

**THE NORFOLK COUNTY
AGRICULTURAL SOCIETY**



**EMERGENCY
PROCEDURES
MANUAL**

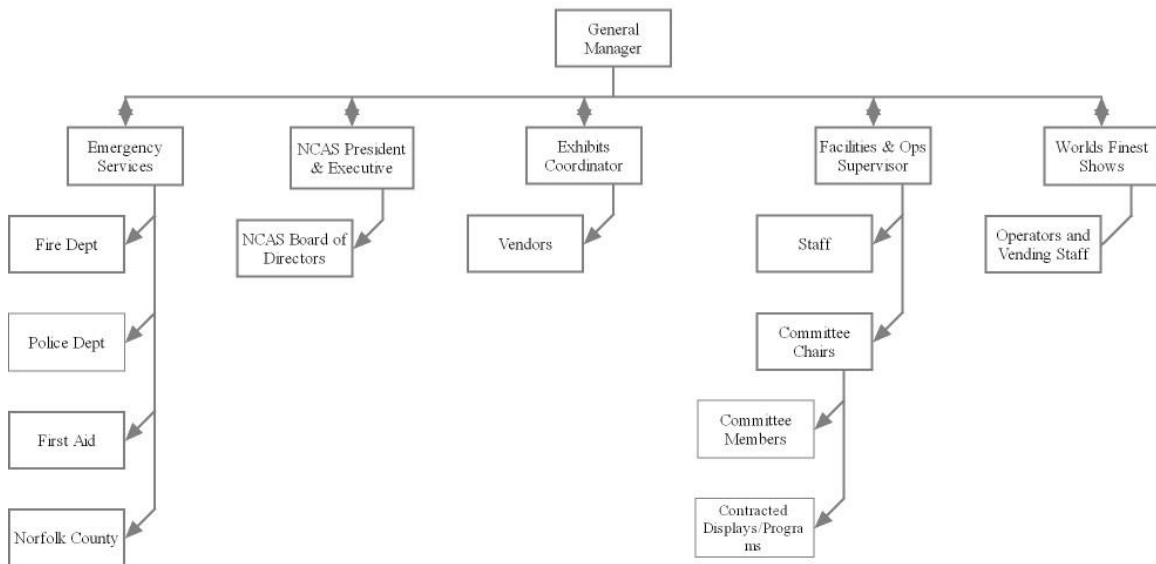
Update: 2018 v1

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Norfolk County Fair and Horse Show

EMERGENCY AND COMMUNICATIONS CHAIN OF COMMAND



Introduction

This edition has been created for Administrators and Crisis Management. Please ensure this copy is the most recent version.

Every effort has been made to identify the procedures for each emergency. Please note that every situation is different and procedures may have to be adapted to suit different locations.

Some of these procedures will only apply during the annual Norfolk County Fair and Horse Show during set-up and held over seven consecutive days in October. Those procedures are identified as such. Crowds for this event range from 10 – 30 thousand patrons, staff, volunteers and performers daily. All 48 acres and buildings are Public access areas with some limitations. Most other events are isolated in one of the buildings or on the grounds in specific areas.

It is the responsibility of the Norfolk County Agricultural Society to ensure that all staff, volunteers and lessees in a position of authority for an event are aware of Emergency Procedures applicable to their responsibilities. These procedures shall be stored in safe locations in each building of the Fairgrounds.

During the Fair each committee must appoint an Emergency Warden and an Alternate(s) who shall be on duty throughout the operational times of their committee during the Fair. Fair Facility Wardens shall be designated as Follows:

EMERGENCY WARDENS

Area	Building #	Warden	Alternate	Alternate	Alternate
NCF Office	5	Reception	Fair Coordinator.	Publicity	
Curling Rink	5	Bldg Mgr	Fair Supervisor		
Homecraft Up	2	Bldg Mgr	Homecraft	Homecraft	
Homecraft Dn	2	Bldg Mgr	Jr Craft Com	Jr Cul Com	
JFB	1	Photo Comm	NVAC		
Commercial	4	Bldg Mgr	Exhibit Coordin.	Fair Supervisor	
Industrial	6	Bldg Mgr	Exhibit Coordin.	Fair Supervisor	
Grandstand	11	Bldg Mgr	Field Crop Com	Fruit Com.	Entertain Com
Cattle Barn	9	Bldg Mgr	Ag. Aware Com	Cattle Com.	
Show Ring	10	Aud Bldg Mg	Sheep/Goat Com	Cattle Com	Llama Com
Rec Centre	7 & 8	Bldg Mgr	Spec Events Mgr	Fair Supervisor	
Poultry Barn	13	Bldg Mgr	Poultry Com	Poultry Com	
Sm Horse Bn	13	Horse Com			
Horse Barns	14	Horse Com			
Harness Barn	15	Horse/Parking Com			
Storage Barn	12	Fac & Op Supervisor			
Paddocks		Infield Super	Horse Com	Entertainment	
Track		Infield Super	Fair Supervisor		
All Parking		Parking Com	Fac & Op Super.		
Food Vendors		Exhibits Coordinator	Fac & Op Super		
WFS Area		WFS Manager			

