accompanied by the Floor Captains, will meet evacuees at the Muster Point and account for everyone to ensure all have escaped the building successfully. It is then the responsibility of the DCO to advise first responders of any missing persons.

This building is a multi-use facility and together with the user groups, evacuation procedures need to be addressed to best reflect and account for several different scenarios: concerts, worship services, meetings, and business activities during regular office hours.

Concerts

Music concerts held in the Sanctuary represent the event posing the greatest risk in terms of loss of life. The capacity of the seating area is approximately 600 people and during events (e.g.: Sled Island and the Charlie Brown Christmas Concert), it is common to reach this capacity. These events present definite challenges as the attendees are guests and likely not familiar with the layout of the church. To assist in their safe exit, a minimum of ten (10) Personnel must be on duty during concerts. It is further recommended by DCT that in addition to the security and custodial staff that may be on duty, there be a deployment of five Floor Captains in the Balcony and five Floor Captains on the Main Floor.

The EAP, in abridged form, will be an appendage to the rental agreement that outlines the following process:

- Before the doors open to the event, the DCO will chair a meeting of the Floor Captains and event security staff to ensure familiarity with the evacuation procedures, more specifically their responsibilities. Team members with Canadian Red Cross First Aid and CPR training will also be identified.
- It is recommended that at the commencement of the event when the Master of Ceremonies makes "housekeeping announcements", that attention is drawn to the nearest exits. The exits can also be displayed on the large screen behind the platform.
- Anyone discovering the fire can call the 9-1-1 operator to dispatch the CFD, providing the basic response information as listed above. Similarly, in the case of a medical emergency, anyone encountering the incident can call the 9-1-1 operator to dispatch EMS.
- In the case of an evacuation, the Master of Ceremonies must be immediately notified and make an announcement stating the Evacuation Process:
 - Proceed to the nearest exit unless that exit is compromised. If so, proceed to the next safest exit.
 - Floor Captains will assist you in leaving the building.
 - A Floor Captain will bring you your walker and proceed with you to the nearest safe exit.
 - If you are using a wheelchair, a Floor Captain will accompany you to the nearest safe exit, to await the arrival of First Responders. In times of emergency, **DO NOT USE THE ELEVATOR.**
 - Leave all valuables behind.
 - Meet at the Muster Point, located diagonally across from the church on the plaza of Brookfield Place.

These announcements are to be repeated THREE times.

- The Floor Captains will immediately jam open the double exit doors nearest their designated area of responsibility and then direct people to the Muster Point.
- Before vacating, the Technical Team will display on the screen behind the platform, a summary of the Evacuation Process.
- No one will be permitted re-entry into the building unless advised by the DCO (or alternate) or a CFD representative.
- Once people have left the building to assemble at the Muster Point, the Floor Captains will sweep their area of responsibility ensuring all have been evacuated.
- As this is a public event where there is no list of occupants, it is essential that the sweeps be thorough, including a check of the washrooms on the lower floor.
- When the sweep is complete, the Floor Captains will meet in the narthex before leaving together for the Muster Point where they will report to the DCO.

Celebrate Life Recovery Service

During the Sunday evening Celebrate Life Recovery Service:

- Anyone discovering a fire must call the 9-1-1 operator to dispatch the CFD providing the basic response information as listed above.
- The Recovery Team Leader must immediately be notified and make an announcement stating the Evacuation Process:
 - Proceed to the nearest exit unless that exit is compromised. If so, proceed to the next safest exit.
 - Floor Captains will assist you in leaving the building.
 - Floor Captains will bring you your walker and proceed with you to the nearest safe exit.
 - If you are using a wheelchair, a Floor Captain will accompany you to the nearest safe exit, to await the arrival of First Responders. In times of emergency, **DO NOT USE THE ELEVATOR.**
 - Leave all valuables behind.
 - Meet at the Muster Point, located diagonally across from the church on the plaza at Brookfield Place.

These announcements are to be repeated THREE times.

- The Welcome Team leaders have been trained in evacuation procedures.
- Typically, no one uses the balcony other than the Technical Team who are familiar with the upper escape routes. Before vacating, the Technical Team will display on the screen behind the platform, a summary of the Evacuation Process.
- The Floor Captains will immediately jam open the double exit doors nearest their designated area of responsibility and then direct people to the Muster Point.
- During the service, participants in the CA Meeting at 7:30 p.m. often arrive early, gathering outside the Alley Door, in Room #1 and Stairwell #1. A Floor Captain will advise them of the need to evacuate and proceed to the Muster Point.
- No one will be permitted re-entry into the building unless advised by the DCO or a CFD representative.
- Once people have left the building to gather at the Muster Point, the Floor Captains will sweep their area of responsibility ensuring all have been evacuated.
- As this is a public event where there is no list of occupants, it is essential that the sweeps be thorough, including a check of the washrooms on the lower floor.

- When the sweep is complete, the Floor Captains will then meet in the narthex before leaving together for the Muster Point where they will report to the DCO.

Traditional Worship Service

During the Sunday Morning Traditional Worship Service

- Anyone discovering a fire must call the 9-1-1 operator to dispatch the CFD providing the basic response information as listed above.
- The Worship Leader must immediately be notified and make an announcement stating the Evacuation Process:
 - Proceed to the nearest exit unless that exit is compromised. If so, proceed to the next safest exit.
 - Floor Captains will assist you in leaving the building.
 - A Floor Captain will bring you your walker and proceed with you to the nearest safe exit.
 - If you are using a wheelchair, a Floor Captain will accompany you to the nearest safe exit, to await the arrival of First Responders. In times of emergency, **DO NOT USE THE ELEVATOR.**
 - Leave all valuables behind.
 - Meet at the Muster Point, located diagonally across from the church on the plaza at Brookfield Place.

These announcements are to be repeated THREE times.

- Very few congregants use the balcony. The Technical Team are familiar with the upper escape routes and will guide anyone sitting in the balcony to the nearest exit stairway. Before vacating, the Technical Team will display on the screen behind the platform, a summary of the Evacuation Process.
- The Floor Captains will immediately jam open the double exit doors nearest their designated area of responsibility and then direct people to the Muster Point.
- No one will be permitted re-entry into the building unless advised by the DCO or a CFD representative.
- Once people have left the building to gather at the Muster Point, the Floor Captains will sweep their area of responsibility ensuring all have been evacuated.
- As this is a public event where there is no list of occupants, it is essential that the sweeps be thorough, including a check of the washrooms on the lower floor.
- When the sweep is complete, Floor Captains will then meet in the narthex before leaving together for the Muster Point where they will report to the DCO.

Meetings

There are a variety of meetings held each day throughout the building. The EAP, in abridged form, will be an appendage to the rental agreement that outlines the following process:

- Anyone discovering a fire must call the 9-1-1 operator to dispatch the CFD providing the basic response information as listed above.
- Given there is no fire alarm box in the building, the group leader, when evacuating, will phone the Church Office at (403) 269-3701 advising of an emergency, that 9-1-1 has been called and that they are evacuating the building. The Office Administrator will then sound the "panic alarm". This alarm is
 - sufficiently audible to alert everyone in the building of an emergency
 - relayed to Johnson Security who will respond to the emergency call.
- The person who called 9-1-1 will meet with the CFD at the lockbox located beside the alley entrance.
- There is signage in each of the meeting rooms indicating the primary and secondary escape route.
- The group leader will go with the attendees to the Muster Point and verify that all have evacuated the building.
- No one will be permitted re-entry into the building unless advised by the DCO or a CFD representative.
- Staff will also assemble at the Muster Point to meet the group(s).

Regular Business Hours

The following plan outlines the evacuation of staff and visitors who are employed or contracted to work in the building during regular business hours.

- Anyone discovering a fire must call the 9-1-1 operator to dispatch the CFD providing the basic response information as listed above.
- The staff have been trained in evacuation procedures.
- Given there is no fire alarm box in the building, if the security alarm has not been activated by a smoke detector, the staff member will verbally alert the other staff members of an emergency and that the building needs to be evacuated. The Office Administrator will then sound the "panic alarm". This alarm is:
 - sufficiently audible to alert everyone in the building of an emergency
 - relayed to Johnson Security who will respond to the emergency call.
- the staff member who called 9-1-1 will meet with the CFD at the lockbox located beside the alley entrance.
- There is a Map in each office area indicating the primary and secondary escape routes.
- Those evacuated will then meet at the Muster Point and verify that all have evacuated the building.
- The person calling 9-1-1 will await the First Responders at the lockbox located beside the alley entrance. They will then join the other staff members at the Muster Point.
- No one will be permitted re-entry into the building unless advised by the DCO (or alternate) or a CFD representative.

Staff will be provided with an evacuation card (EAP "Lite") to keep at their desk for ease of reference.

The EAP "Lite" card will remind them of the basic steps should they discover a fire:

C

- Call 9-1-1 (when safe to do so) to dispatch First Responders to Central United Church located at 131 7 Avenue SW
- Close your office door as you leave

A

- Alert co-workers of the emergency verbally or by using the "panic alarm"
- Assist others.

L

- Leave valuables behind
- Exit the building

M

- Meet at the Muster Point at the plaza on Brookfield Place or
- Meet with the First Responders (if you are the one who placed the call to 9-1-1 or are a sole occupant.)

Children and Youth/Young Adult Ministries:

Kids in Action (KIA) and Youth In Action (YIA)

On Sunday mornings (September to May), KIA and YIA operate on the lower floor of the church.

- Anyone discovering a fire must call the 9-1-1 operator to dispatch the CFD providing the basic response information as listed above.
- There is no internal manual alarm box
- The KIA and YIA Leadership must advise the main floor that there is an emergency and that the children are being evacuated.
- Ensure contact by:
 - Calling the custodian on the Churches cell phone at 403-875-9677
 - Calling the Duty of Care at 403-803-4116
 - Use the Churches Walkie Talkies
- There is a Map in each room of the lower floor indicating primary and secondary escape routes.
- The KIA and YIA Leaders will:
 - Evacuate the children from the lower floor to the Muster Point.
 - Bring the sign-in sheet which lists each KIA and YIA participant for that day.
 - Account for each KIA and YIA participant referencing the sign-in sheet.
 - Stay with the KIA and the YIA. All participants 18 years of age and younger will need to be reunited with parents/guardians.
- No one will be permitted re-entry into the building unless advised by the DCO or a CFD representative.

Natural Disaster

Overview

Given the commitment to the standard of care by our Community of Faith, as outlined in our Duty of Care Policies and Procedure Manual, we must be as prepared as possible for freak weather events that can occur at any time, with little or no warning.

Tornado

When a warning is received from Environment Canada or Alberta Alert, the DCO will advise the Worship Leader:

- The Worship Leader will make an announcement:
 - Everyone is to proceed immediately to the Dining Hall by way of Stairwells #1, #5 and #6.
 - Floor Captains will bring your walker and proceed with you to the Dining Hall.
 - If you are using a wheelchair, a Floor Captain will remain with you until First Responders arrive.
 - In times of emergency, **DO NOT USE THE ELEVATOR.**
 - Leave all valuables behind.
- The Floor Captains will immediately lock all building entrances and will lead everyone to the Dining Hall or in case of overflow, to any small interior rooms on the lower floor, without windows:
 - Room #1
 - Room #2
 - any of the Sunday School Rooms
 - Tool Room
 - the north-south interior hallway but away from Stairwells #1 and #3.
- When exiting the Sanctuary, Staircase #5 should be used if at all possible, because this exit is the quickest to access, has the fewest windows and is the most direct route to the Dining Room and lower floor rooms. Staircase #1 and #6 may also be used but both are exposed to a significant amount of glass.
- When everyone is in the lockdown rooms,
 - The Floor Captains will advise everyone to crouch down as low as possible on the floor, face down and covering their heads ...



- The DCO will monitor radio and website updates from Alberta Alert and the Calgary Emergency Management Agency (CEMA) until the threat has passed.
- No one is to leave the building until advised that it is safe to do so by the DCO.

- If there is no time to adjourn to the lower floor, people are to stay clear of windows, get under the pews, protecting their heads with their arms or hands.
- Following the passing of the tornado, the DCO will station a Floor Captain inside:
 - the alley door preventing people from exiting in case live power lines are down and
 - at the 7 Avenue SW doors in case live CTrain power lines are down.

Flash Flood

In 2013, downtown Calgary experienced a 1/100 year flood when the Elbow River spilled its banks as the result of heavy rains caused by a stationary low pressure cell. The church was spared the flood but was closed for Sunday services because there was no public access to the downtown core.

The likelihood of a flash flood reaching the location of the church, caused by a storm of greater strength than in 2013 or alternatively by a breach in either the Glenmore Dam (Elbow River) or Bearspaw Dam (Bow River), is remote. If however, there is an advisory from CPS or Alberta Alert that a flash flood is imminent, the DCO will take immediate action to close the church. Everyone must be kept on the main and upper floors until the danger is quantified.

There are three scenarios here:

- If the flood waters are significant, preventing those in the church from safe passage, the First Responders will execute a rescue.
- If the flood waters are minimal, wait until the water subsides to a level that would allow people to exit safely.
- If we are spared from the flood waters or there is a minimum amount of standing water, or it is determined that the threat has passed, people will be permitted to leave.

Earthquake

An earthquake (as defined by Wikipedia) is a sudden and violent shaking of the ground, sometimes causing great destruction, as a result of movements within the earth's crust or volcanic action. Earthquakes happen without warning! There will be no alert issued by Environment Canada or Alberta Alert.

In Alberta, earthquakes are becoming much more frequent:

- 1918-1965 < 12 minor earthquakes
- 1965-1985 on average, 20 minor earthquakes per year
- 1985-2001 a total of 605 earthquakes or an average of 35 per year
- 2014 43 minor earthquakes

In 2001 an earthquake with an epicenter near Dawson Creek registered 5.4M_L (Richter magnitude scale is the quantitative measure of an earthquake's magnitude, determined using the logarithm of the amplitude of the largest seismic wave calibrated to a scale by a seismograph). This was of significant size for the area, called a minor earthquake in Alberta but felt throughout the province. Frequency and magnitude are increasing but significant damage or loss of life in Alberta remains an unlikely occurrence at present.

Sanctuary Events

Should an earthquake occur during a worship service:

- The Worship Leader will immediately make an announcement stating the Evacuation Process:
 - Proceed to the nearest exit unless that exit is compromised. If so, proceed to the next safest exit.
 - Be aware of broken glass and the possibility of downed electrical power lines in the alley and CTrain power lines on 7 Avenue SW.
 - Floor Captains will assist you in leaving the building.
 - A Floor Captain will bring you your walker and proceed with you to the nearest safe exit.
 - If you are using a wheelchair, a Floor Captain will accompany you to the nearest safe exit, to await the arrival of First Responders.
 - In times of emergency, **DO NOT USE THE ELEVATOR.**
 - Leave all valuables behind.
 - Meet at the Muster Point.

These announcements are to be repeated THREE times.

- Prior to vacating, the Technical Team will display on the screen behind the platform, a summary of the evacuation process.
- Typically very few congregants use the balcony. The Technical Team are familiar with the upper escape routes and will guide anyone sitting in the balcony to the nearest exit stairway.
- The Floor Captains will immediately jam open the double exit doors nearest their designated area of responsibility and then direct people to the Muster Point.
- Advise people to be cautious and keep away from downed CTrain and power lines and to avoid broken glass.
- Once people have left the building to gather at the Muster Point, the Floor Captains will sweep their area of responsibility ensuring all have been evacuated.
- Due to the potential for aftershocks and catastrophic building damage, once it is established that all have been evacuated, those assembled at the Muster Point are encouraged to clear the area in case of falling glass and not to return to the building.
- Due to the potential danger of downed power and LRT lines on 7 Avenue SW and downed power lines in the back alley, evacuation of the building using 1 Street SW exit is preferred. The DCO will station a Floor Captain at the back alley and 7 Avenue SW exit doors to caution those exiting.

In case of a life-threatening emergency call 9-1-1. If available, use the church landline to call 9-1-1 so as not to contribute to overloading the local cell network. Keep in mind that all available First Responders will be taxed so only call 9-1-1 if indeed there is a life-threatening emergency.

Following the evacuation,

- The DCO, with the assistance of the Floor Captains will:
 - Access fire extinguishers in case a small fire starts.
 - Access first aid kits and tend to any injuries.
 - Refrain from using an open flame or electrical equipment.
 - Turn off gas, electricity and water.
- The DCO will contact the Property Team Chair, requesting his attendance and follow-up to secure the building and evaluate the immediate clean-up needs.

Public Events in the Sanctuary

Should an earthquake occur during a public event organized by an outside group (i.e.: town hall, dance performance or musical concert):

- The Master of Ceremonies will immediately make an announcement stating the Evacuation Process:
 - Proceed to the nearest exit unless that exit is compromised. If so, proceed to the next safest exit.
 - Be aware of broken glass and the possibility of downed electrical power lines in the alley and CTrain power lines on 7 Avenue SW.
 - Floor Captains will assist you in leaving the building.
 - A Floor Captain will bring you your walker and proceed with you to the nearest safe exit.
 - If you are using a wheelchair, a Floor Captain will accompany you to the nearest safe exit, to await the arrival of First Responders.
 - In times of emergency, **DO NOT USE THE ELEVATOR.**
 - Leave all valuables behind.
 - Meet at the Muster Point.

These announcements are to be repeated THREE times.

- Prior to vacating, the Technical Team will display on the screen behind the platform, a summary of the evacuation process.
- Floor Captains will guide those in the Balcony to the nearest exit stairway (Stairways #4, 5, and 7).
- The Floor Captains will immediately jam open the double exit doors nearest their designated area of responsibility and then direct people to the Muster Point.
- Advise people to be cautious and keep away from downed CTrain and power lines and to avoid broken glass.
- Once people have left the building to gather at the Muster Point, the Floor Captains will sweep their area of responsibility ensuring all have been evacuated.
- Due to the potential for aftershocks and catastrophic building damage, once it is established that all have been evacuated, those assembled at the Muster Point are encouraged to clear the area in case of falling glass. Do not to return to the building.
- Due to the potential danger of downed power and LRT lines on 7 Avenue SW and downed power lines in the back alley, evacuation of the building using 1 Street SW exit is preferred. The DCO will station a Floor Captain at the back alley and 7 Avenue SW exit doors to caution those exiting.

In case of a life-threatening emergency call 9-1-1. If available, use the church land line to call 9-1-1 so as not to contribute to overloading the local cell network. Keep in mind that all available First Responders will be taxed so only call 9-1-1 if indeed there is a life-threatening emergency.

Following the evacuation,

- The DCO, with the assistance of the Floor Captains will:
 - Access fire extinguishers in case a small fire starts.
 - Access first aid kits and tend to any injuries.
 - Refrain from using an open flame or electrical equipment.
 - Turn off gas, electricity and water.
- The DCO will:
 - Contact the Property Team Chair, requesting his attendance and follow-up to secure the building and evaluate the immediate needs for any clean-up.

Bomb Threat

Bomb threats are typically made in one of two ways: by telephone or by letter. Bomb threats can also take the form of a suspicious package either left in the building or delivered by post/courier. If the package is an unexpected delivery, utmost caution is advised.

If a bomb threat is phoned in, the Office Administrator is to:

- Call 9-1-1.
- Complete the Bomb Threat Information Card (Appendix "A") to assist the CPS with their investigation.
- The decision to evacuate the building will be made by the CPS.
- If you are instructed by police to evacuate the building, take the Bomb Threat Information Card with you.

If a bomb threat is received in writing, the recipient is advised to:

- Leave the message where it is found.
- Refrain from handing the document any more than is necessary so as to preserve fingerprints and other evidence.
- Call 9-1-1.
- Give information only to the CPS.

If a suspicious package is received by mail or courier, one that:

- displays no return address
- has excessive postage
- exhibits stains, strange odors or emits a sound
- is not expected
- the handwriting is poor and includes misspellings.

Immediately,

- use the land line, not your cell phone, to call 9-1-1
- evacuate the building
- do not touch or move the suspicious package.

Biological

When a report is received from Alberta Alert that people attending Central are in danger, the DCO will:

- lock all building entrances
- lead everyone to the lockdown room (the Dining Hall) by accessing Stairwells #1, #5 and #6.
- once everyone is in the lockdown room, monitor radio and website updates from Alberta Alert and the Calgary Emergency Management Agency (CEMA).

If the threat is a boil water advisory by Alberta Health Services, signs will be posted in the kitchen and washrooms advising of the risk to personal health. When the boil water advisory is ended, the signage will be withdrawn.

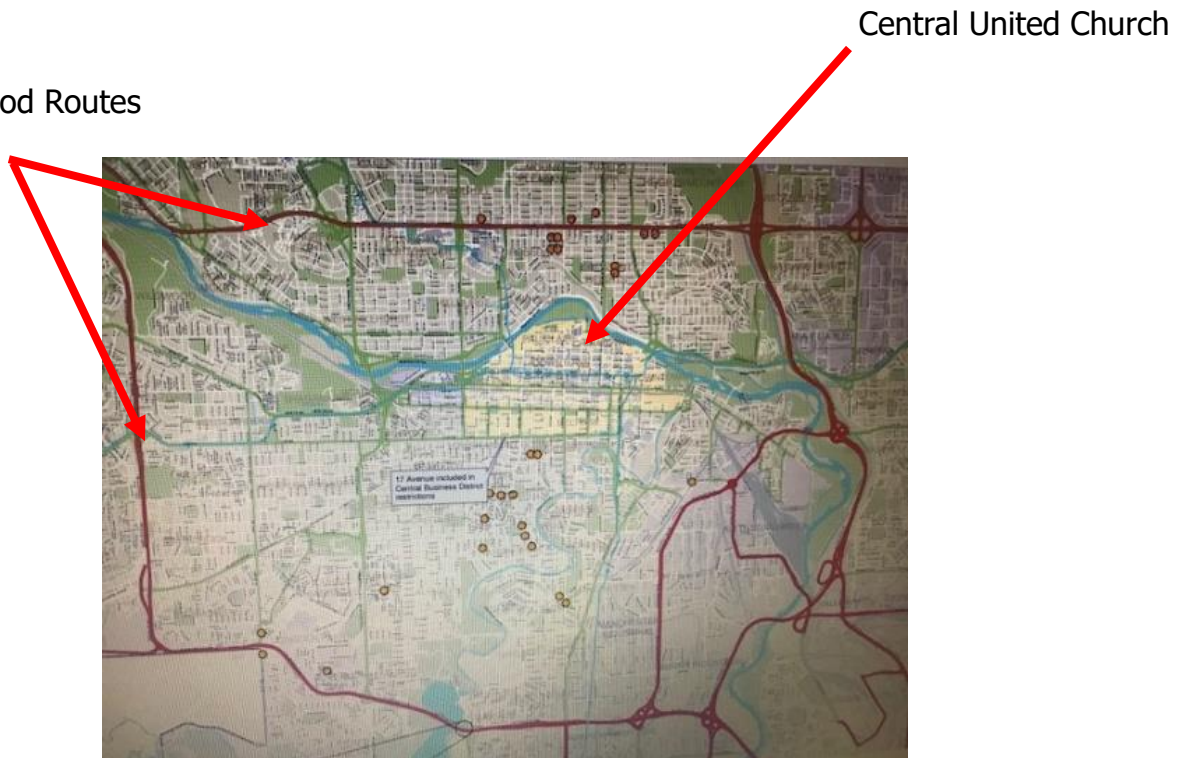
Hazardous Goods

Hazardous or dangerous goods are transported through Calgary by truck (refer 4.6.1) and by rail (4.6.2).

The City of Calgary has established a series of "Dangerous Goods Routes" to mitigate the risk of truck travel through the city of hazardous goods. Referencing the following map, approximate distances to the nearest routes to the church include:

- North – 16th Avenue North (Highway #1) – 2.5km
- South – Glenmore Trail (Highway #8) – 7.0km
- West – Sarcee Trail (Highway #201) – 10.5km
- East – Deerfoot Trail (Highway #2) – 5.5km

Hazardous Good Routes



Given the various distances from the church, possible emergency from the truck transportation of dangerous goods is considered minimal.

Goods with Potential for Explosion – When a report is received from Alberta Alert of the danger of hazardous goods being spilled:

- The leader of the event will advise of the need to lock the building down
- Floor Captains will then lead everyone via Stairwell #5 to the lockdown room (Dining Hall)
 - Stairwell #5 is preferred as it is the stairwell with the least glass and is the most direct route from the Sanctuary
- Floor Captains lock all building entrances
- When everyone is safely in the lockdown room, the DCO will monitor radio and website updates from Alberta Alert and CEMA.
- People will be permitted to leave the building only when declared safe to do so by the DCO.

Train Derailment – When a report is received from either the Canadian Pacific Railway Police, CPS or Alberta Alert of a train derailment:

- The leader of the event will advise of the need to lock the building down
- Floor Captains will then lead everyone via Stairwell #5 to the lockdown room (Dining Hall)
 - Stairwell #5 is preferred as it is the stairwell with the least glass and is the most direct route from the Sanctuary
- Floor Captains lock all building entrances
- When everyone is safely in the lockdown room, the DCO will monitor radio and website updates from Alberta Alert and CEMA.
- People will only be permitted to leave the building when declared safe to do so by the DCO.

Environmental

Air Quality – AQHI Canada monitors the quality of our air by measuring particulate matter, sulphur dioxide, carbon monoxide, nitrogen dioxide and ozone, converting their findings to a measured pollutant concentration that is reported using a common scale.



Risk: Low (1-3) Moderate (4-6) High (7-10) Very high (10+)

Technically speaking, a reading of PM₃ would be the concentration of microscopic particles <2.5 microns in diameter in the air. Typical reading in Calgary is PM₂ or PM₃. People with breathing issues are particularly at risk when the reading is "high".

Calgary will occasionally record an unhealthy and dangerous AQHI reading, warning of poor air quality. Common reasons would include forest fire smoke or pollution caused by an inversion in the air mass above the city which traps industrial and motor vehicle emissions.

People attending Central will have experienced these conditions when travelling to the church and are therefore responsible to take similar caution when leaving Central. It is unlikely that the air quality will change significantly during the time of an event. If however, there is a sharp upward change in the reading, the DCO will cause the leader of the event to make an announcement, further warning of the danger.

Falling Objects – Construction sites in the city centre are common and although companies are required by the City of Calgary Community Standards Bylaw #51M2016 to keep the public safe, accidents happen. Of particular note is the danger of construction materials being blown from the building under construction or windows being “popped” due to windy conditions. In the past, when high winds have created havoc from falling glass, the CPS and CFD have shut down sections of the city centre core, preventing people from entering.

If during an event in the sanctuary, the wind conditions change significantly, the DCO will ask that an announcement be made to use caution when leaving the building. In particular, people need to be reminded of the potential for falling glass, shards on the sidewalk, “flying” building materials, downed electrical lines and CTrain power lines. In leaving Central, they should immediately vacate the downtown area.

Terrorist Attack

This event can best be described as a surprise attack involving the deliberate use of violence against civilians. The attack may be achieved through the calculated use of violence (or the threat of violence) against civilians in order to attain goals that are political or religious or ideological in nature, primarily carried out through intimidation, coercion or instilling fear.

To mitigate the risk of the attack, follow the guidelines outlined in sections **Within Central** and **Outside Central**.

Threat of Violence – Any threat expressed towards the church, staff, contractors, volunteers or attendees must be immediately reported to the DCO who will assess the threat and take suitable responsive action.

Active Shooter – If an active shooter is known, either through Alberta Alert or by an onsite encounter, the DCO will take one of two precautions:

Within Central

If the active shooter is inside the building:

- anyone can call 9-1-1
- Personnel will evacuate the building using the nearest escape routes
- leave all belongings behind
- keep hands visible
- assemble at the Muster Point

Outside Central

If the active shooter is not inside the building:

- call 9-1-1
- the Floor Captains will lock all entrances
- lead everyone to the Dining Room or Gymnasium. When exiting the Sanctuary to access the Dining Room, Staircase #5 should be used if possible, because this exit provides the quickest escape route, has the fewest windows and is the most direct route to the Dining Room.
- stay out of sight of the active shooter
- when everyone is safely in the lockdown rooms, block entry and lock the doors

Common Instruction

Only as a last resort and only when your life is in imminent danger; that is, you are confronted directly by the active shooter, should you:

- attempt to incapacitate the active shooter
- act with physical aggression

When the CPS arrives on scene:

- remain calm and follow their instructions
- raise your hands, spread your fingers
- avoid any quick movements toward officers
- avoid pointing, yelling
- do not impede the police when evacuating
- tell the officers:
 - the location of the active shooter
 - if more than one, the number of shooters
 - physical description of the shooter(s)
 - number and type of weapon(s) used
 - number of potential victims on scene.

Civil or Criminal Acts

Central experiences, from time to time, troubled guests. Such persons may include the marginalized and disenfranchised of our society (e.g.: addicts high on drugs, the mentally challenged, street people looking for shelter or assistance).

Central is an open public building and we do welcome everyone. There is however, an expectation that all who frequent Central, will abide by the *Behavioural Covenant* that has been approved by the congregation. Those who do not, will be respectfully asked to leave.

Welcome Team Members will quietly escort the person from the building but shall not make physical contact with the individual. Should the perpetrator present a problem in leaving, the DOAP (Downtown Outreach Addictions Partnership) Team from Alpha House Society (403) 998-7388 or CPS (403) 266-1234 must be contacted.

Any person causing willful damage to any person or property will be reported to the CPS. In each case, an Incident / Accident Report is to be completed.

Pandemic

A pandemic is a widespread geographic occurrence of an infectious disease (e.g.: influenza, coronavirus). The DCO will rely on scientific advice provided by governmental health officials and administrative direction from the UCC, in determining and communicating policy to our COF to ensure the best protection for the health and wellbeing of our COF.

This EAP was last approved by the DCT August 26, 2021.

BOMB THREAT CHECK LIST

GENERAL INFORMATION

DATE:		TIME:	
WHO RECEIVED THE CALL?		PHONE #	
WHERE IS THE BOMB LOCATED?			
WHEN WILL IT GO OFF?			
WHAT DOES IT LOOK LIKE?			
WHAT KIND OF BOMB IS IT?			
WHAT WILL DETONATE IT (MAKE IT GO OFF)?			
DID YOU PLACE THE BOMB YOURSELF	YES <input type="checkbox"/>	NO <input type="checkbox"/>	
WHAT IS YOUR NAME?			

THE THREAT

WHAT WERE THE EXACT WORDS OF THE THREAT?

CALLER'S PROFILE

WHERE IS THE CALLER LOCATED (BACKGROUND & NOISE LEVEL)	
ESTIMATED AGE OF THE CALLER	
IS THE VOICE FAMILIAR:	YES <input type="checkbox"/> NO <input type="checkbox"/>
IF YES, WHO DOES IT SOUND LIKE?	
OTHER POINTS?	

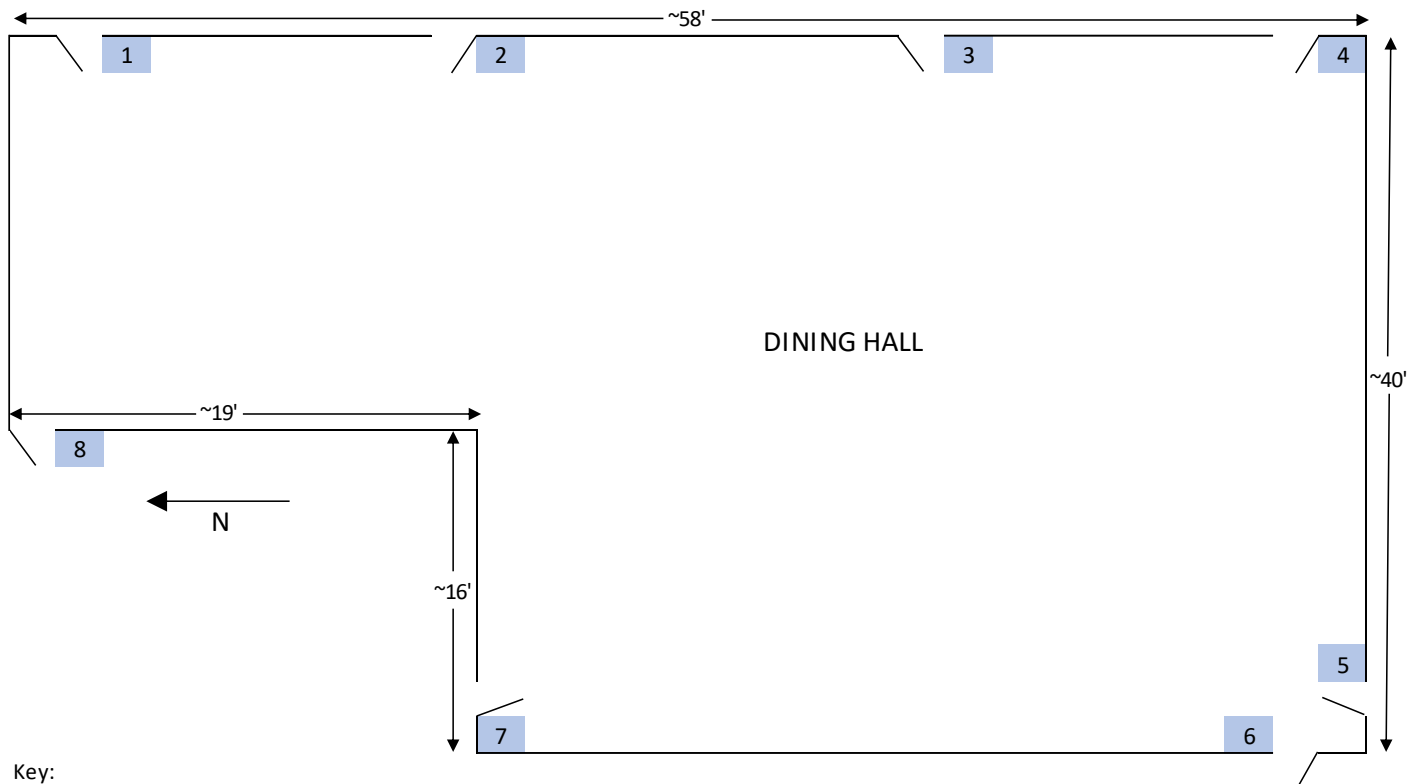
APPENDIX "A" ~ Bomb Threat Check List

DESCRIBE THE CALLER'S VOICE:

<u>CALLER'S VOICE:</u>	<u>BACKGROUND SOUNDS:</u>	<u>THREAT LANGUAGE:</u>
<input type="checkbox"/> FEMALE	<input type="checkbox"/> LOCAL	<input type="checkbox"/> INCOHERENT
<input type="checkbox"/> MALE	<input type="checkbox"/> LONG DISTANCE	<input type="checkbox"/> READ MESSAGE
		<input type="checkbox"/> TAPED
<input type="checkbox"/> ACCENT	<input type="checkbox"/> ANIMAL NOISES	<input type="checkbox"/> IRRATIONAL
<input type="checkbox"/> ANGRY	<input type="checkbox"/> HOUSE NOISES	<input type="checkbox"/> PROFANE
<input type="checkbox"/> CALM	<input type="checkbox"/> KITCHEN NOISES	<input type="checkbox"/> WELL-SPOKEN
<input type="checkbox"/> CLEARING THROAT	<input type="checkbox"/> STREET NOISES	
<input type="checkbox"/> COUGHING	<input type="checkbox"/> BOOTH	
<input type="checkbox"/> CRACKING VOICE	<input type="checkbox"/> PA SYSTEM	
<input type="checkbox"/> CRYING	<input type="checkbox"/> CONVERSATION	
<input type="checkbox"/> DEEP	<input type="checkbox"/> MUSIC	
<input type="checkbox"/> DEEP BREATHING	<input type="checkbox"/> MOTOR	
<input type="checkbox"/> DISGUISED	<input type="checkbox"/> CLEAR	
<input type="checkbox"/> DISTINCT	<input type="checkbox"/> STATIC	
<input type="checkbox"/> EXCITED	<input type="checkbox"/> OFFICE MACHINES	
<input type="checkbox"/> LAUGHTER	<input type="checkbox"/> FACTORY MACHINES	
<input type="checkbox"/> LISP		
<input type="checkbox"/> LOUD		
<input type="checkbox"/> NASAL		
<input type="checkbox"/> NORMAL		
<input type="checkbox"/> RAGGED		
<input type="checkbox"/> RAPID		
<input type="checkbox"/> RASPY		
<input type="checkbox"/> SLOW		
<input type="checkbox"/> SLURRED		
<input type="checkbox"/> SOFT		
<input type="checkbox"/> STUTTER		

SAMPLE

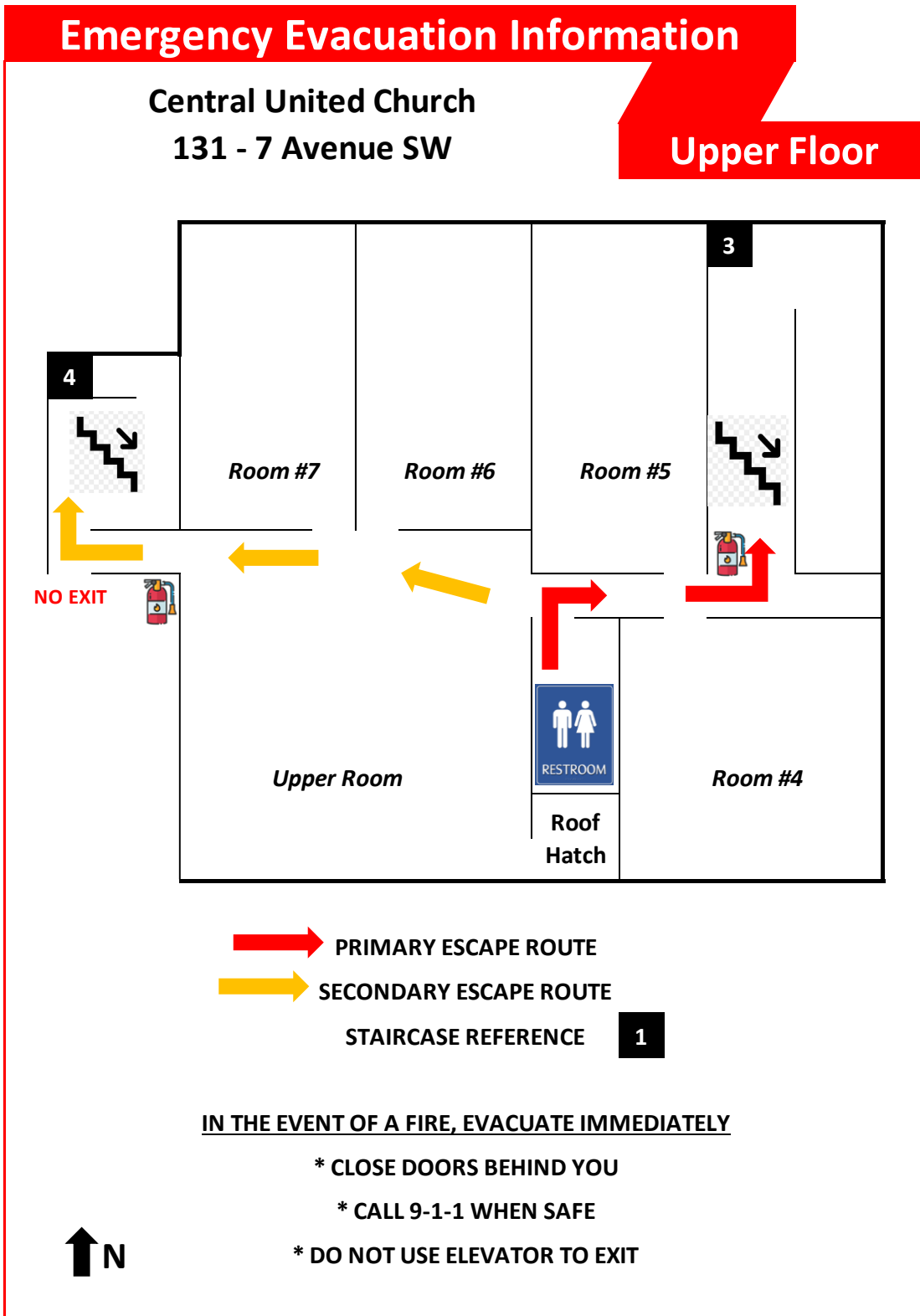
Dining Hall Plot



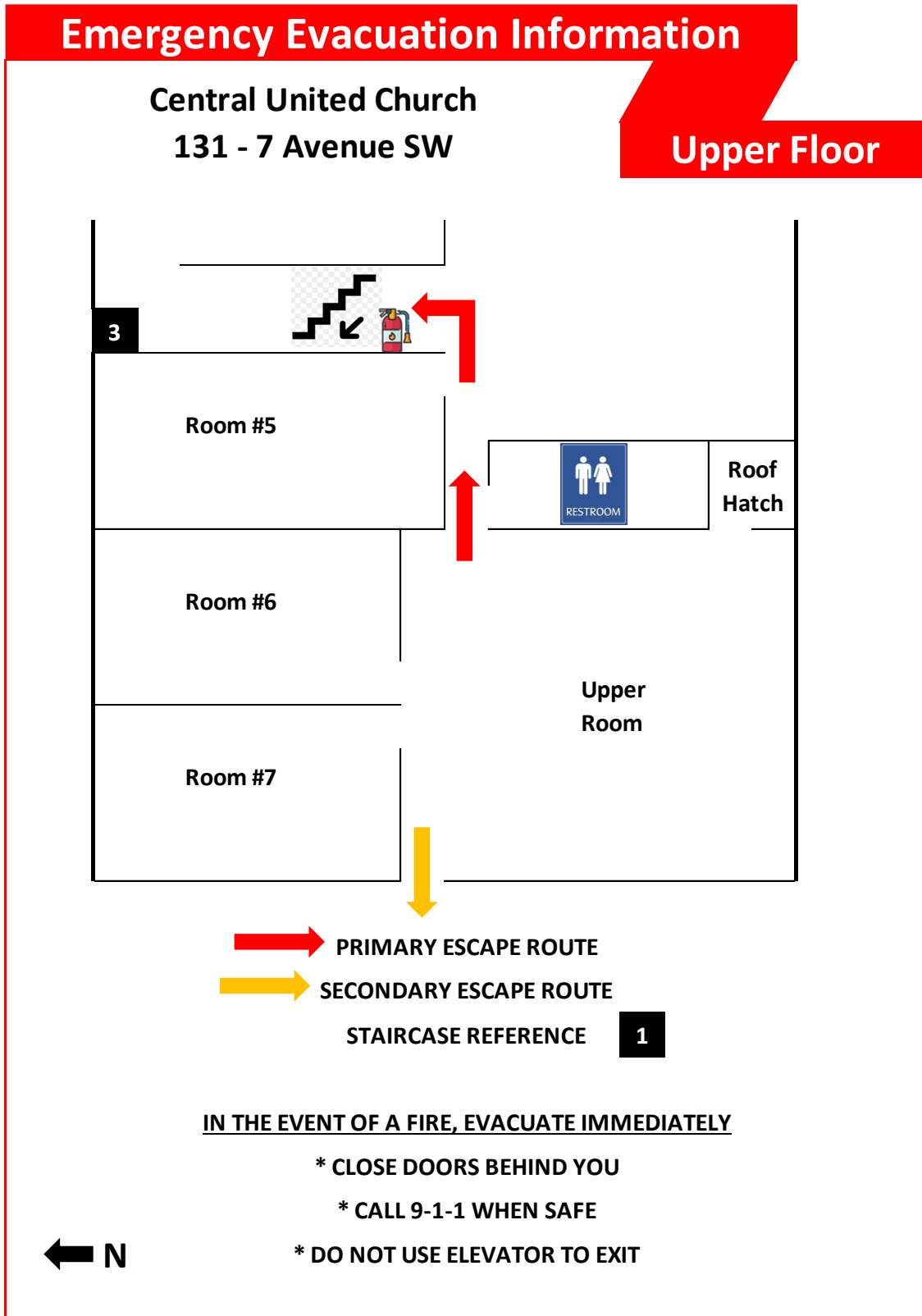
Key:

- 1** This EXIT door leads to the Cold Room that leads to Room #3. It is not lockable; Room #3 is lockable from the Cold Room and hallway.
- 2** This door leads to the Archives Storage Room and is lockable.
- 3** This EXIT door leads to the Kitchen and is not lockable.
- 4** This EXIT door leads to the Kitchen and is lockable.
- 5** This EXIT door leads to the hallway to the elevator, Room #1, Tool Room and staircase to the 1 Street SW EXIT. It is lockable but does not shut.
- 6** This EXIT door leads to the Youth Room and tunnel which doubles back to the ante room leading to Room #3 and is lockable from the Youth Room.
- 7** This door leads to the Filipino Storage Room and is lockable although the hardware is not keyed to the "master" key.
- 8** This EXIT door leads to the 7 Avenue SW EXIT and staircase to the Sanctuary. It is lockable.

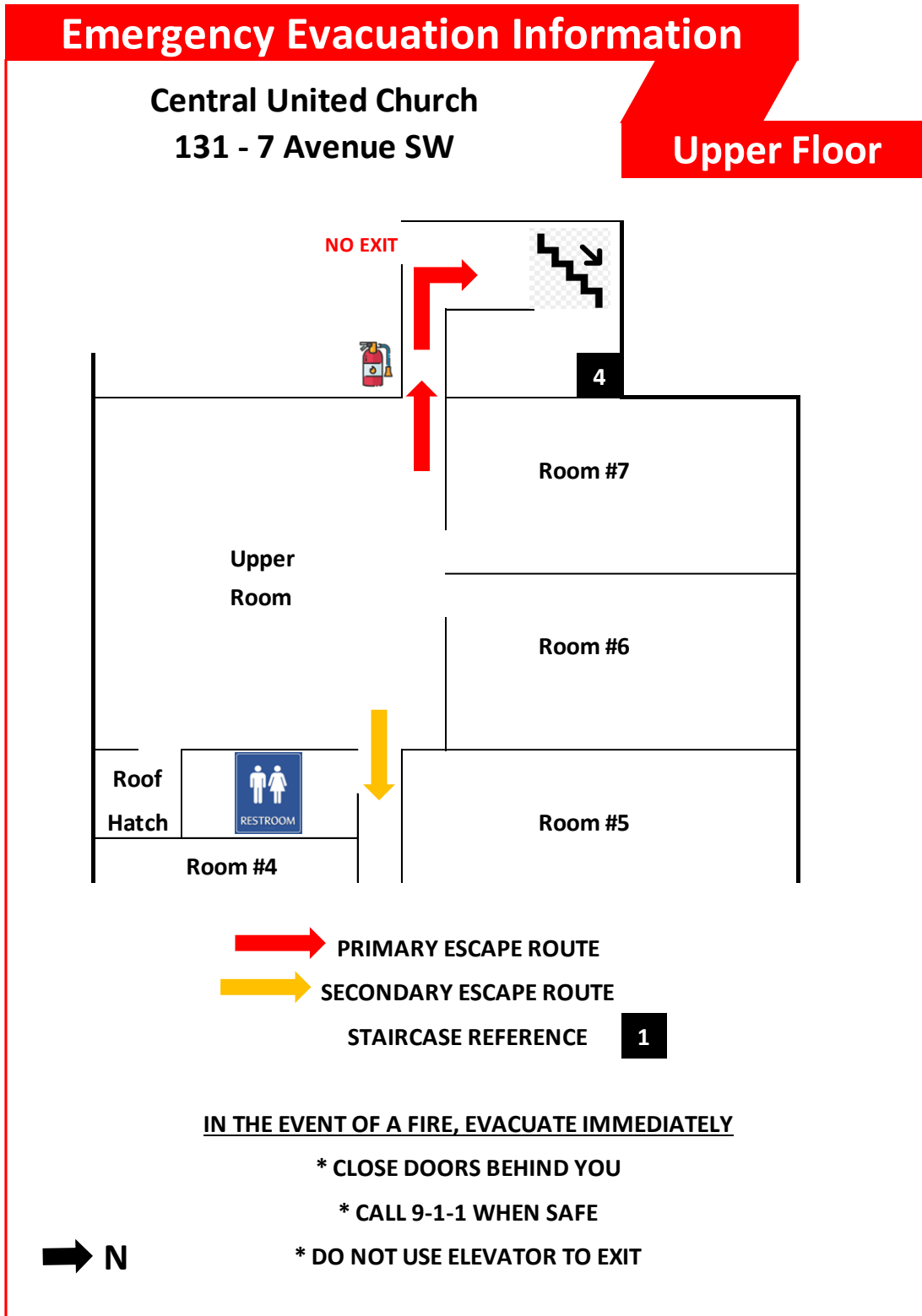
Appendix "B" ~ Dining Hall Plot



Appendix "C" Emergency Evacuation Floor Maps ~ Upper Floor
Lavatory



Upper Room (east)

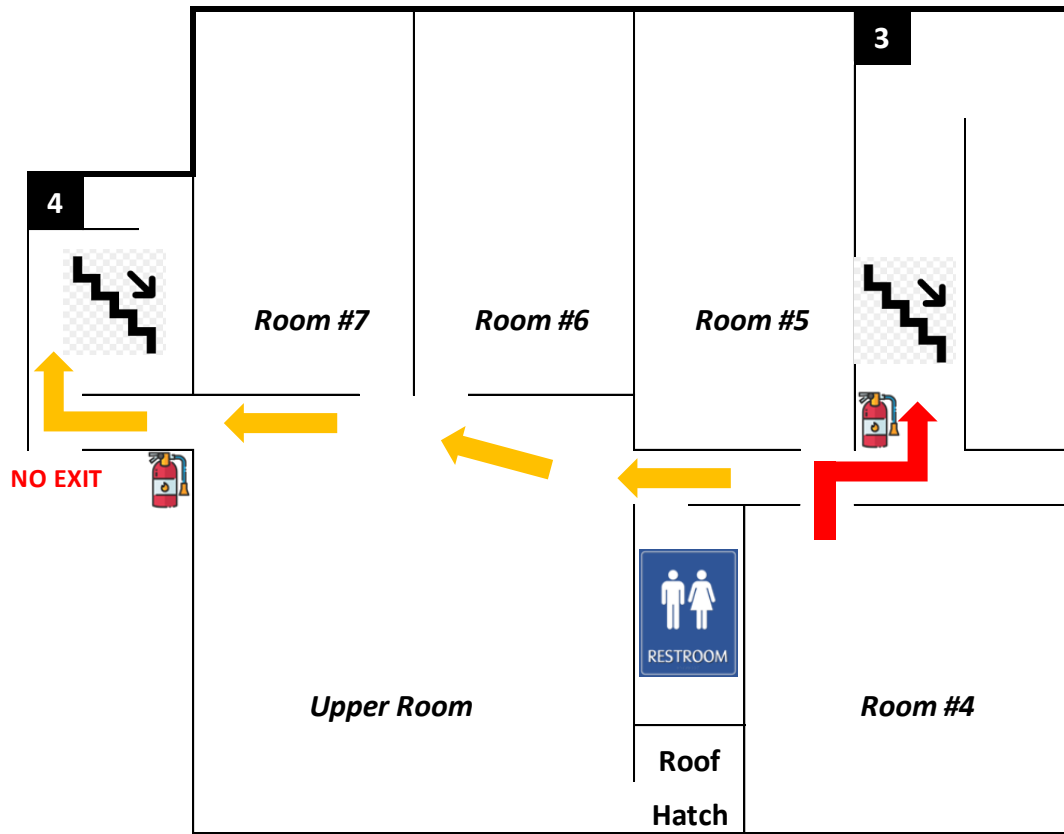




Upper Room (west)

Emergency Evacuation Information

Central United Church
131 - 7 Avenue SW

Upper Floor



-  PRIMARY ESCAPE ROUTE
-  SECONDARY ESCAPE ROUTE
- STAIRCASE REFERENCE 1

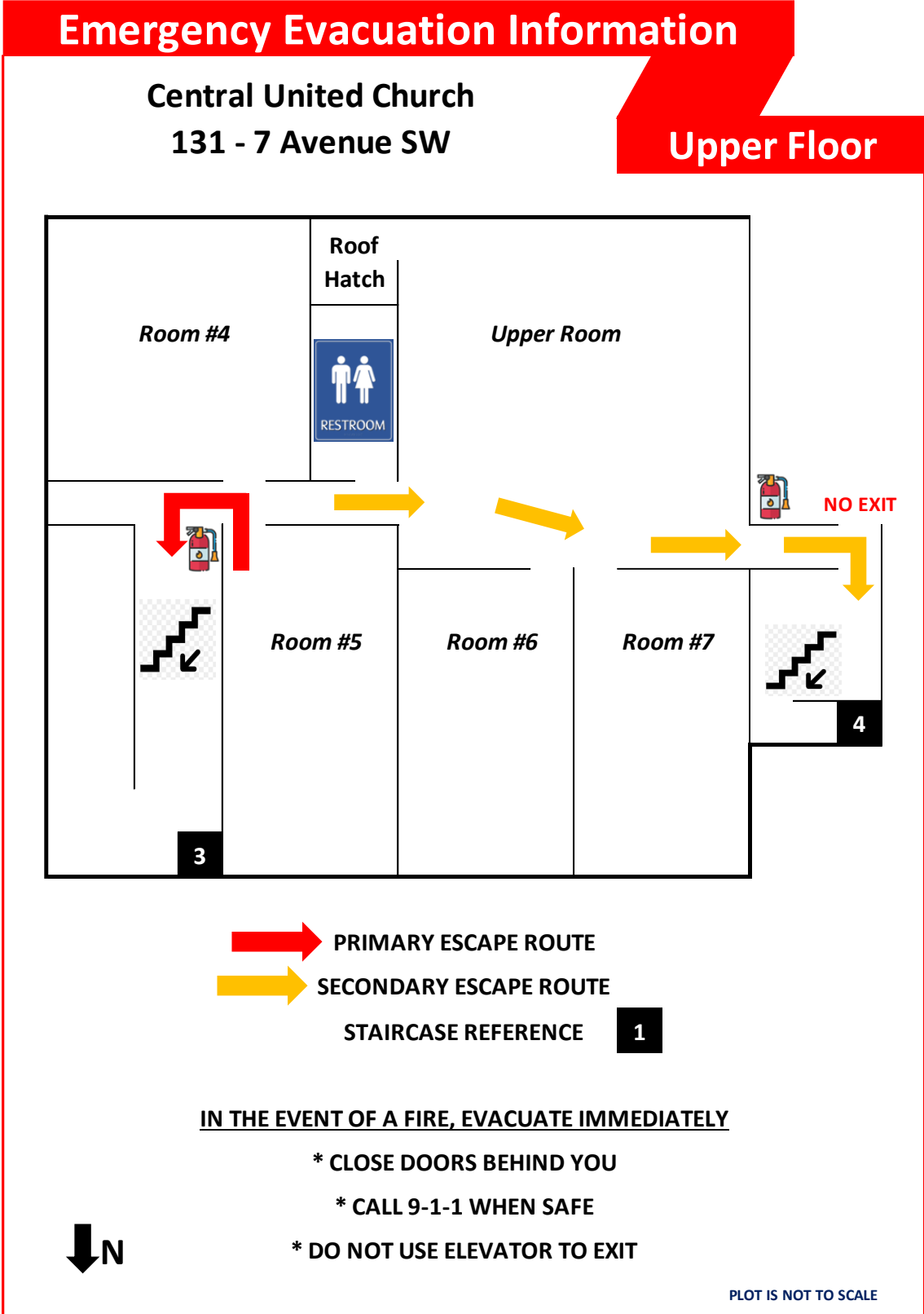
IN THE EVENT OF A FIRE, EVACUATE IMMEDIATELY

- * CLOSE DOORS BEHIND YOU
- * CALL 9-1-1 WHEN SAFE
- * DO NOT USE ELEVATOR TO EXIT

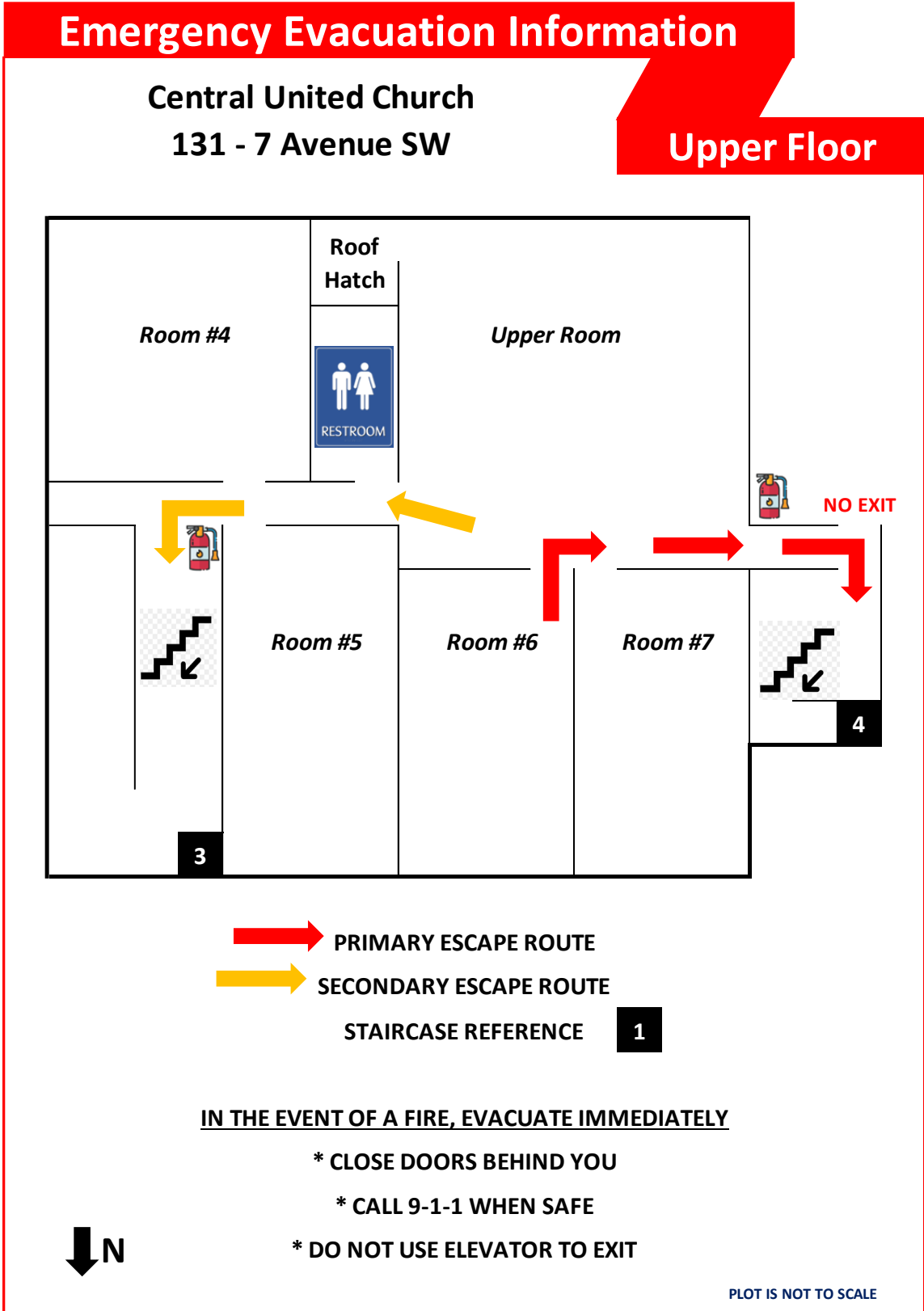


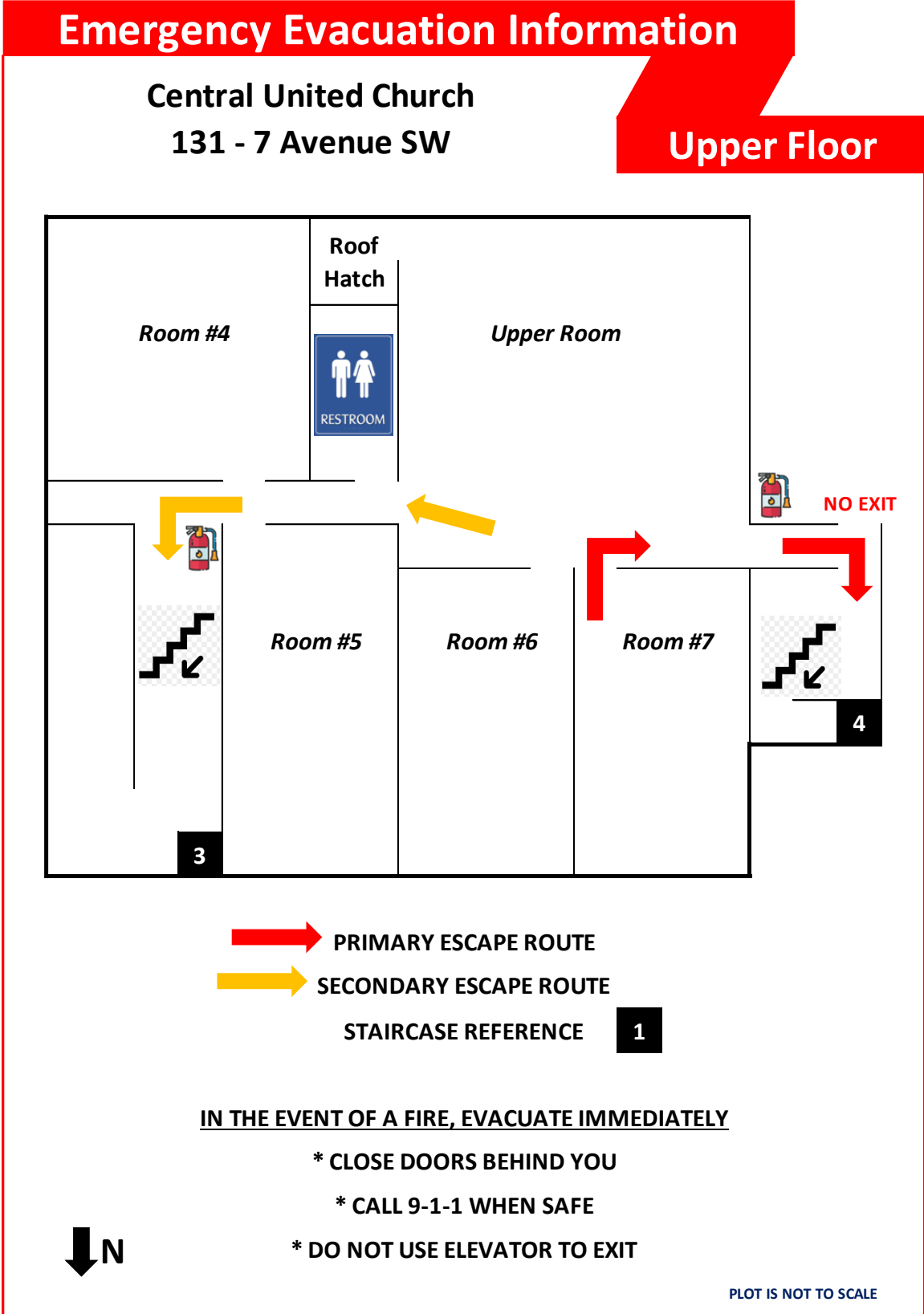
PLOT IS NOT TO SCALE

Room #4



Room #5



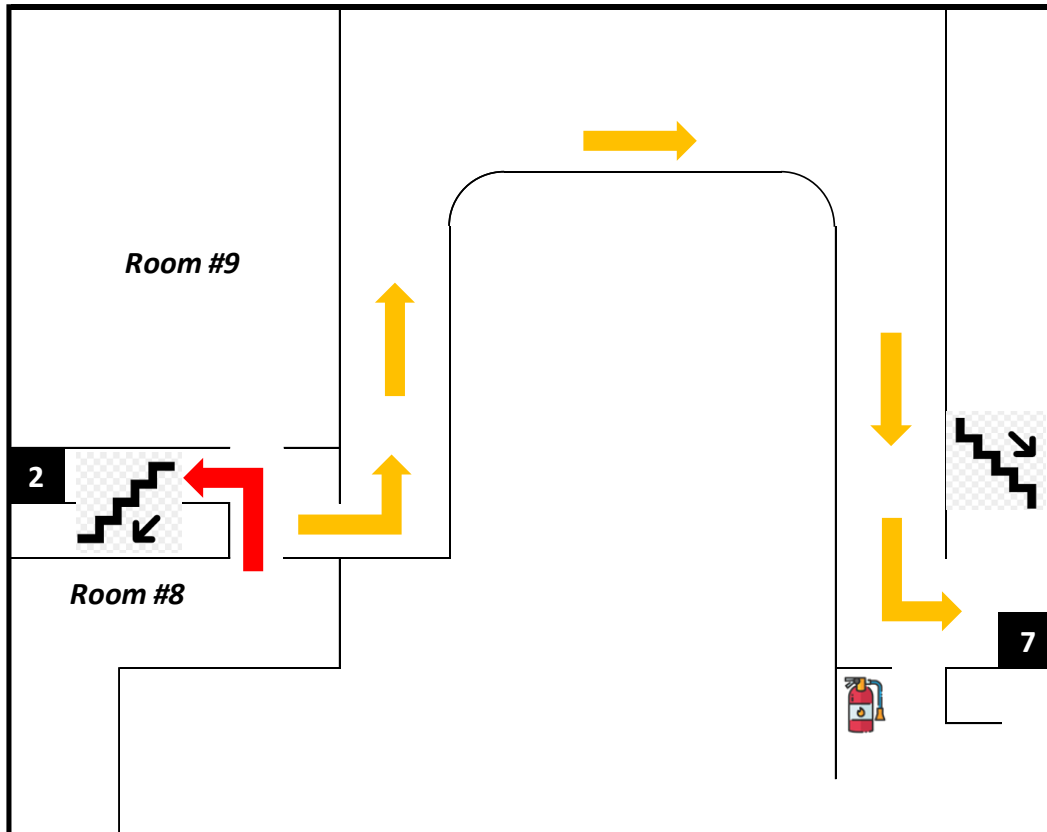





Room #7

Emergency Evacuation Information

Central United Church
131 - 7 Avenue SW

Upper Floor



-  PRIMARY ESCAPE ROUTE
-  SECONDARY ESCAPE ROUTE
- STAIRCASE REFERENCE 

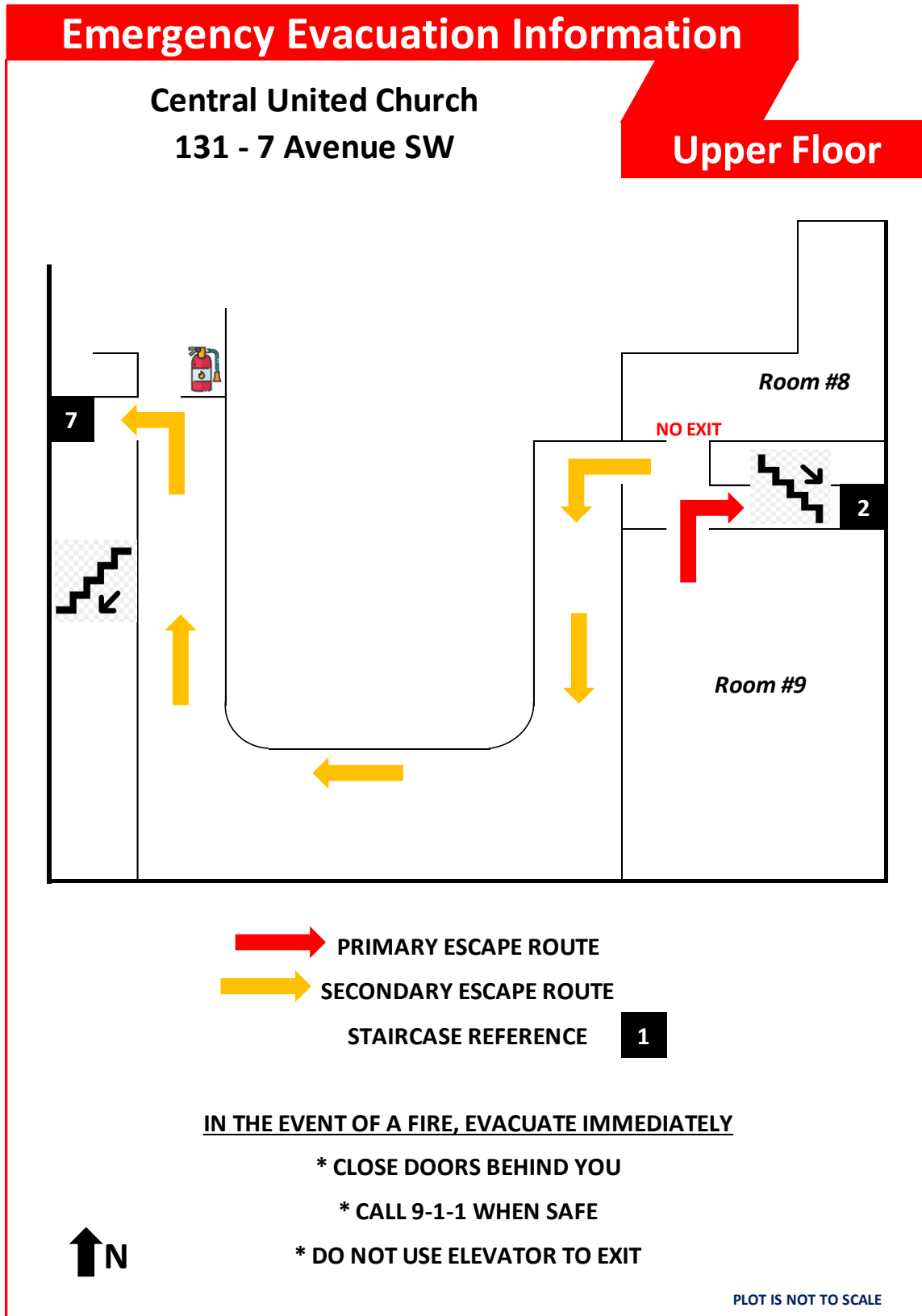
IN THE EVENT OF A FIRE, EVACUATE IMMEDIATELY

- * CLOSE DOORS BEHIND YOU
- * CALL 9-1-1 WHEN SAFE
- * DO NOT USE ELEVATOR TO EXIT



PLOT IS NOT TO SCALE

Room #8

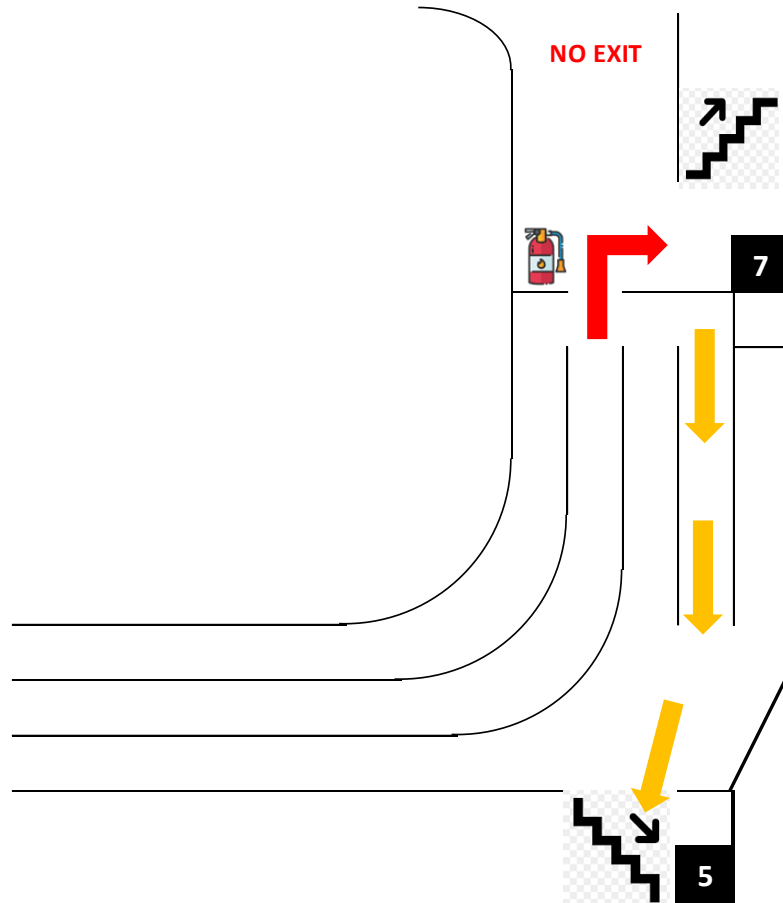




Room #9

Emergency Evacuation Information

Central United Church
131 - 7 Avenue SW

Upper Floor



-  PRIMARY ESCAPE ROUTE
-  SECONDARY ESCAPE ROUTE
- STAIRCASE REFERENCE **1**

IN THE EVENT OF A FIRE, EVACUATE IMMEDIATELY

* CLOSE DOORS BEHIND YOU

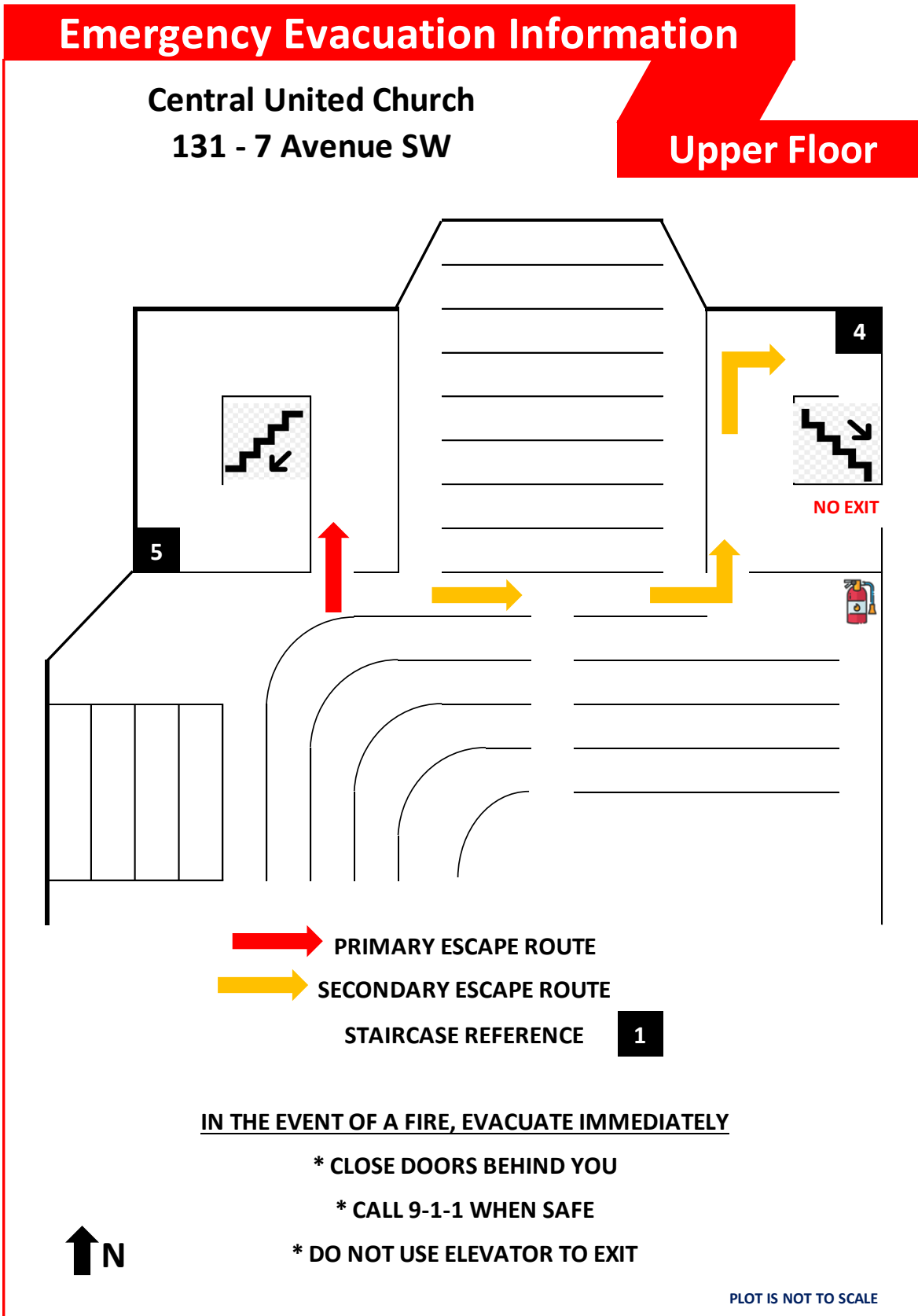
* CALL 9-1-1 WHEN SAFE

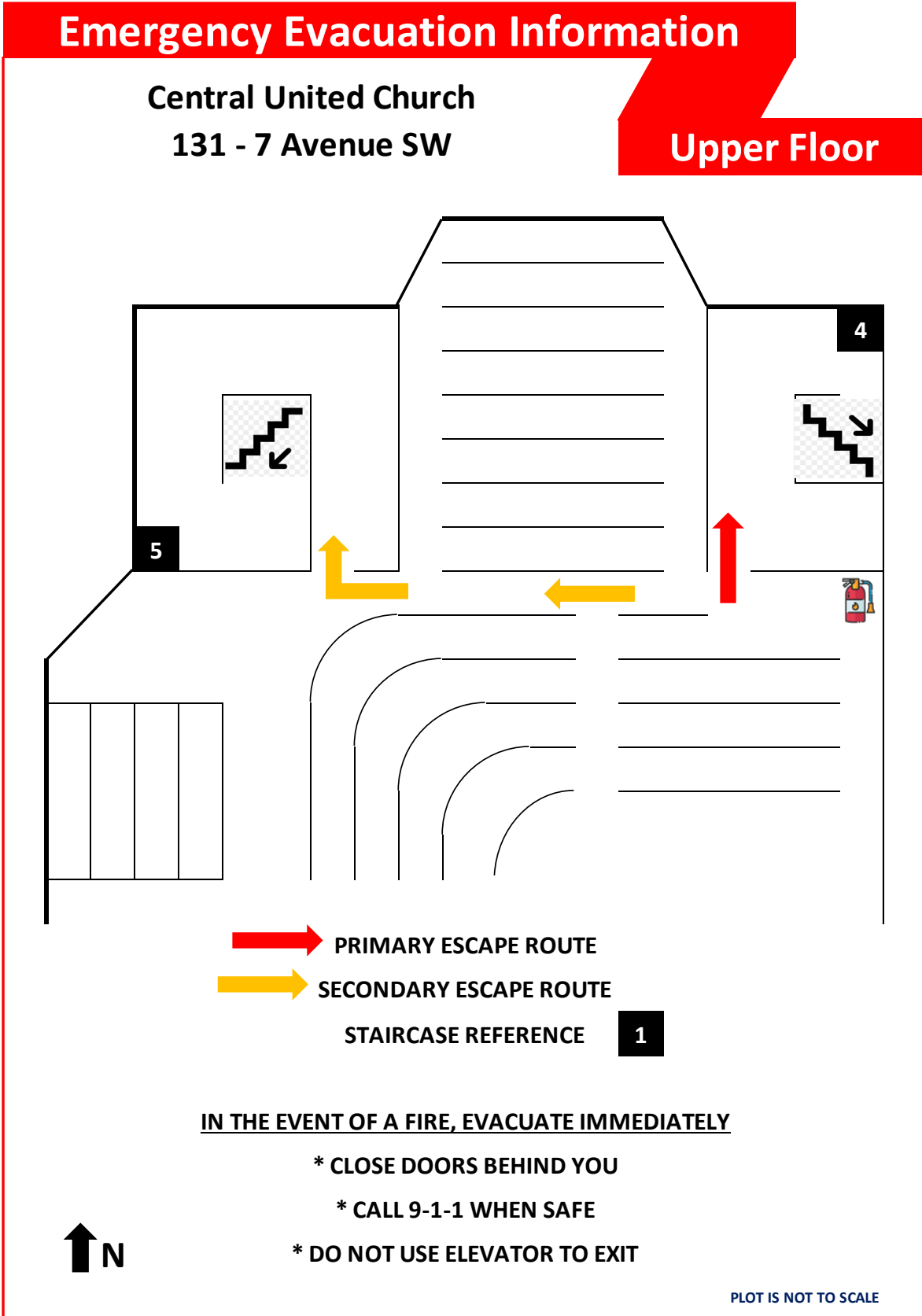
* DO NOT USE ELEVATOR TO EXIT

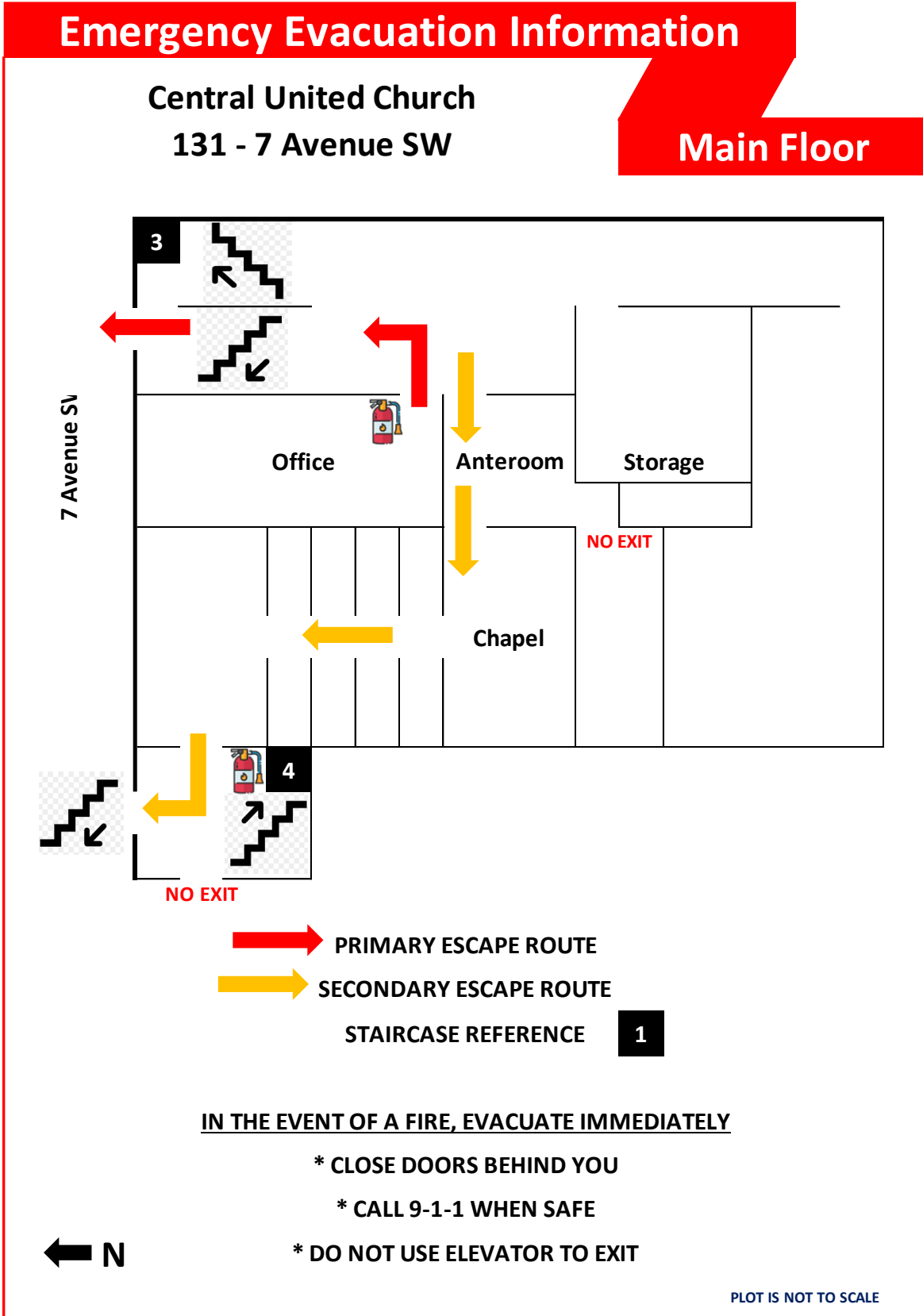


PLOT IS NOT TO SCALE

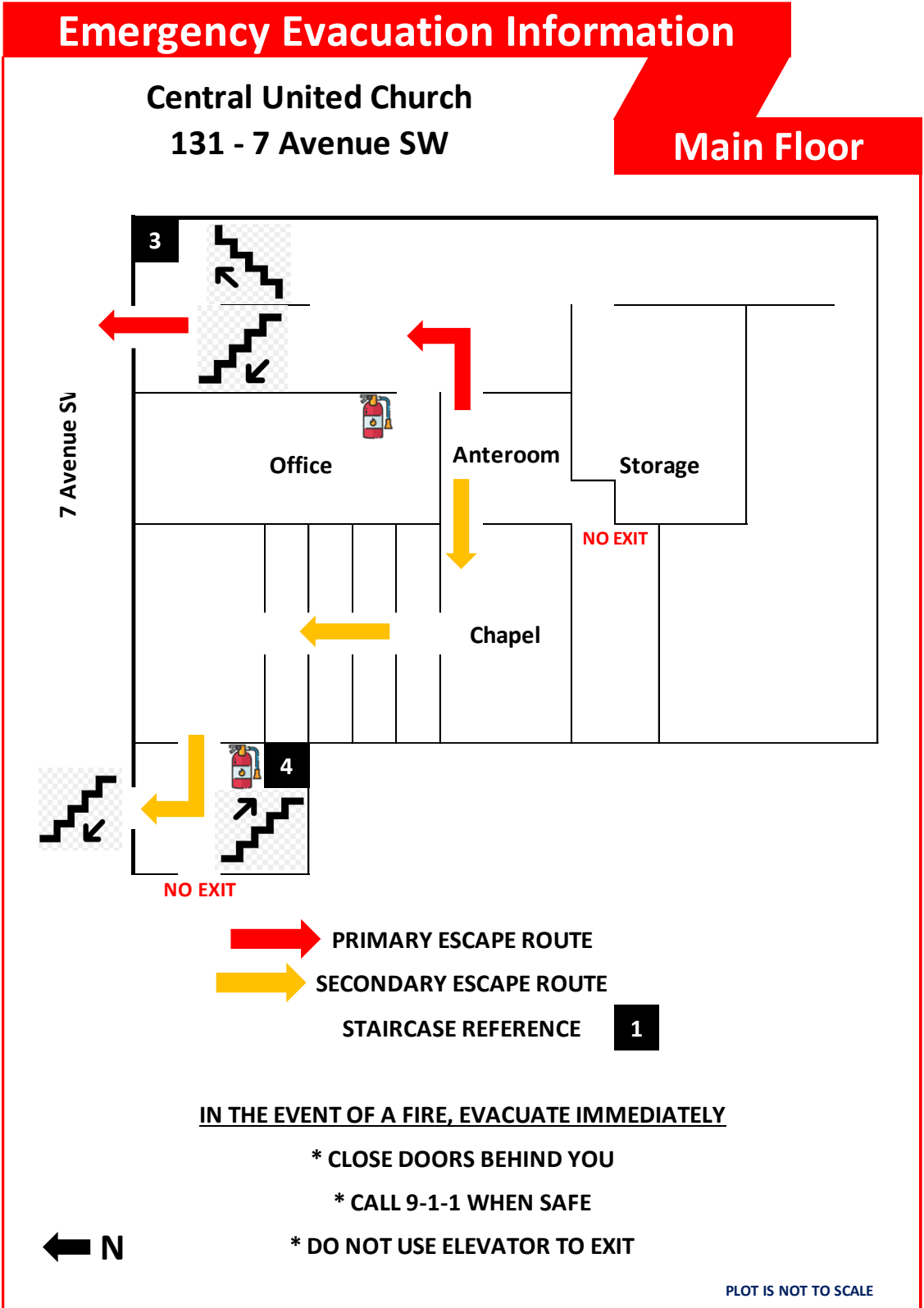
Balcony (south)



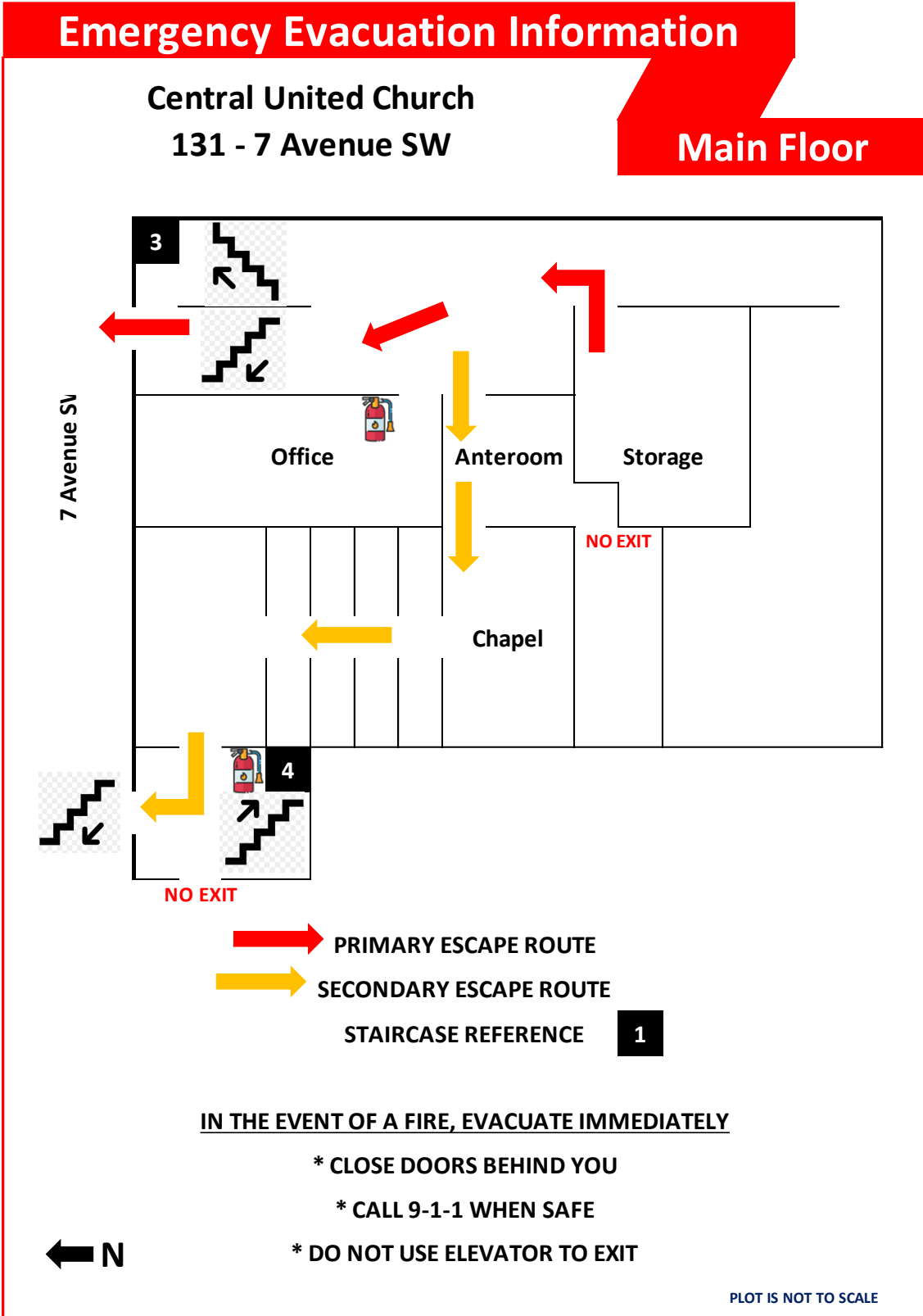




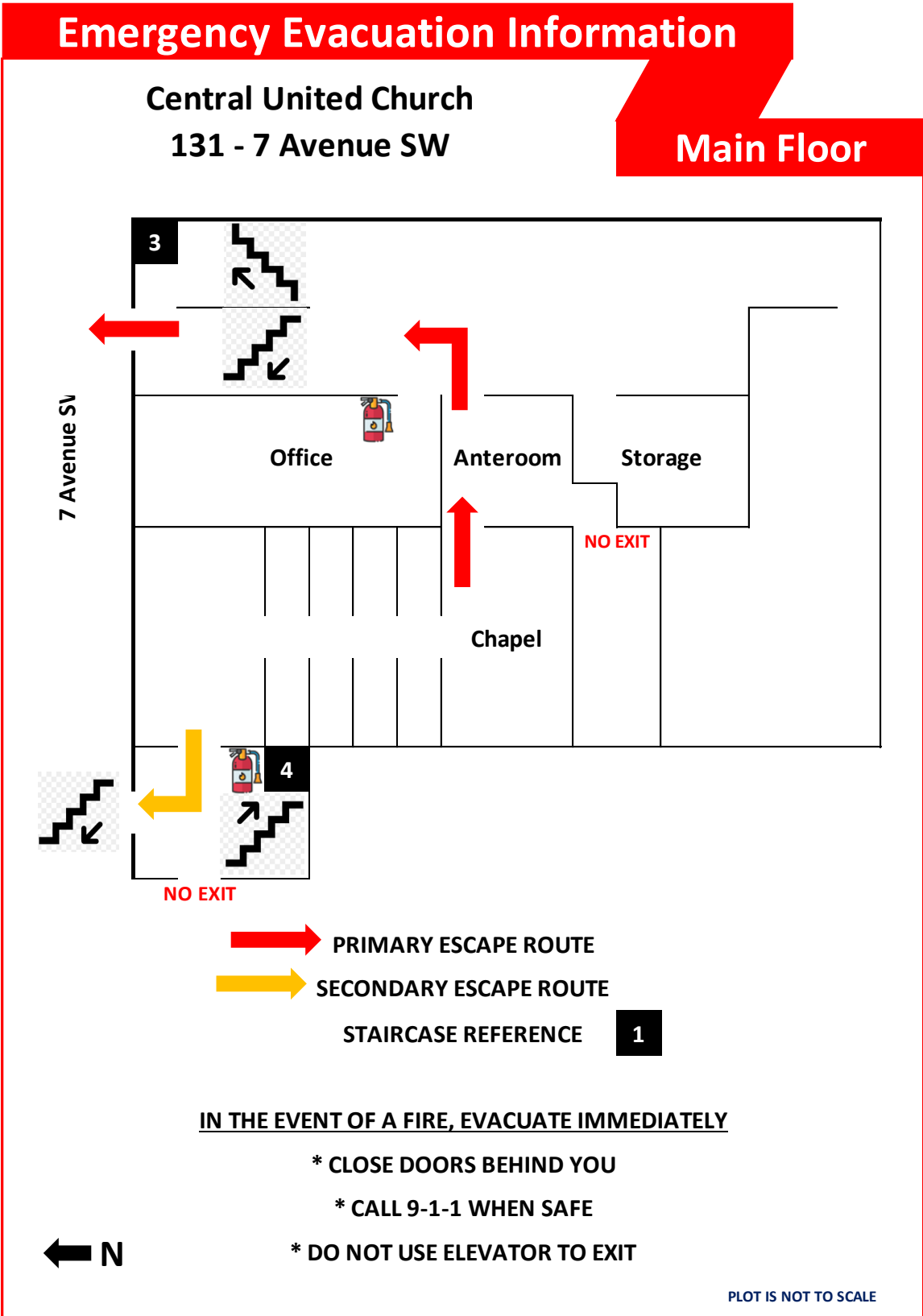
Appendix "D" – Emergency Evacuation Floor Plan ~ Main Floor
Main Office



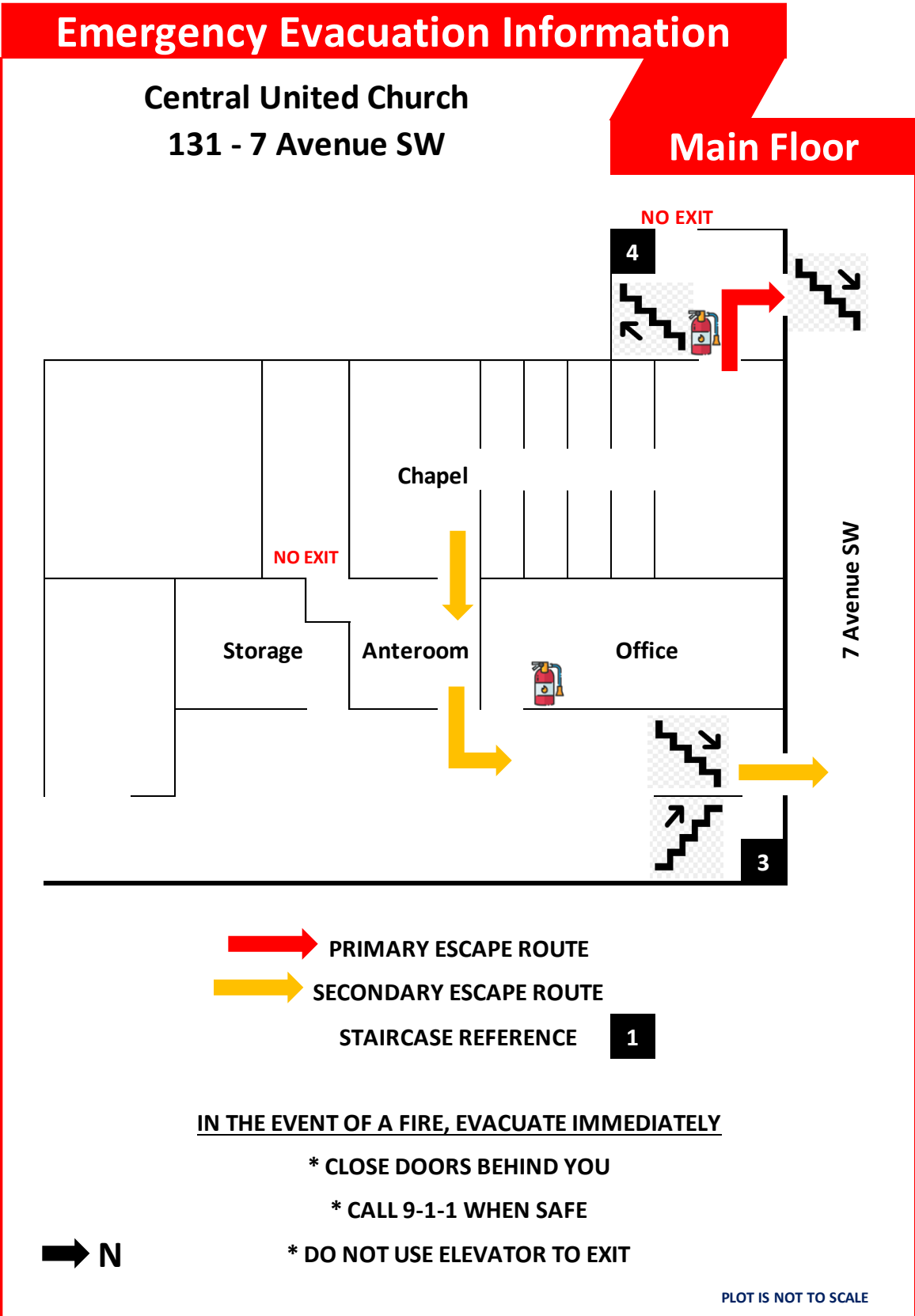
Anteroom



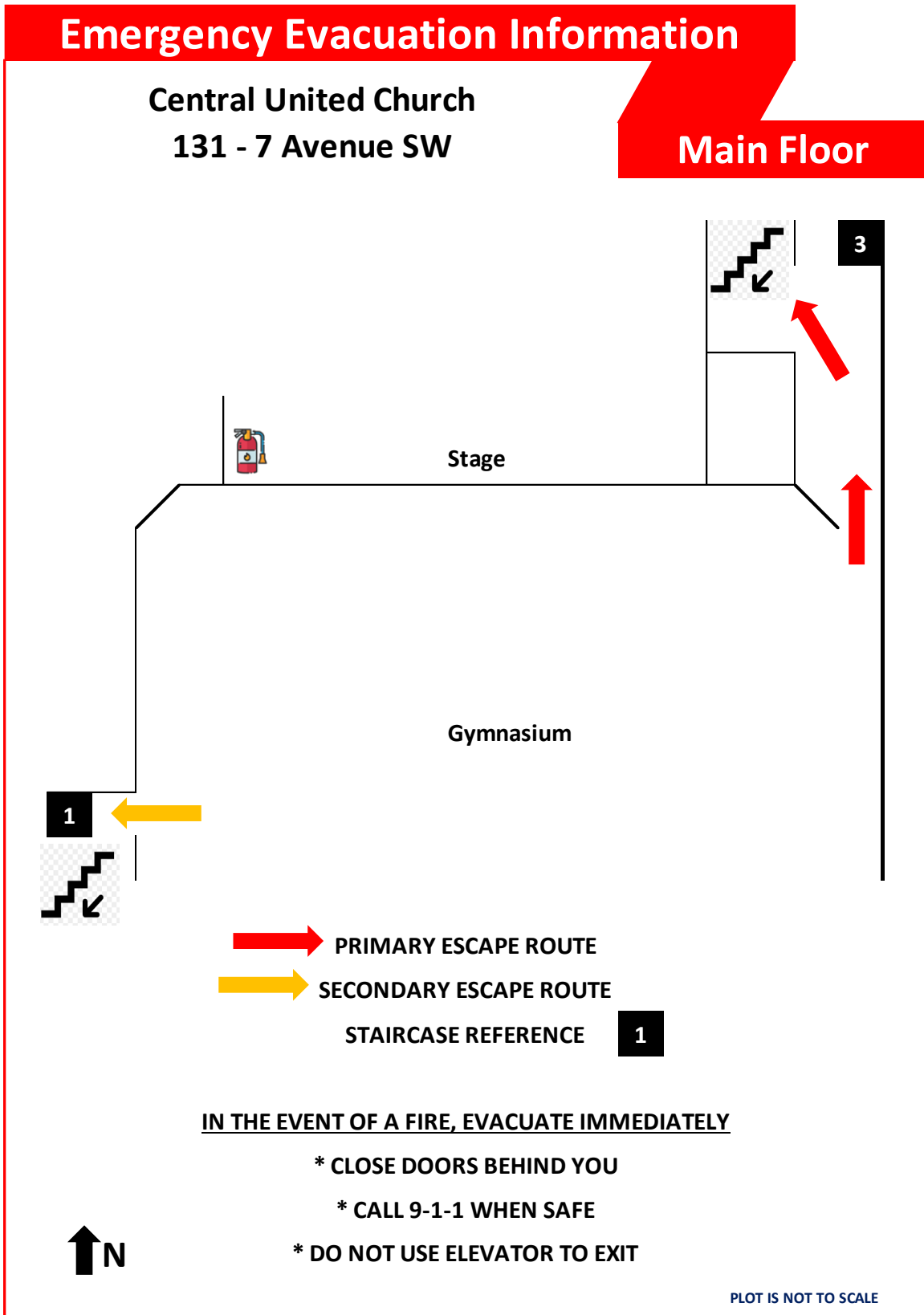
Storage Room



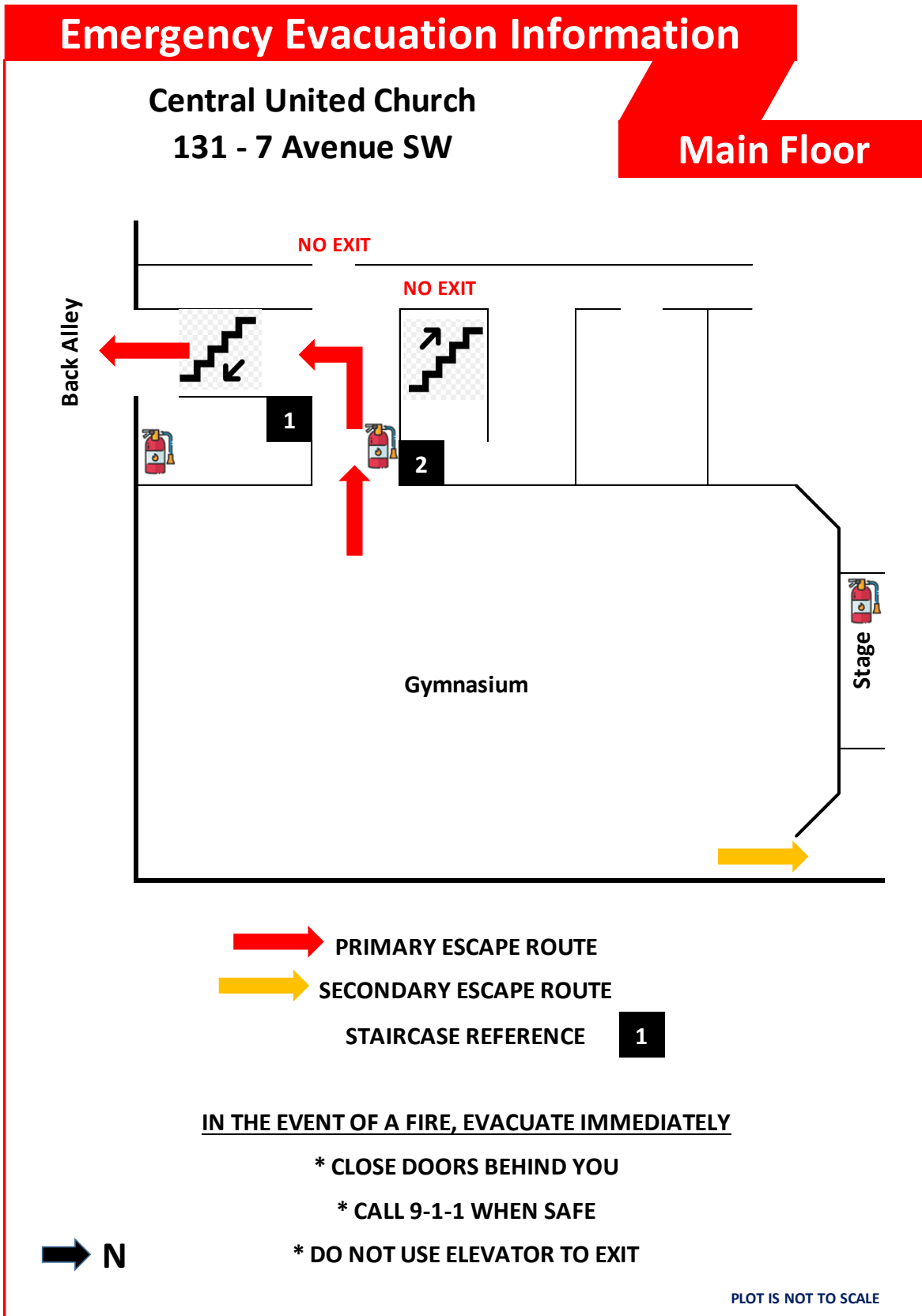
Chapel (east)



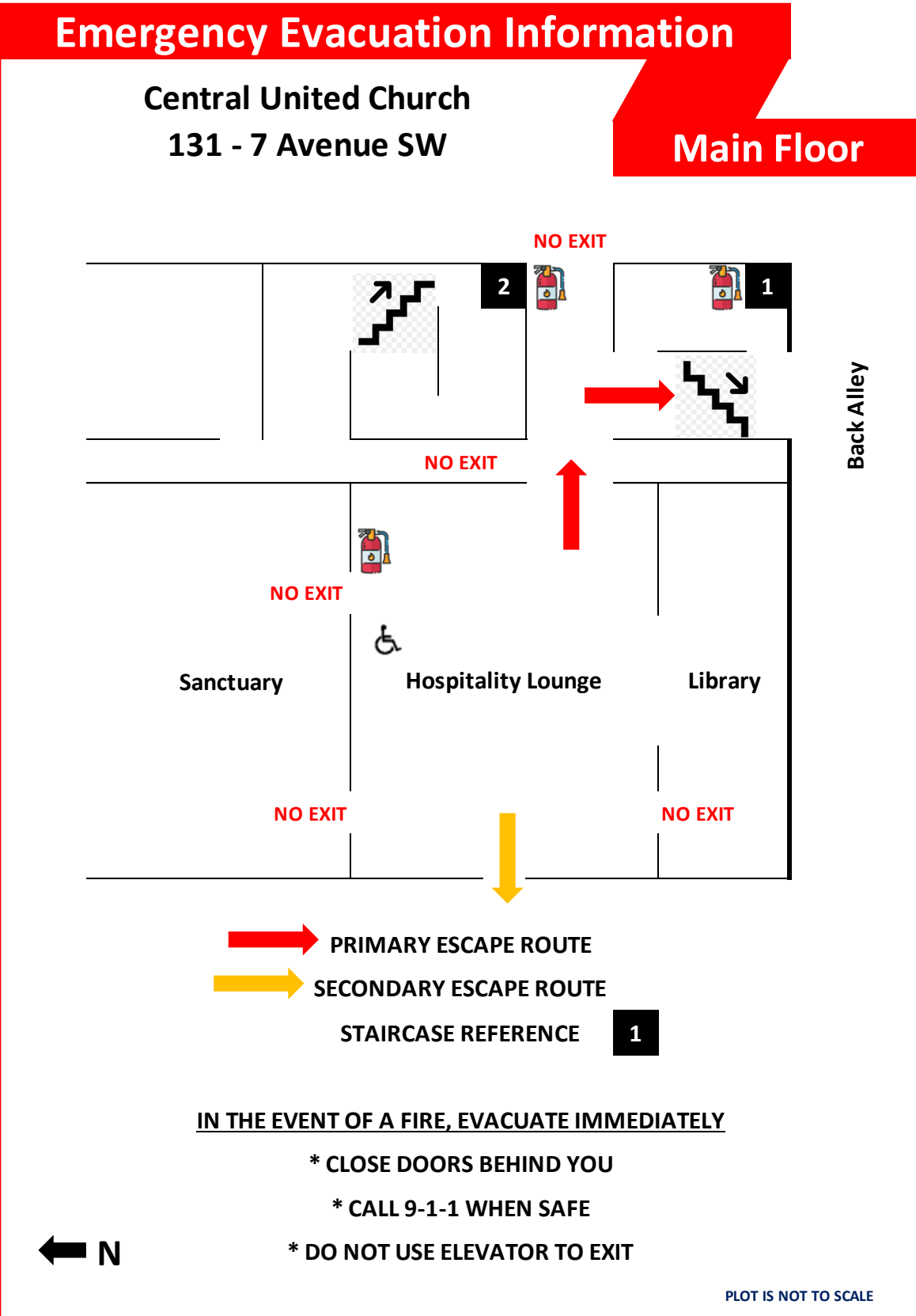
Chapel (west)



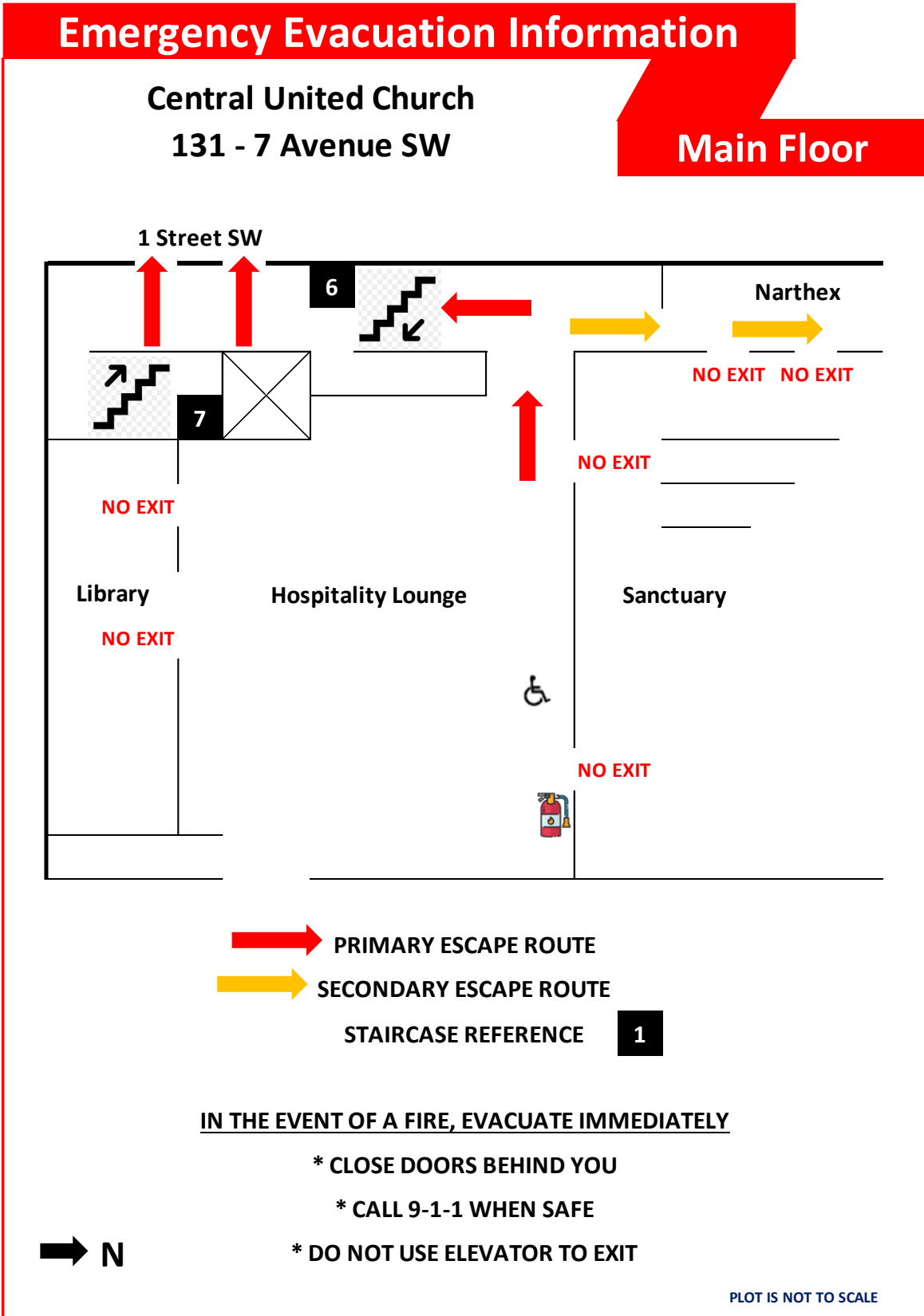
Gymnasium (northeast)



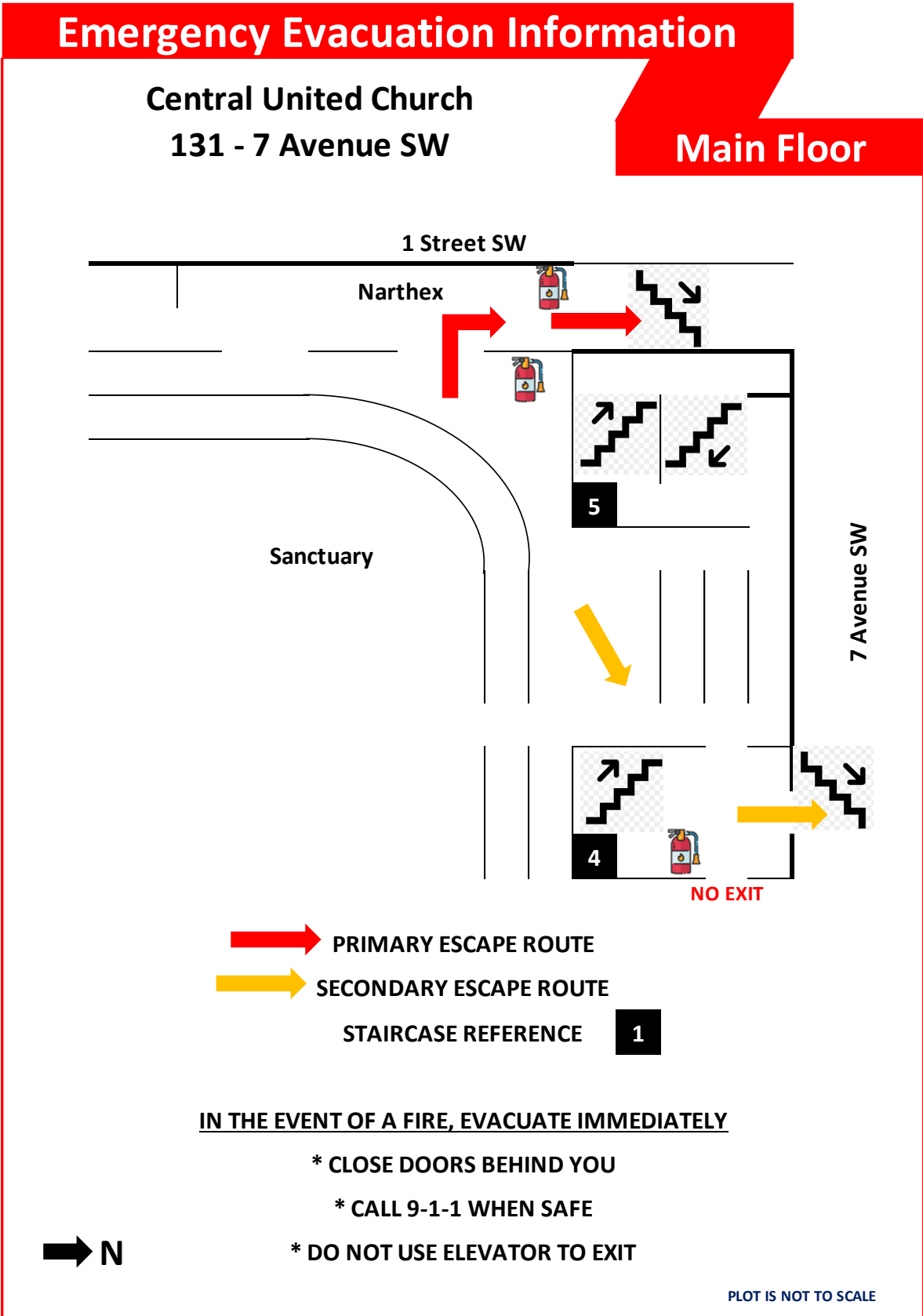
Gymnasium (west)



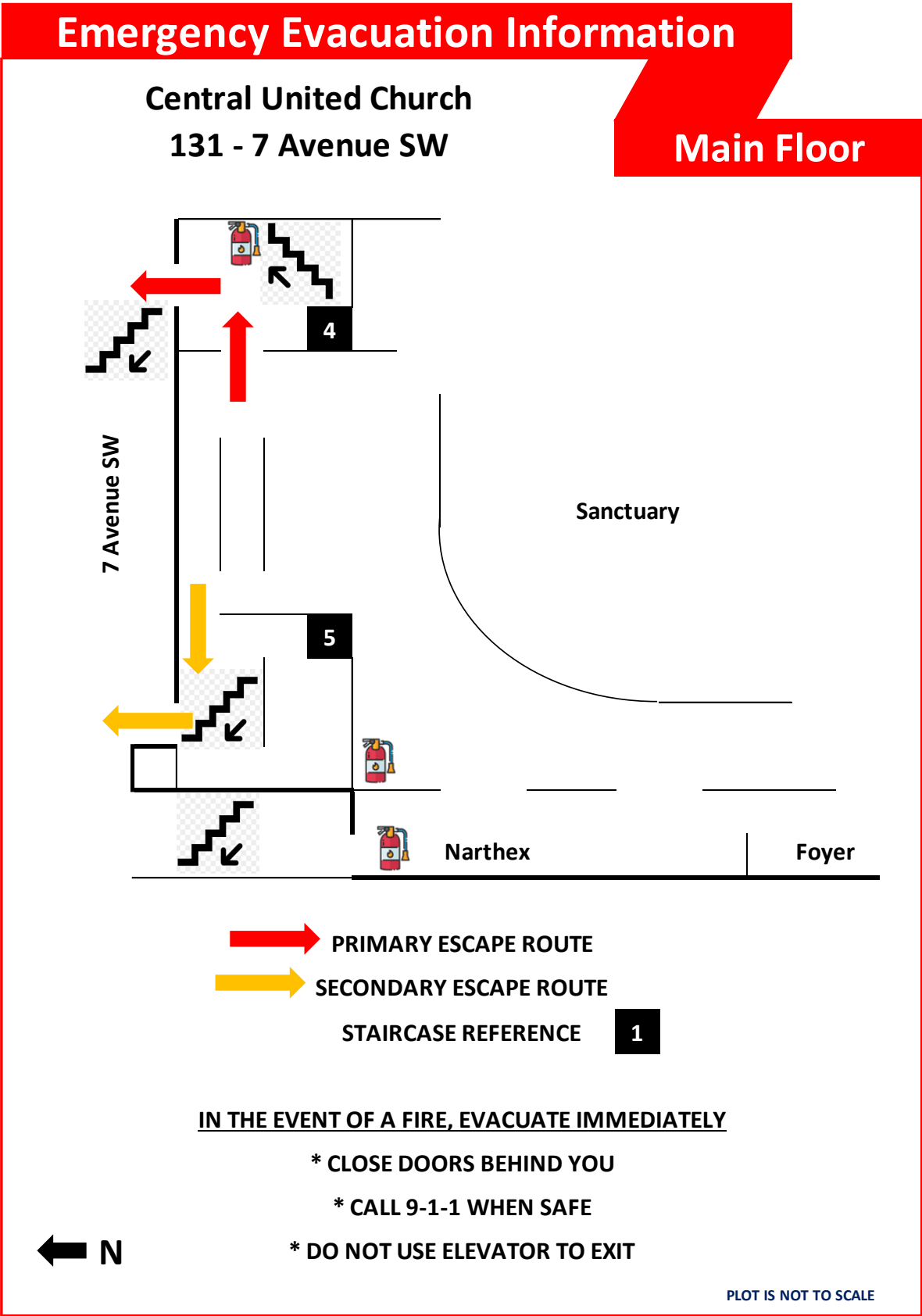
Hospitality Lounge (east)



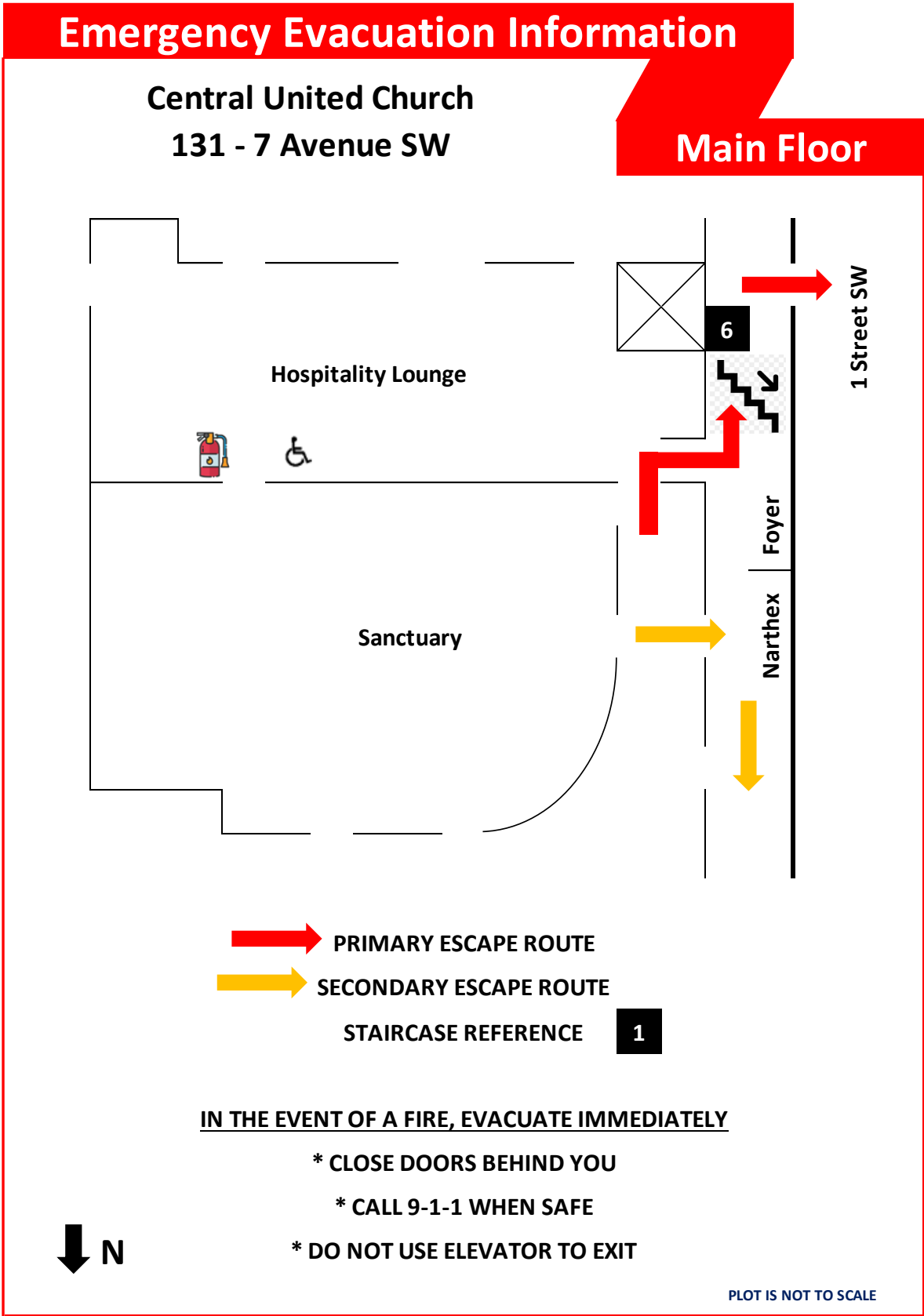
Lounge (west)



Sanctuary (northwest)



Sanctuary (north)

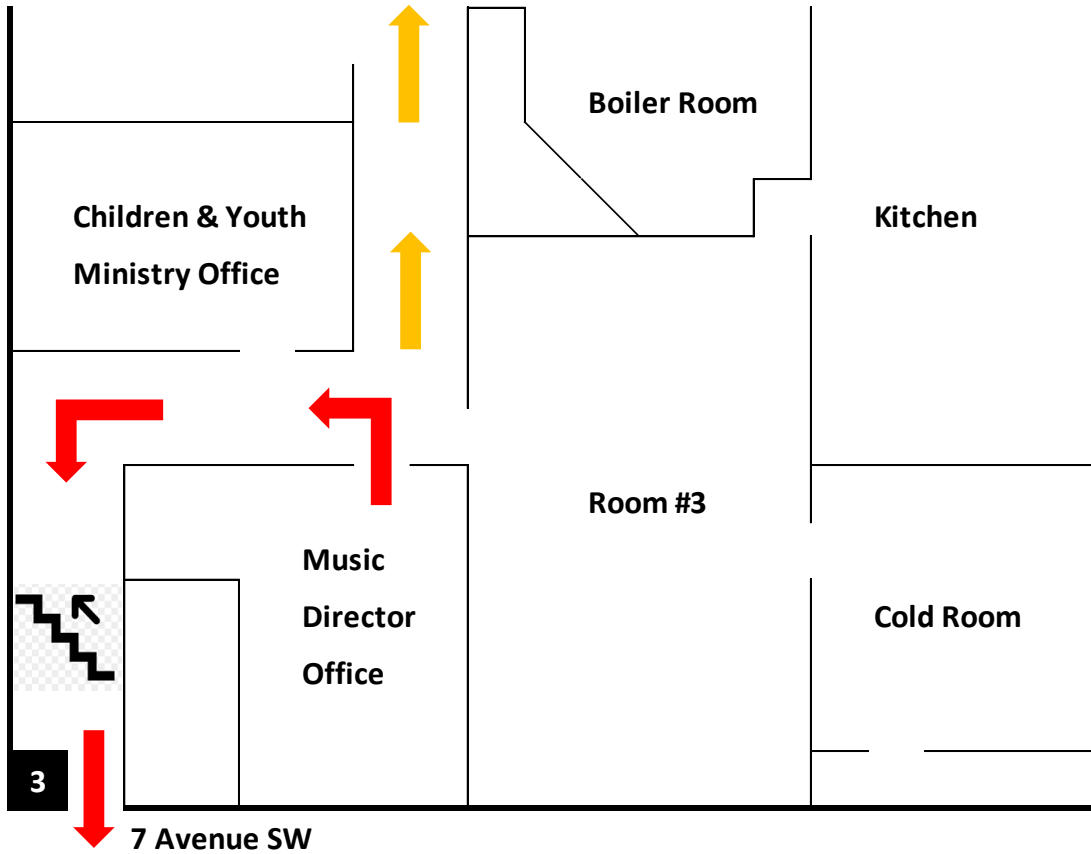





Sanctuary (west)

Emergency Evacuation Information

Central United Church
131 - 7 Avenue SW

Lower Floor



-  PRIMARY ESCAPE ROUTE
-  SECONDARY ESCAPE ROUTE
- STAIRCASE REFERENCE 

IN THE EVENT OF A FIRE, EVACUATE IMMEDIATELY

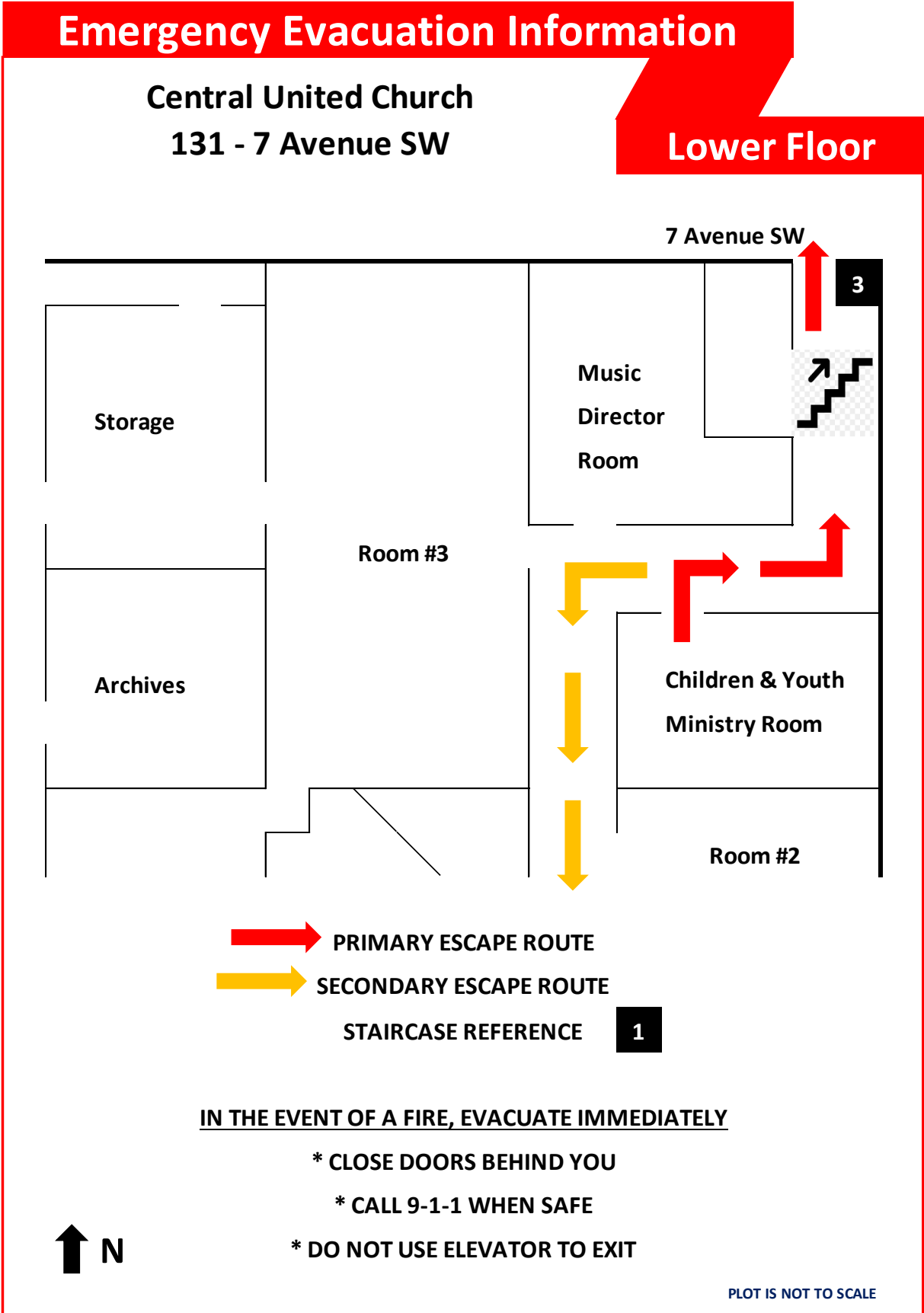
* CLOSE DOORS BEHIND YOU

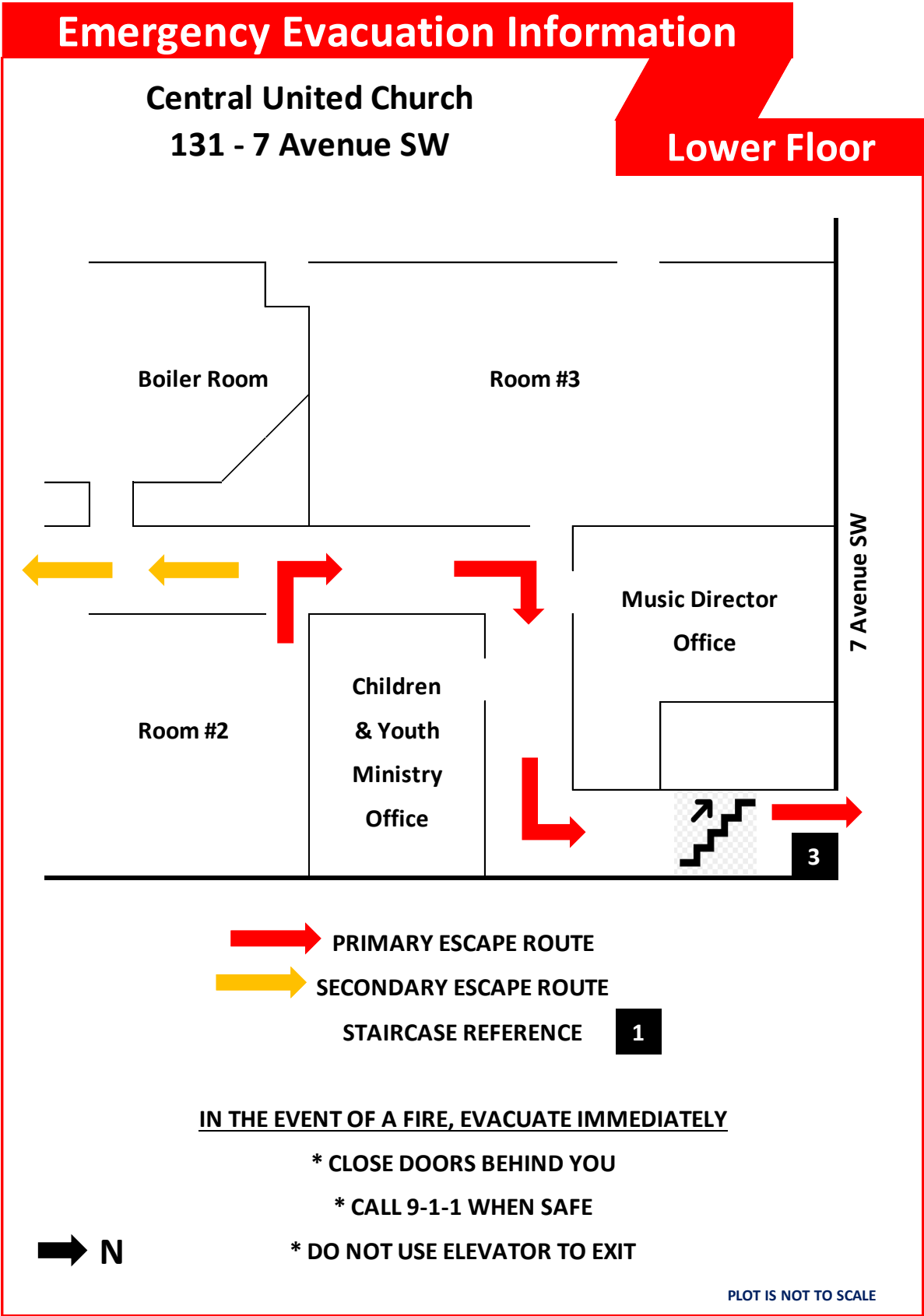
* CALL 9-1-1 WHEN SAFE

* DO NOT USE ELEVATOR TO EXIT



PLOT IS NOT TO SCALE



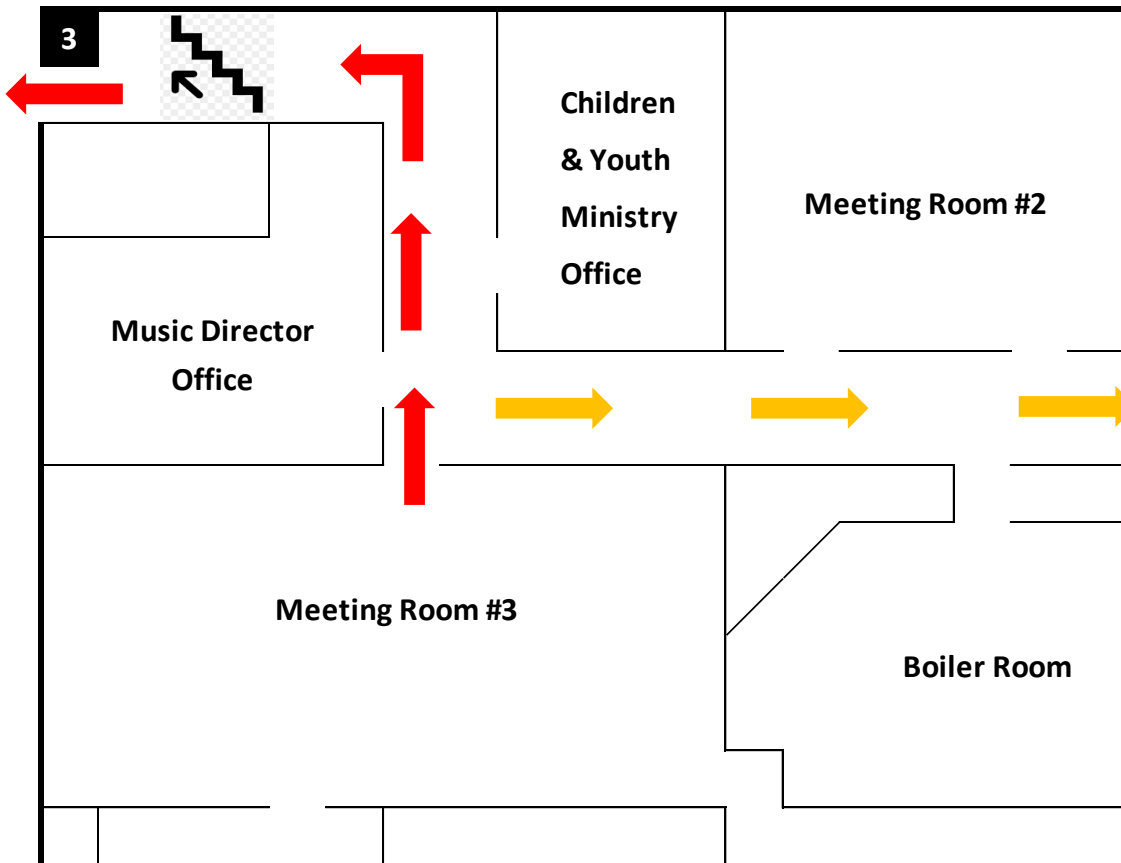




Room #2

Emergency Evacuation Information

Central United Church
131 - 7 Avenue SW

Lower Floor



-  PRIMARY ESCAPE ROUTE
-  SECONDARY ESCAPE ROUTE
- STAIRCASE REFERENCE 1

IN THE EVENT OF A FIRE, EVACUATE IMMEDIATELY

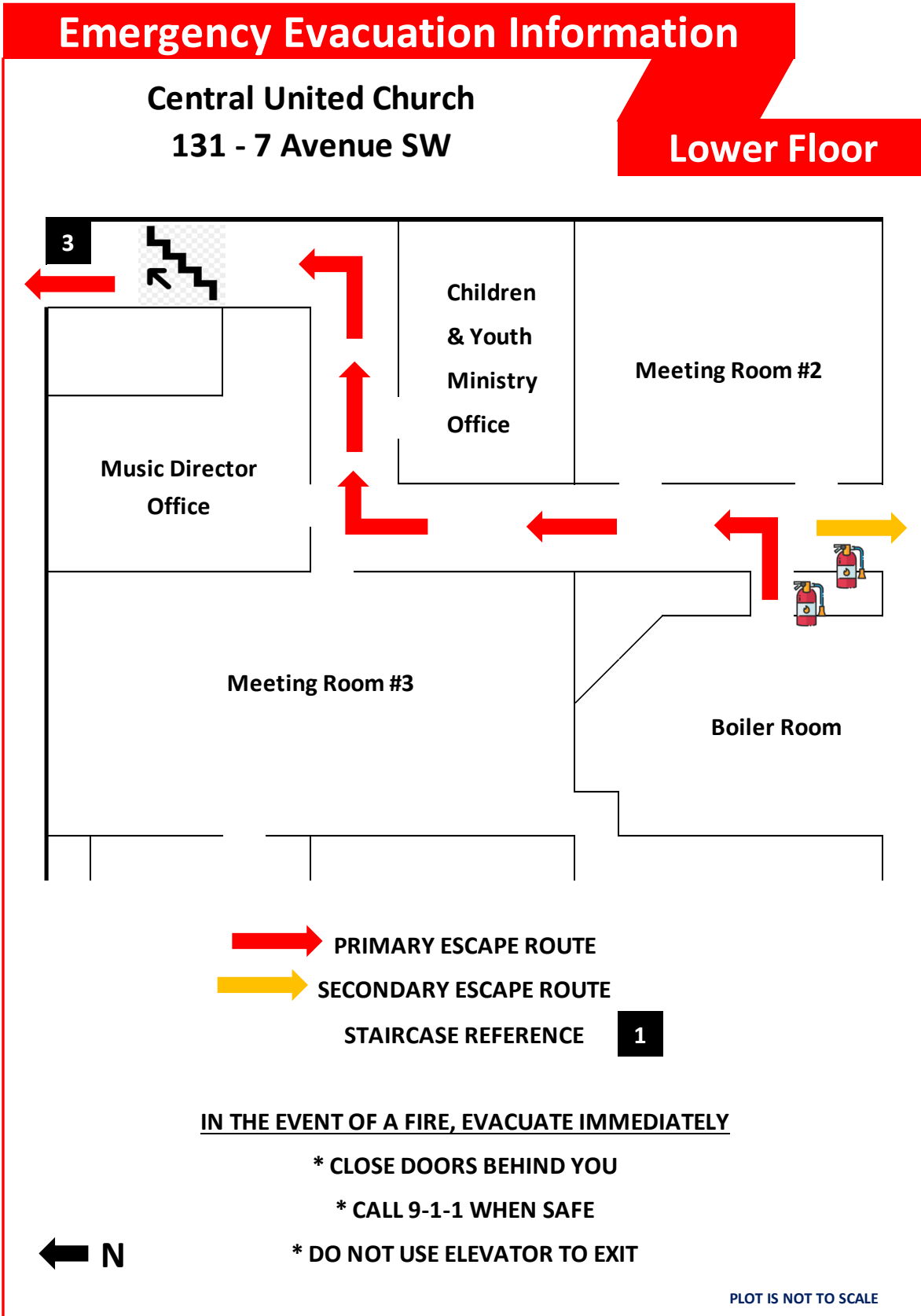
*** CLOSE DOORS BEHIND YOU**

*** CALL 9-1-1 WHEN SAFE**

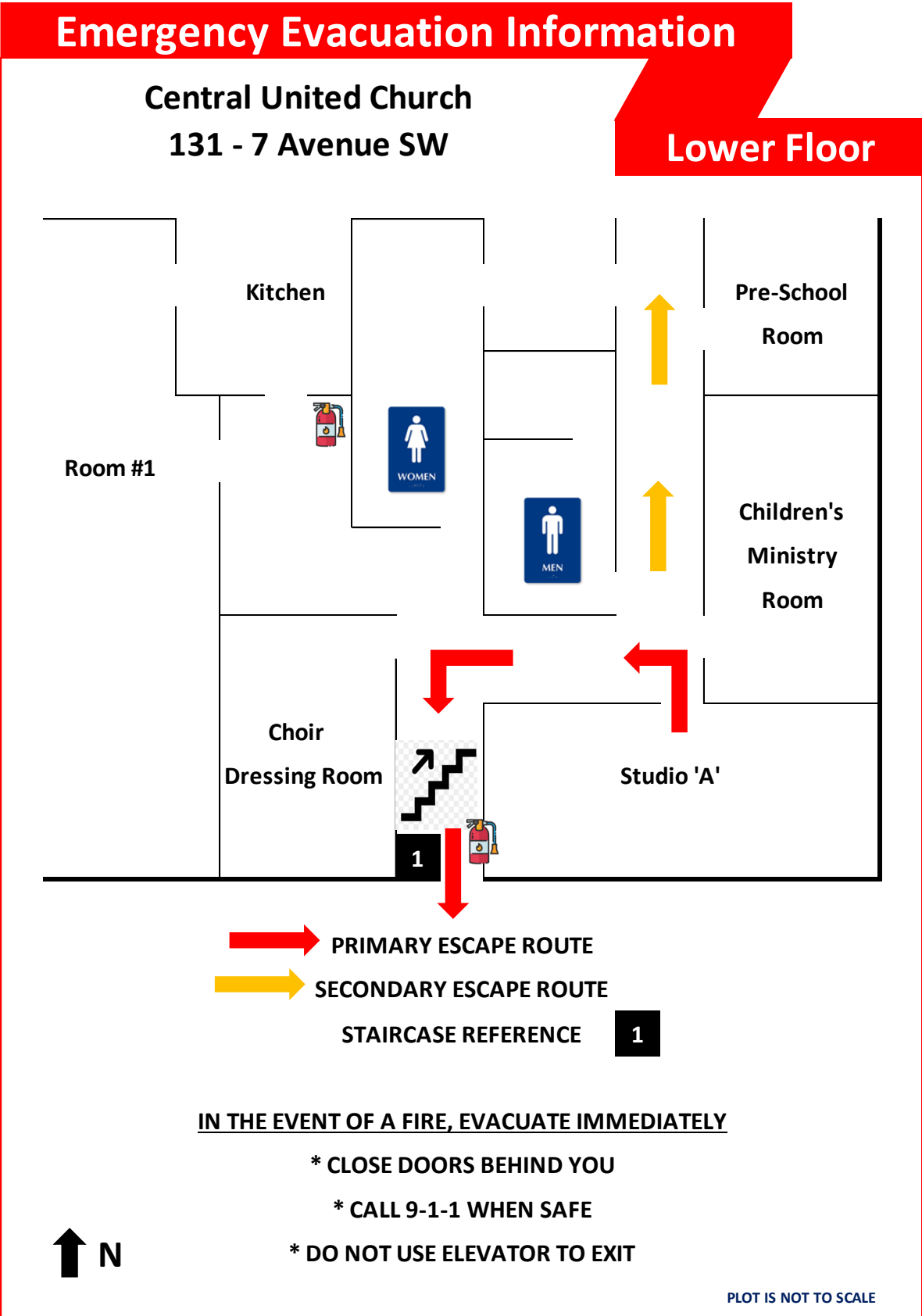
*** DO NOT USE ELEVATOR TO EXIT**



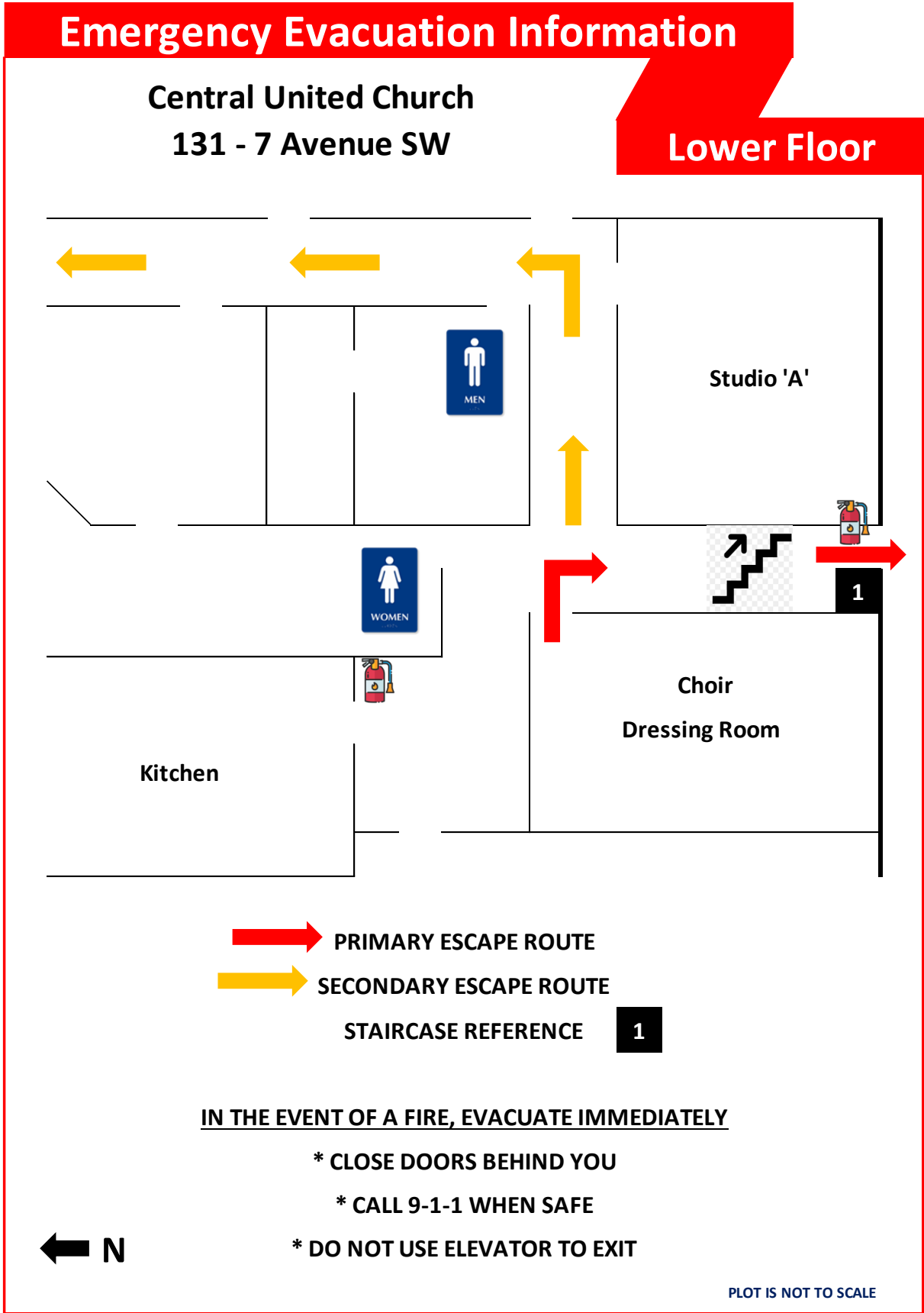
PLOT IS NOT TO SCALE



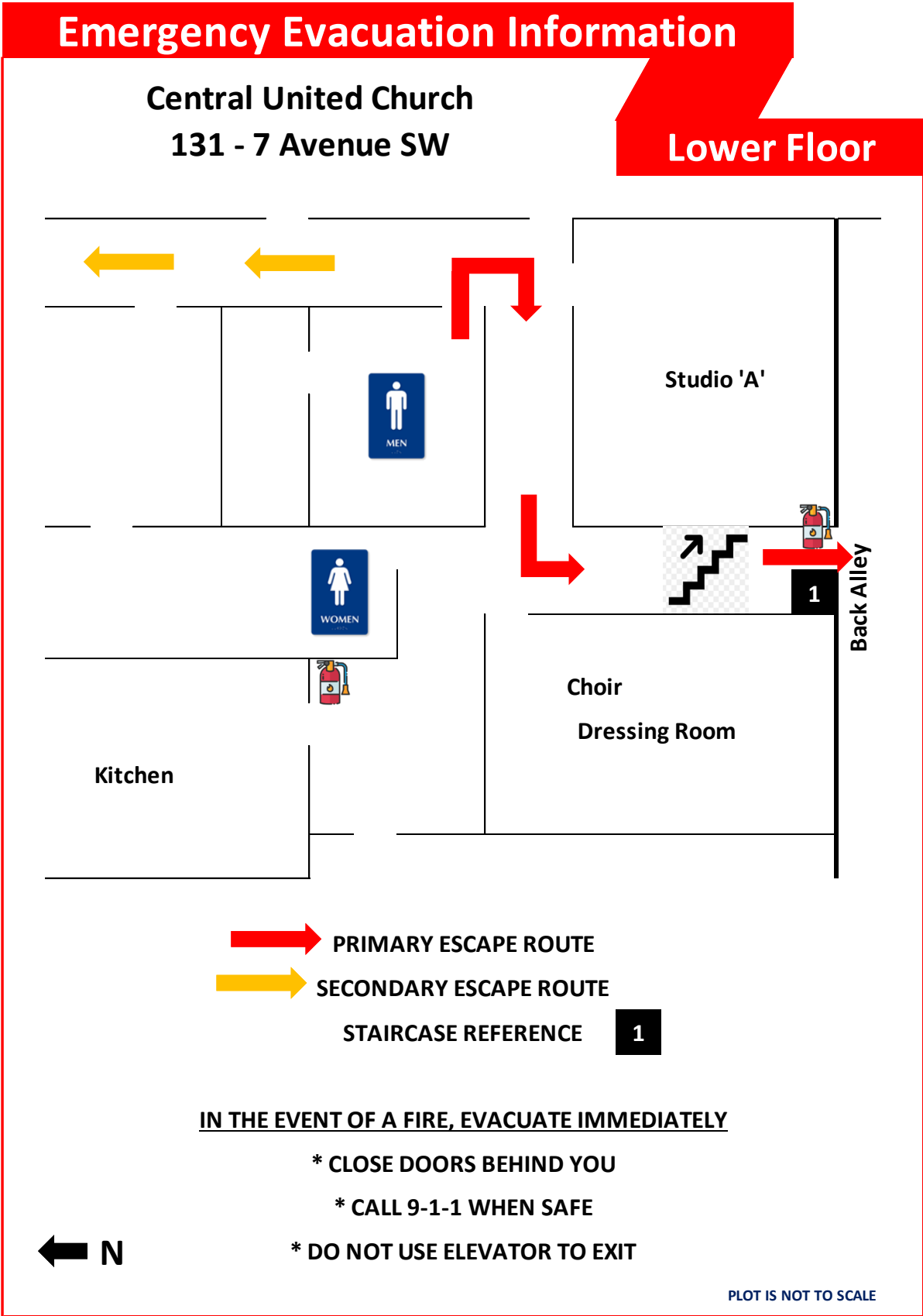
Boiler Room



Studio 'A'



Choir Dressing Room

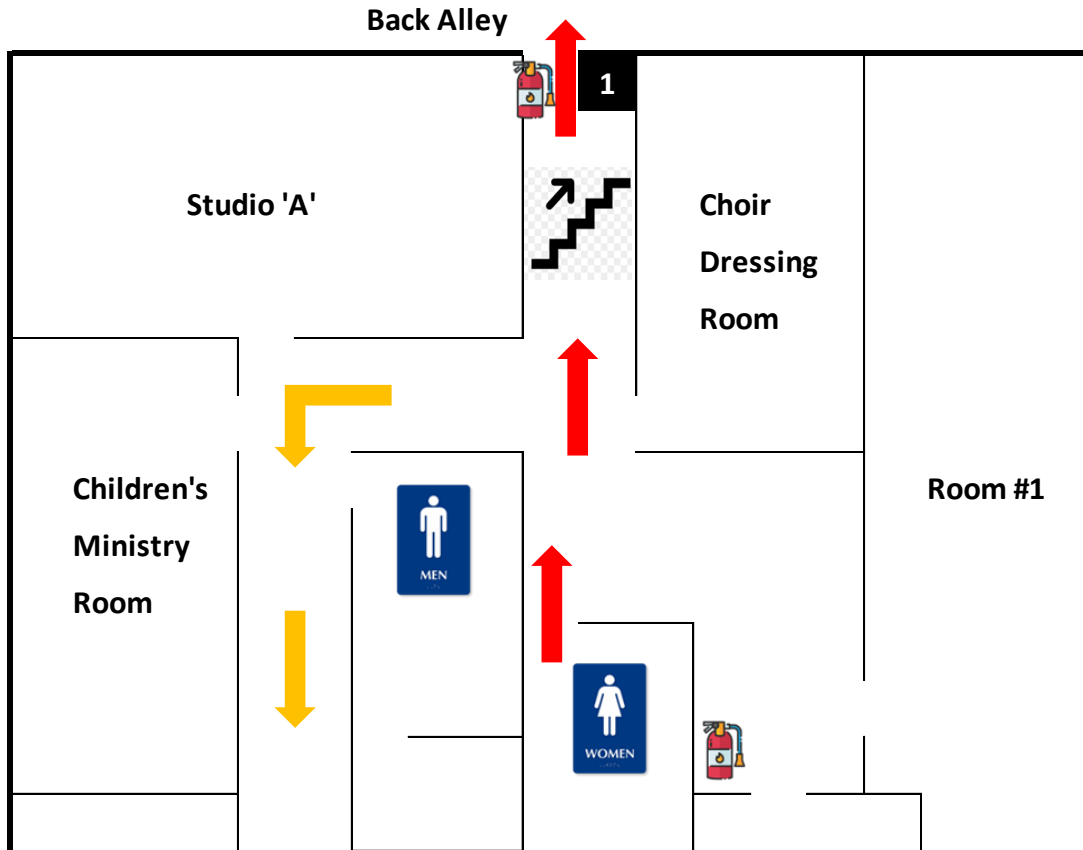


Men's Restroom

Emergency Evacuation Information

Central United Church
131 - 7 Avenue SW

Lower Floor



 PRIMARY ESCAPE ROUTE

 SECONDARY ESCAPE ROUTE

STAIRCASE REFERENCE **1**

IN THE EVENT OF A FIRE, EVACUATE IMMEDIATELY

* CLOSE DOORS BEHIND YOU

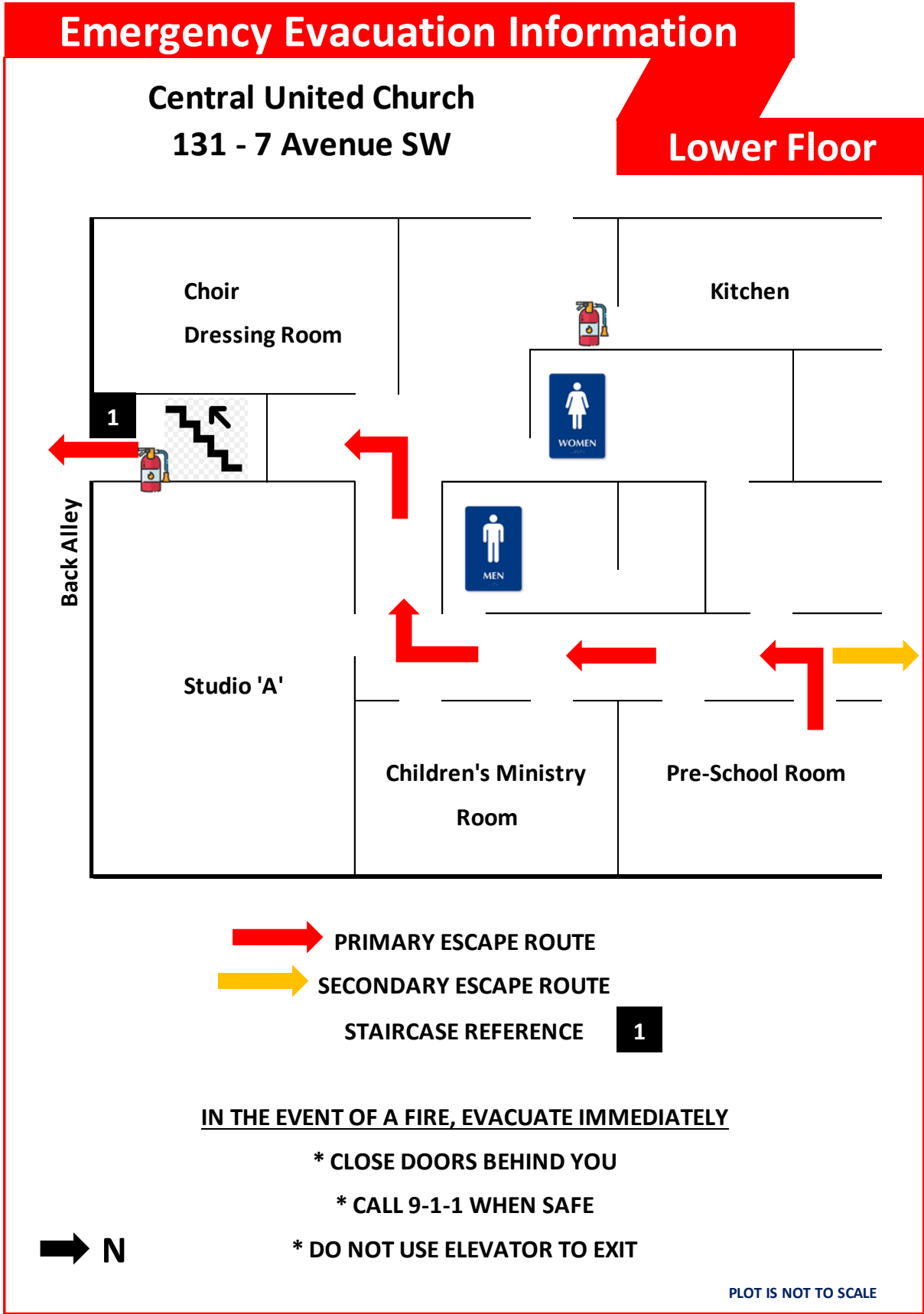
* CALL 9-1-1 WHEN SAFE

* DO NOT USE ELEVATOR TO EXIT



PLOT IS NOT TO SCALE

Women's Restroom

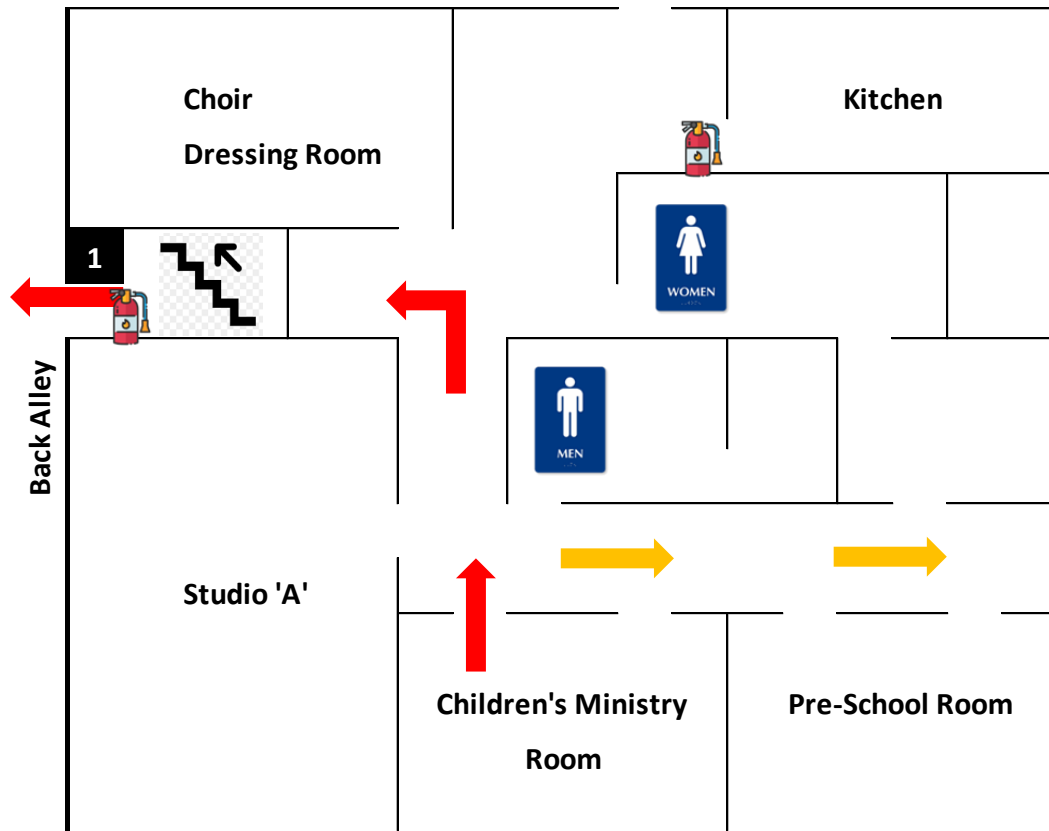





Pre-School Room

Emergency Evacuation Information

Central United Church
131 - 7 Avenue SW

Lower Floor



-  PRIMARY ESCAPE ROUTE
-  SECONDARY ESCAPE ROUTE
- STAIRCASE REFERENCE 

IN THE EVENT OF A FIRE, EVACUATE IMMEDIATELY

* CLOSE DOORS BEHIND YOU

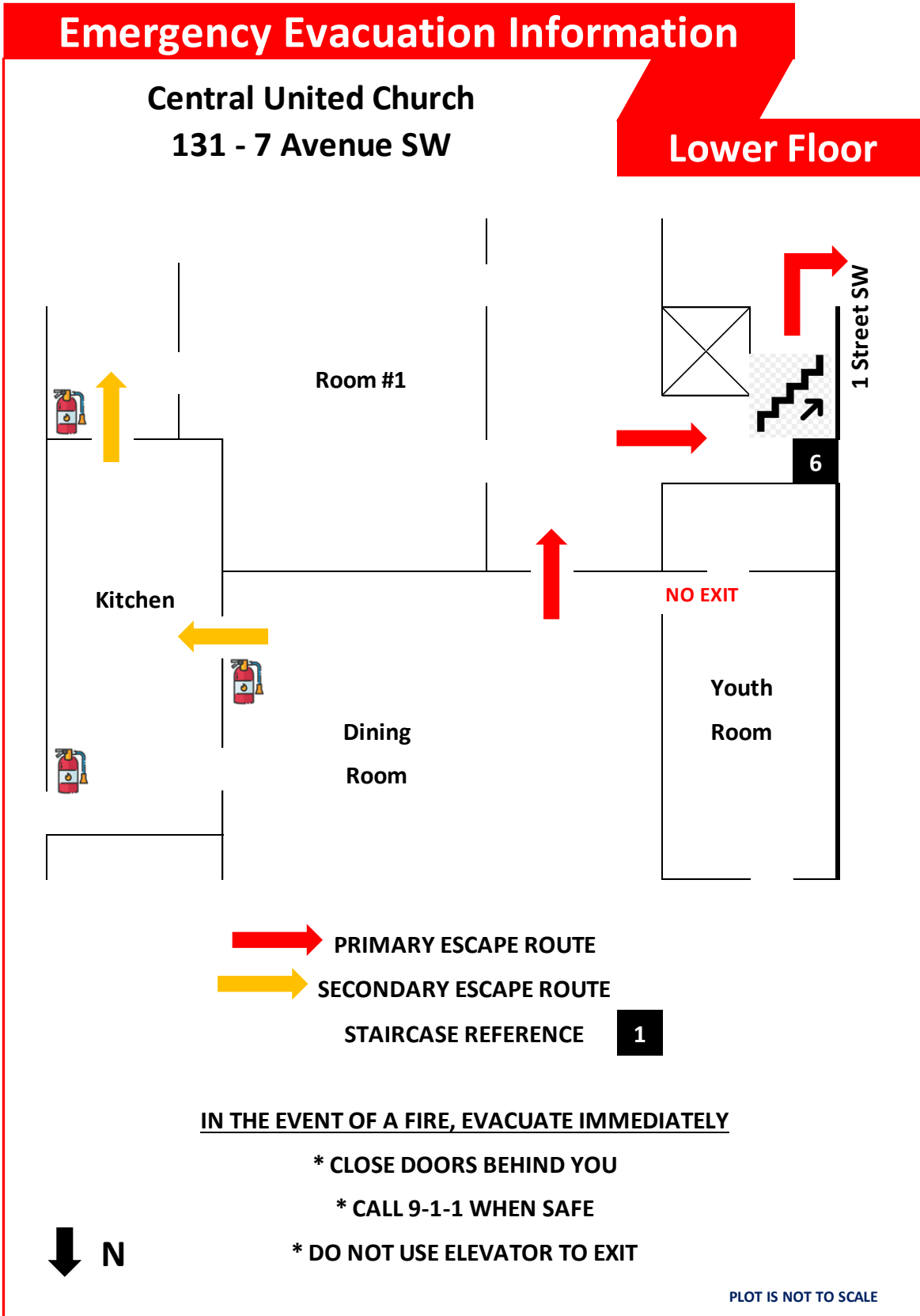
* CALL 9-1-1 WHEN SAFE

* DO NOT USE ELEVATOR TO EXIT

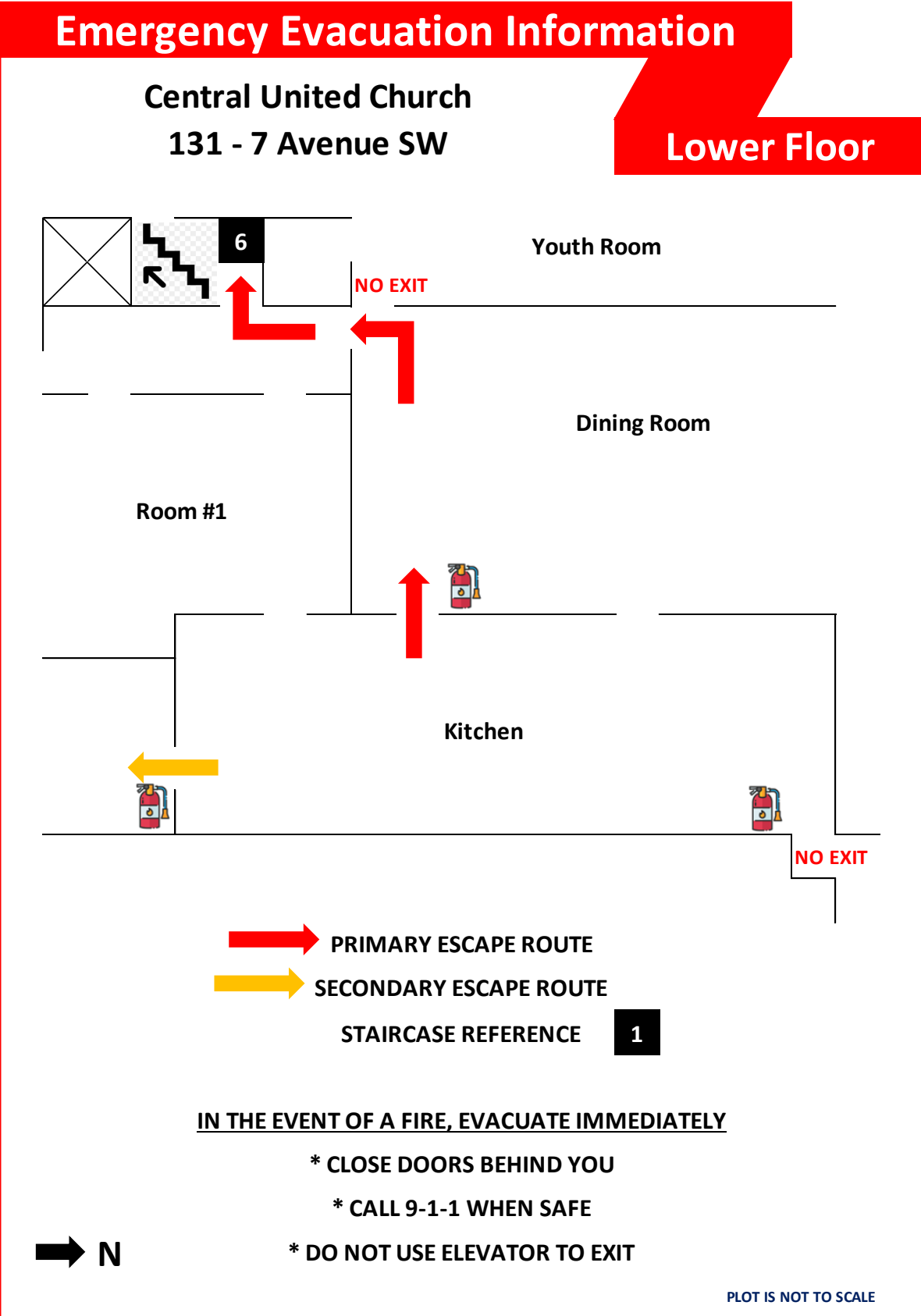


PLOT IS NOT TO SCALE

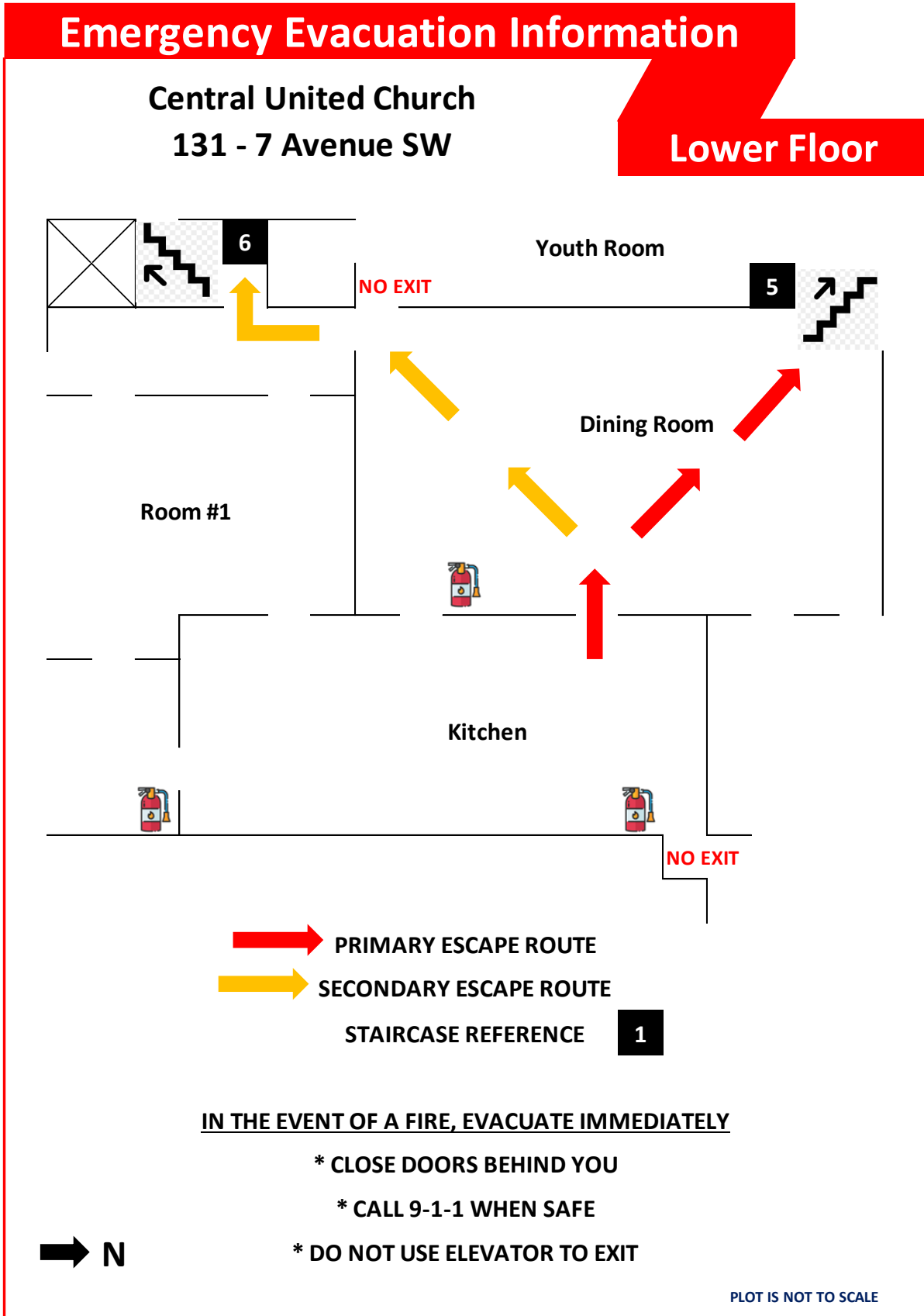
Children's Ministry Room



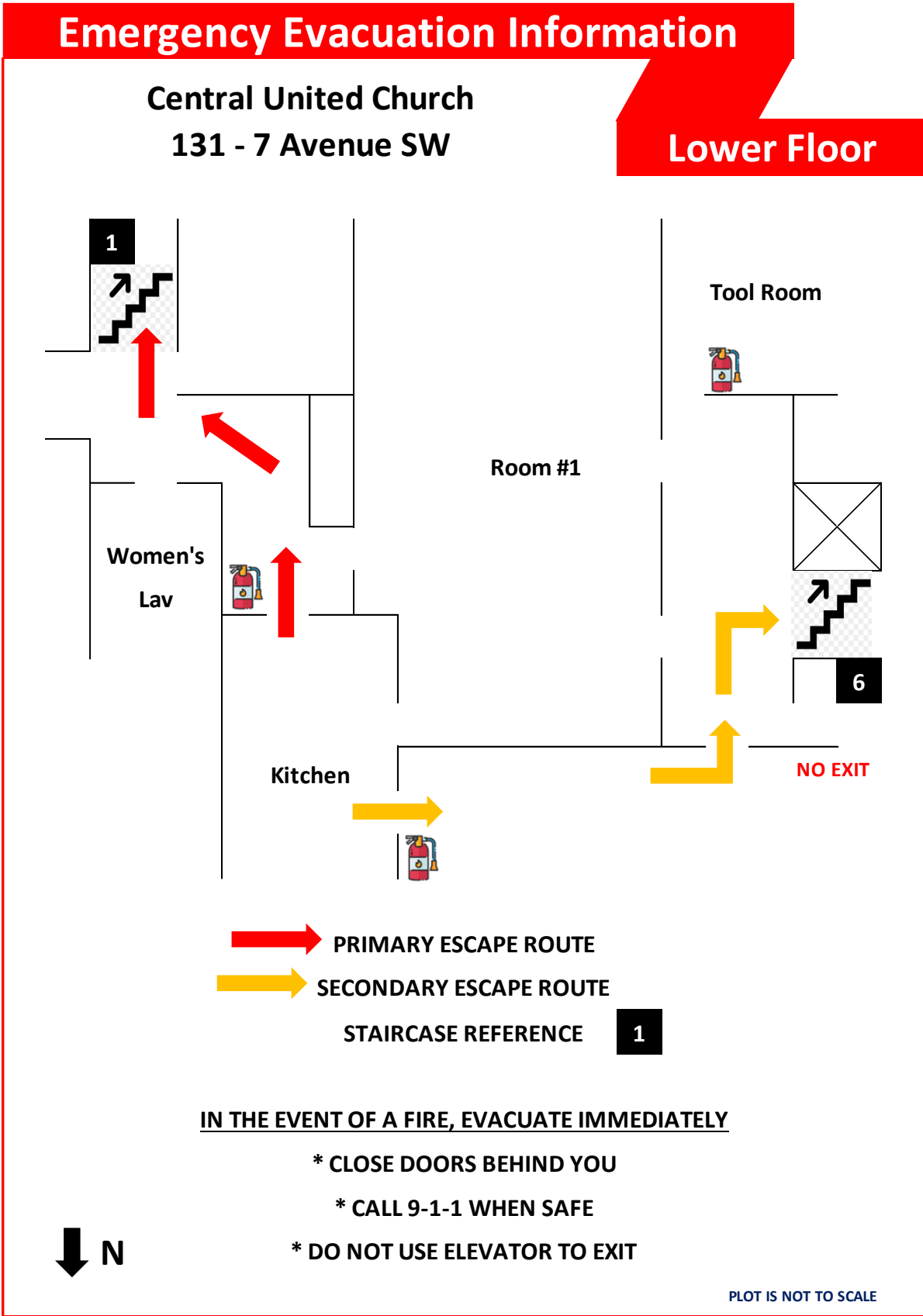
Dining Room (southwest)



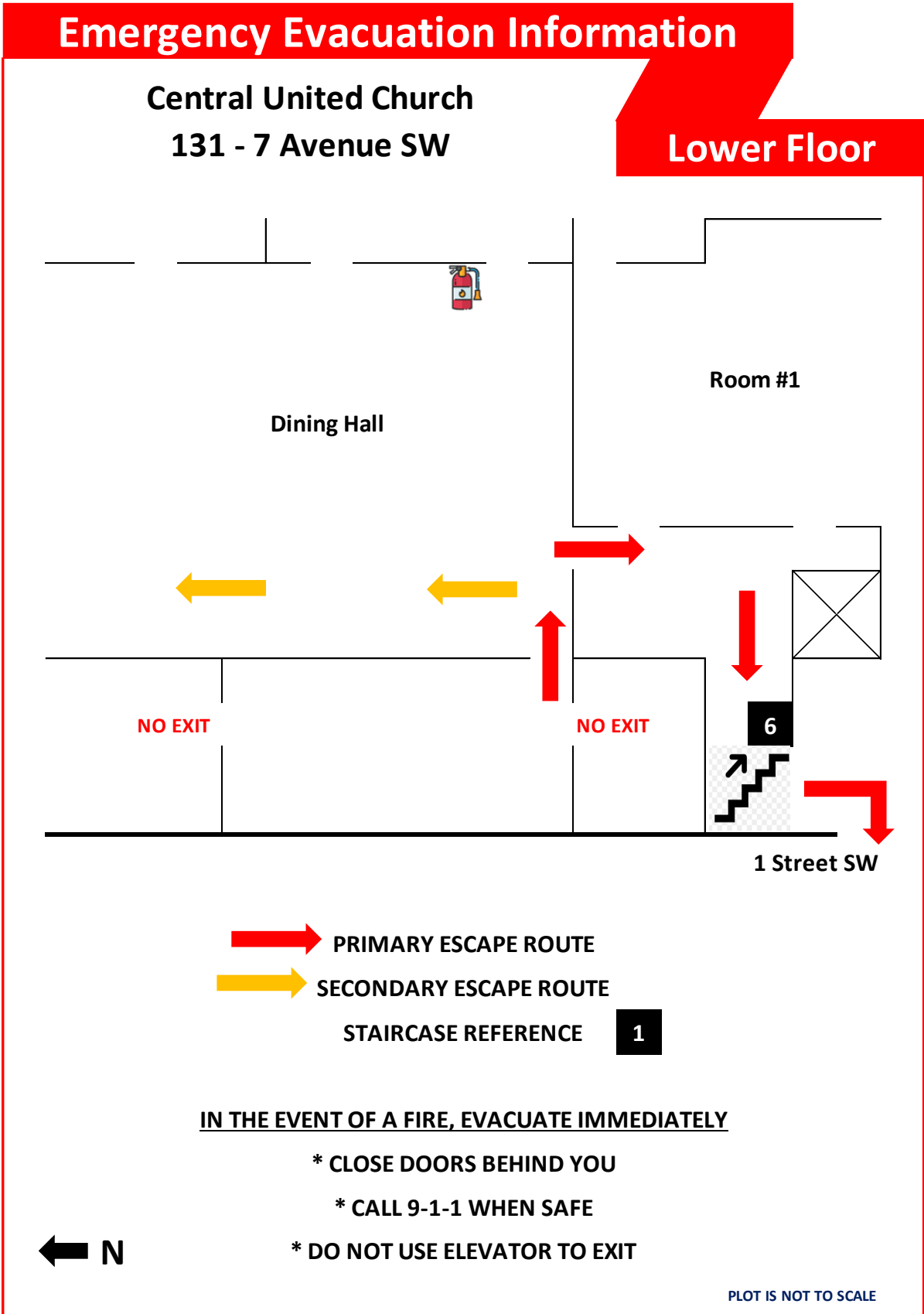
Kitchen (southwest)



Kitchen (northwest)



Kitchen (south)

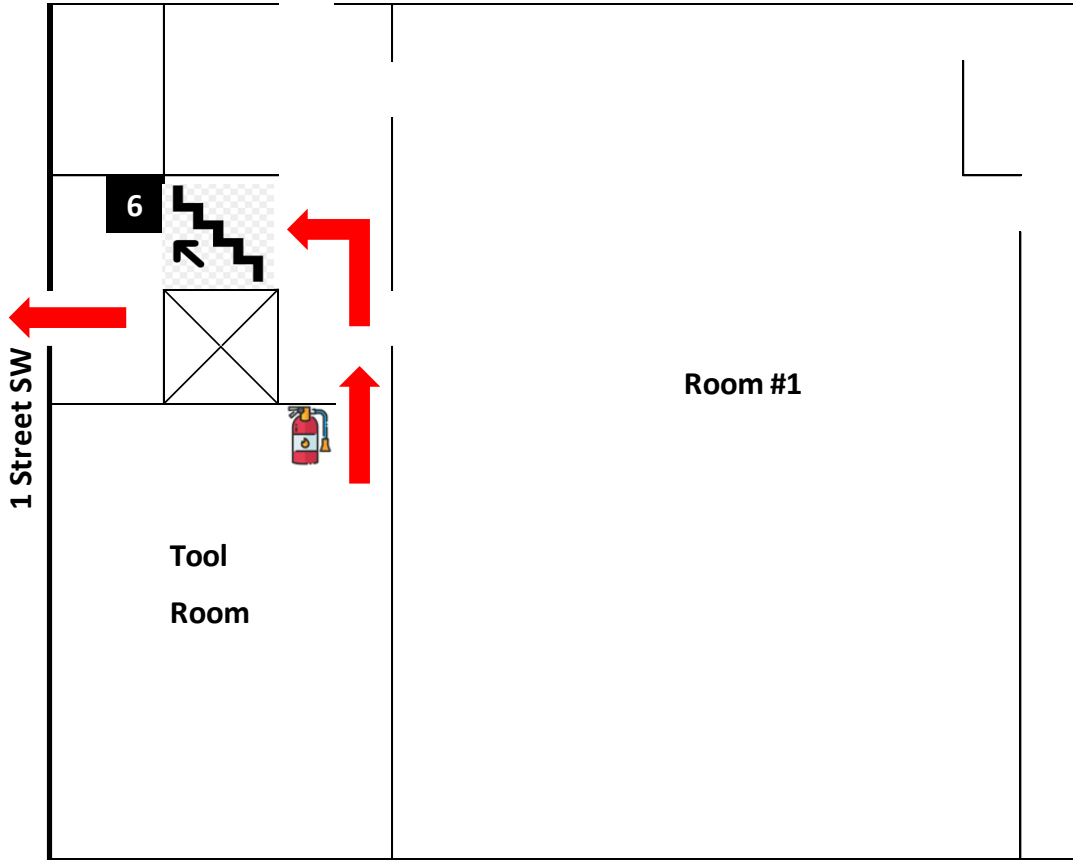




Youth Room

Emergency Evacuation Information

Central United Church
131 - 7 Avenue SW

Lower Floor



-  PRIMARY ESCAPE ROUTE
-  SECONDARY ESCAPE ROUTE
- STAIRCASE REFERENCE 1

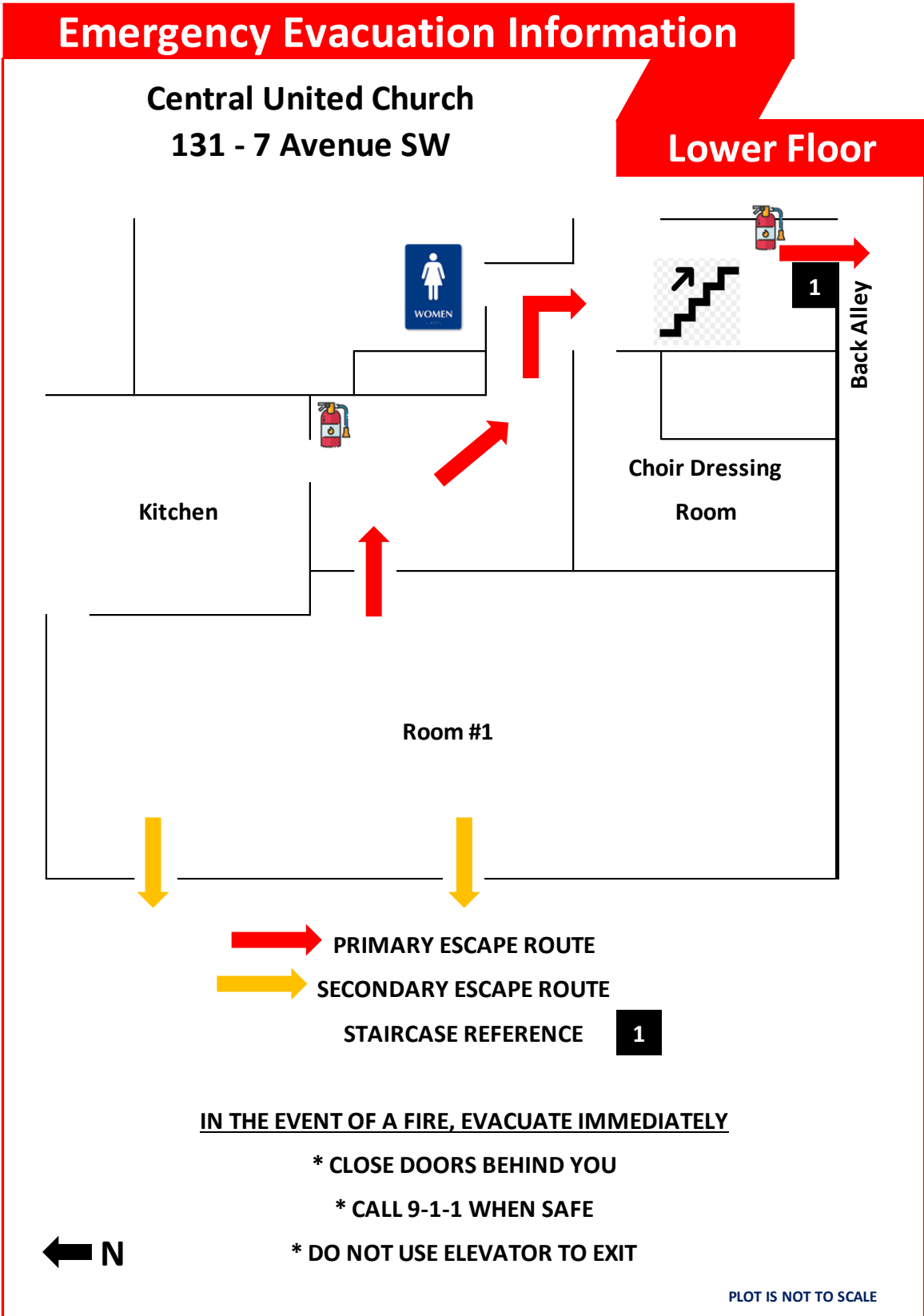
IN THE EVENT OF A FIRE, EVACUATE IMMEDIATELY

- * CLOSE DOORS BEHIND YOU
- * CALL 9-1-1 WHEN SAFE
- * DO NOT USE ELEVATOR TO EXIT

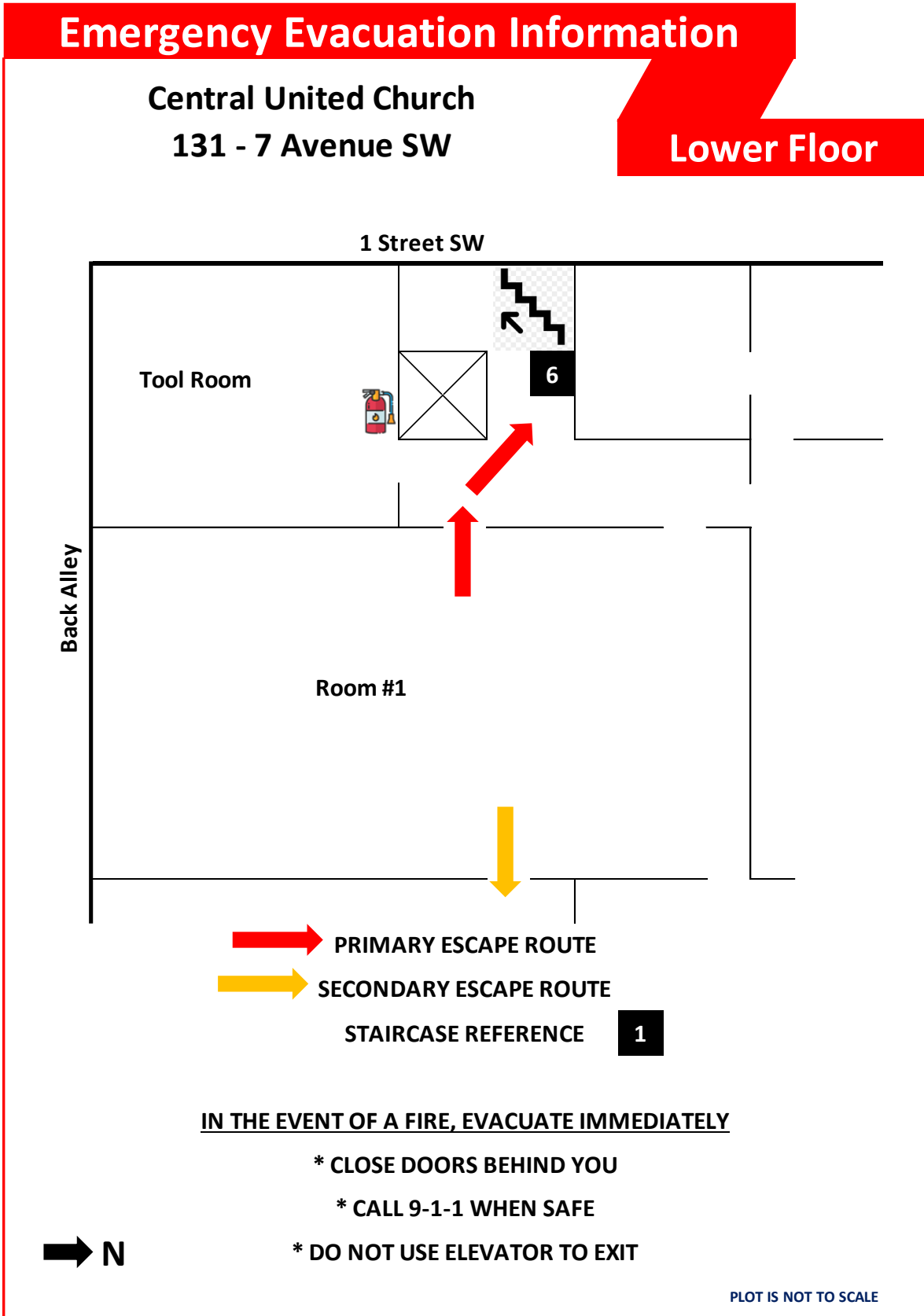


PLOT IS NOT TO SCALE

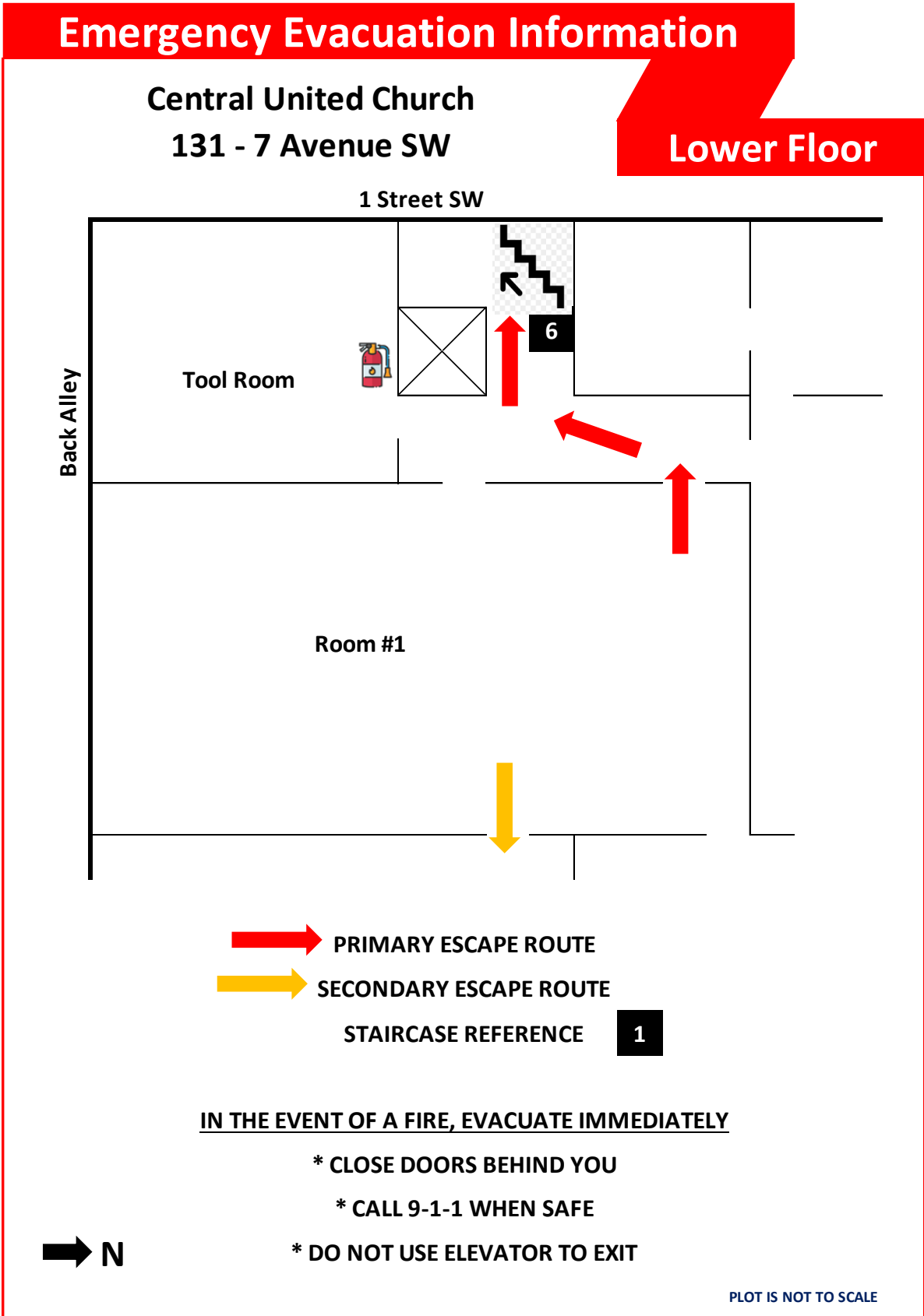
Tool Room



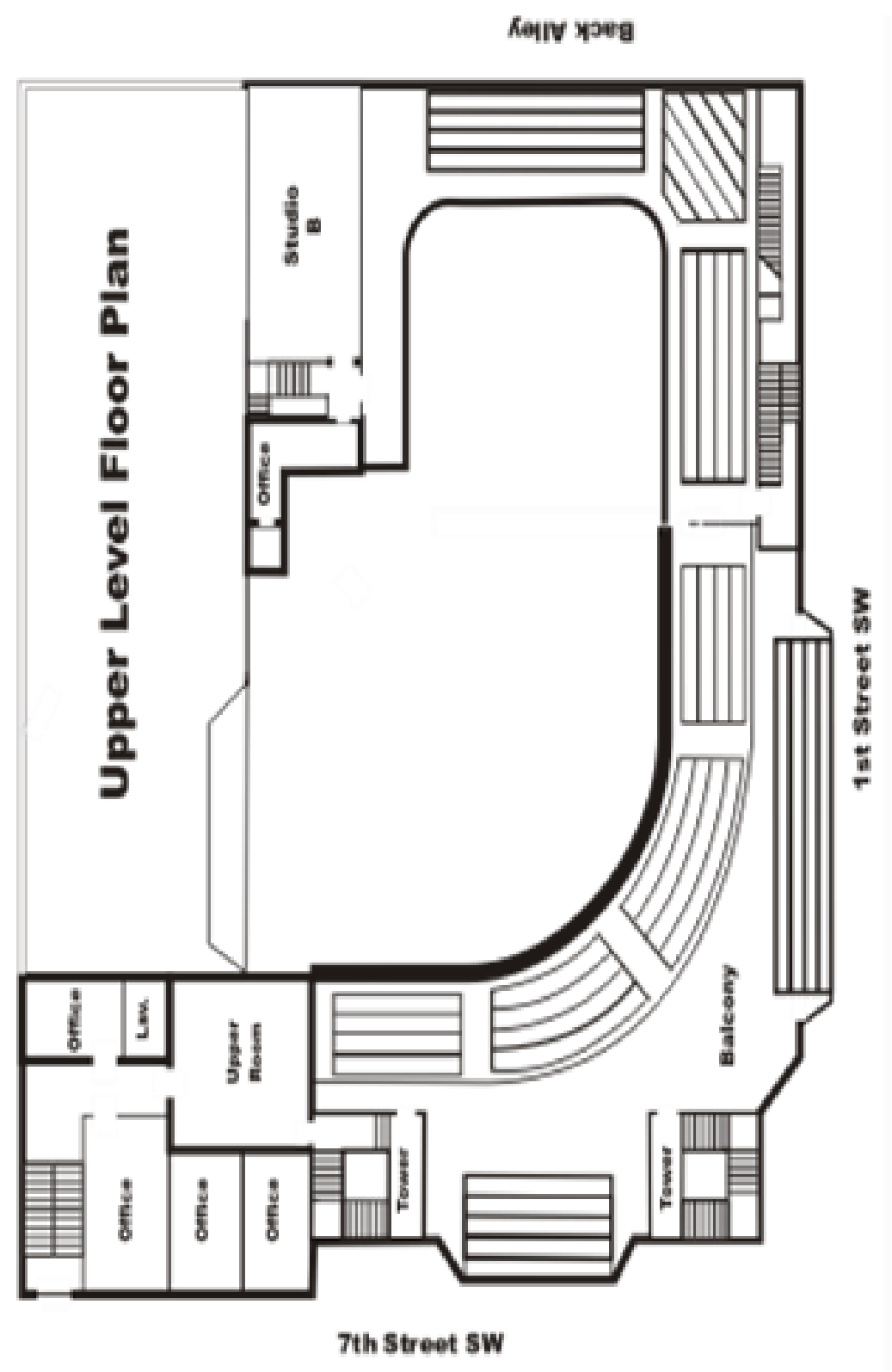
Room #1 (east)



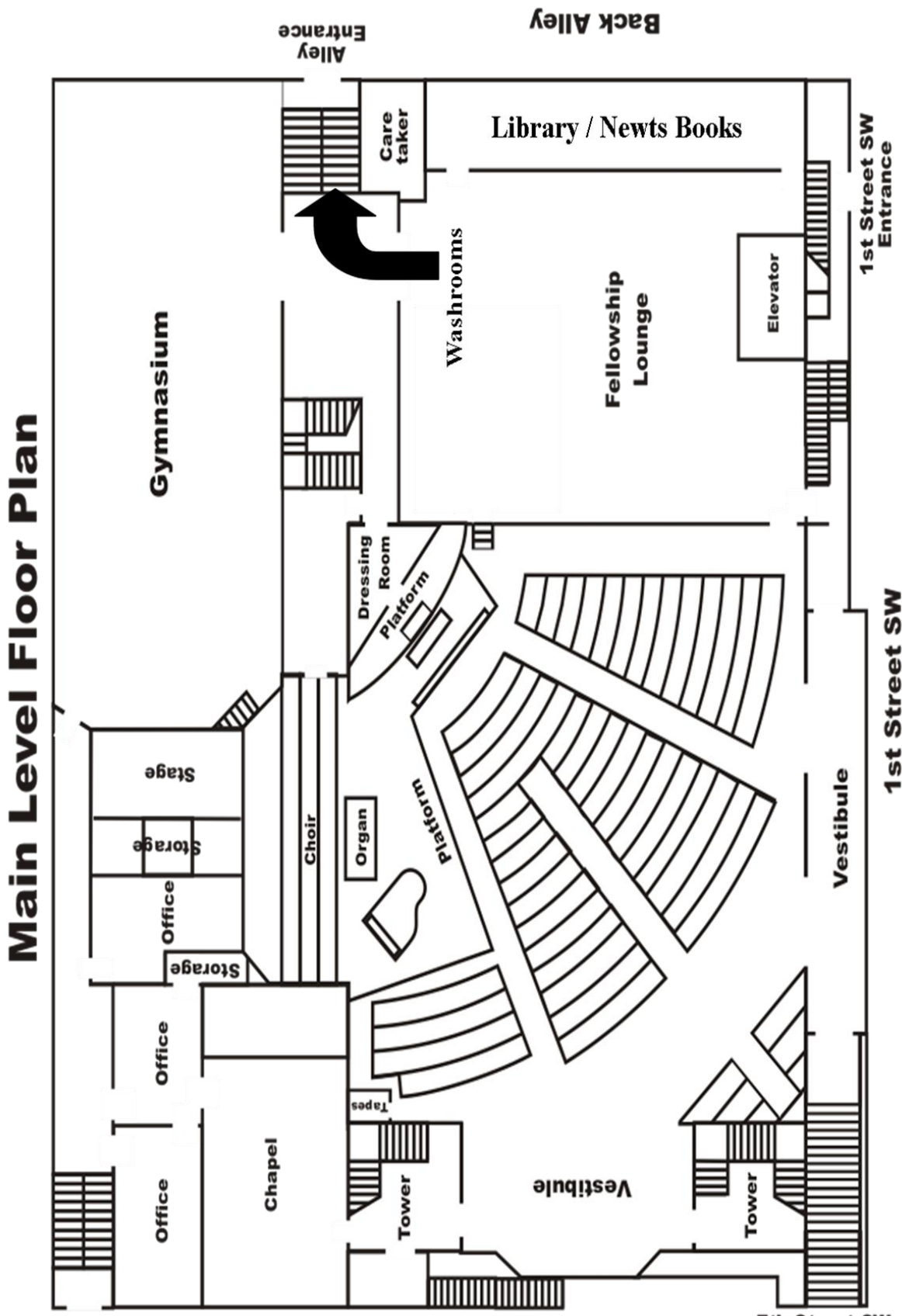
Room #1 (west)



Room #1 (northwest)

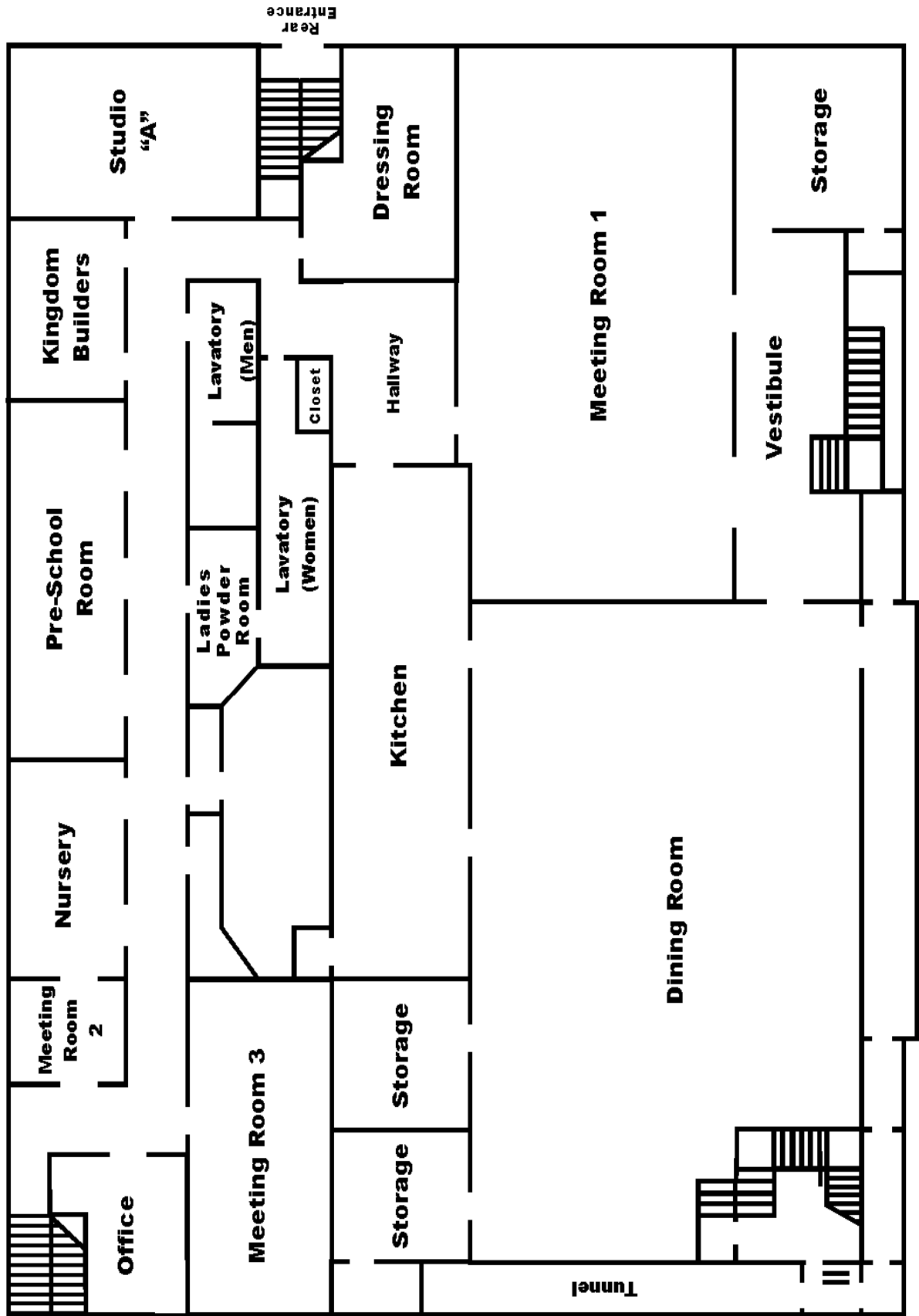


Appendix "F" ~ Upper Floor Plan



Appendix "G" ~ Main Floor Plan

Lower Level Floorplan



Appendix "H" ~ Lower Floor Plan

Appendix "I" EAP Training Record for Floor Captains**Traditional Worship Service (duties are outlined in EAP Lite)**

Name	Responsibility	Assigned Area	Review Date
Colleen Robarts	Office Administrator	Sanctuary	
Mary Lansdell	Children & Youth	Sunday School Rooms	
Oksana Krasnozhen	Music Directory	Choir Loft	
Rev. Linda Hunter	Worship Leader	Sanctuary	

Celebrate Life Recovery Service (duties are outlined in EAP Lite)

Name	Responsibility	Assigned Area	Review Date
Peter Sheridan	Recovery Team Lead	Sanctuary	

In-House meetings (duties are outlined in EAP Lite)

Group	Chair Person	Assigned Area	Review Date
Board	Diane Scheibner		
Choir Rehearsals	Oksana Krasnozhen		
Christian Development	Marivic Dela Cerna		
Congregational Care	Cristl Porter		
Duty of Care	Bill Moore		
Filipino Bible Study	Marivic Dela Cerna		
Property Team	Randall Hislop		
Staff	Rev. Linda Hunter		
Trustees	Newton Hislop		
Worship Team	Lori Bazin		

Staff (duties are outlined in EAP Lite)

Name	Responsibility	Assigned Area	Review Date
Colleen Robarts	Office Administrator	Main Floor Offices	
Paul Hobson	Custodian	Lower Floor Rooms	
Roberto Montagni	Treasurer	Upper Floor Offices	

Outside Meetings (duties are outlined in EAP Lite)

Group	Meeting Facilitator	Assigned Area	Review Date
Central Recovery			
Muslim Prayer			
Sowing the Seed			

Concerts (duties are outlined in EAP Lite)

Group	Meeting Facilitator	Assigned Area	Review Date
Sled Island			

This Training Record describing the instructions provided to the Personnel is maintained by the DCO.

Training Record of Individuals Trained in EAP

Name	Title	Date

This Training Record describing the instructions provided to the Individuals is maintained by the DCO.

Appendix "J" ~ Training Record of Individuals Trained in EAP





Training Record of Individuals with First Aid Training

Name	Training Provided	Training Date	Certification Expires
Bill Moore	First Aid / CPR	May 25, 2019	May 25, 2022
Colleen Robarts	First Aid / CPR	May 25, 2019	May 25, 2022
Diane Scheibner	First Aid / CPR	May 25, 2019	May 25, 2022
Fregie Padilla	First Aid / CPR	May 25, 2019	May 25, 2022
John McIsaac	First Aid / CPR	May 25, 2019	May 25, 2022
Luz Tugade	First Aid / CPR	May 25, 2019	May 25, 2022
Marivic Dela Cerna	First Aid / CPR	May 25, 2019	May 25, 2022
Melven Dela Cerna	First Aid / CPR	May 25, 2019	May 25, 2022
Rev. Linda Hunter	First Aid / CPR	May 25, 2019	May 25, 2022
Roberto Montagni	First Aid / CPR	May 25, 2019	May 25, 2022
William Gee	First Aid / CPR	May 25, 2019	May 25, 2022

This Training Record describing the first aid training provided to Individuals is maintained by the DCO.





EVACUATION

FIRE / BOMB THREAT / INTERIOR ACTIVE SHOOTER / EARTHQUAKE

	<ul style="list-style-type: none"> - Call 9-1-1 to dispatch first responders to Central United Church located at 131 - 7 Avenue SW - Close doors behind you
	<ul style="list-style-type: none"> - Alert others to the emergency - Assist those with disabilities; stay with them until first responders arrive to assist
	<ul style="list-style-type: none"> - Leave personal items behind - Leave the building
	<ul style="list-style-type: none"> - Make sure everyone has evacuated the building - Meet at Muster Point (Brookfield Place Plaza) - Meet the first responders (if working alone)

LOCKDOWN

EXTERIOR ACTIVE SHOOTER / TORNADO / TRAIN DERAILMENT / FLASH FLOOD

	<ul style="list-style-type: none"> - Call 9-1-1 (if appropriate) to dispatch first responders to Central United Church at 131 7 Avenue SW - Close and lock doors behind you
	<ul style="list-style-type: none"> - Alert others to the emergency - Assist those with disabilities; stay with them until first responders arrive to assist. - Avoid windows
	<ul style="list-style-type: none"> - Leave personal items behind - Leave your area and go directly to the Dining Hall using Stairwell #5
	<ul style="list-style-type: none"> - Make sure everyone has evacuated the area, then set the building alarm - Meet everyone in the Dining Hall - Monitor Alberta Alert and CEMA