Emergency Warden Responsibilities

- Make your presence known by introducing yourself and your role to participants, staff and judges. Know all facilities and equipment available for an emergency.
- Attend training and review this manual prior to the fair with volunteers in your area

In the event of an Emergency

- **To be in charge of implementing Emergency Procedures.**
- **Ensure the Facilities and/or General Manager have been notified/**
- **Make a decision as the extent of the evacuation required.**
- **Ensure that all occupants of your area are aware of the situation**
- **Supervise evacuation of the area**
- **Confirm all emergency notifications have been made. (e.g. 911)**
- **Meet arriving Emergency Services Personnel and lead them to the emergency**
- **Provide access and vital information. (Trapped persons, Chemicals, Hazards)**
- **Ensure that no one re-enters the building before “all clear” given.**
- **After consultation with Emergency Services personnel give the “all clear signal and coordinate re-entry into the building.**

At all times

- Ensure fire doors are operating properly and access to them is clear of obstruction.
- Report any faults or use of fire safety equipment
- Be knowledgeable of all methods of communication and call lists.

Staff Responsibilities

All staff are required to be familiar with Emergency Procedures. To best facilitate this staff must:

- Follow the instructions of Emergency Wardens or alternates
- Participate in all training
- Notify your supervisor if you require special assistance in an emergency
- Know and be capable of demonstrating your role
- Know where equipment is located and how to use it.
- Ensure fire doors are operating properly and access to them is clear of obstruction.
- Report any faults or use of fire safety equipment
- Be knowledgeable of all methods of communication and call lists.
- Know the Fire Safety Plan of the building or area.

BASIC FIRE SAFETY PLAN

IN CASE OF FIRE

- Immediately activate the nearest “Pull Station”, secure your work area and follow the direction of your supervisor.
- Direct all patrons to the nearest FIRE EXIT.
- Once all able bodied persons have exited, assist any disabled or other person that may need assistance.
- Attempt to put out the fire with available equipment only if you are confident to do so.
- Exit by the nearest FIRE EXIT securing all doors as you exit
- Gather outside at the designated “Meeting Area”

IN CASE YOU HEAR THE FIRE ALARM

- Secure your work area and follow the direction of your supervisor.
- Direct all patrons to the nearest FIRE EXIT.
- Once all able bodied persons have exited, assist any disabled or other person that may need assistance.
- Attempt to put out the fire with available equipment only if you are confident to do so.
- Exit by the nearest FIRE EXIT securing all doors as you exit
- Gather outside at the designated “Meeting Area”

Fire Procedures

If you discover Fire:

Activate the Fire Alarm from closest pull station if available, alert building occupants and CALL 911

If safe to do so make or have the following announcement spoken on the P. A. system . **“Attention Ladies and Gentlemen: We have a building emergency. It is necessary to evacuate the building. Please go to the nearest emergency exit and leave the building. Please remain calm.”** (REPEAT 3 TIMES)

Fight the fire only if situation allows.

Assist any persons in the building to the closest Exit.

Leave building or area closing all doors behind you.

Proceed to designated gathering place.

Contact Facilities and Operations Supervisor and General Manager Immediately

If you hear the Alarm:

Assist any persons in the building to the closest exit

Leave Building or area closing all doors and gates behind you.

CALL 911 and give dispatcher available details.

Contact Facilities and Operations Supervisor and General Manager Immediately.

False Alarms

If you have WITNESSED that the alarm has been activated by accident or misadventure:

- **Contact Facilities and Operations Supervisor and General Manager Immediately**
- Silence Alarm where possible. Office to announce, “False Alarm” Thank you...
- Await for arrival of Fire Department Personnel

Fire Safety Plan

Each building has been equipped with a floor plan that identifies fire exits, extinguishers and other information pertinent in an emergency. All staff, volunteers and exhibitors should familiarize themselves with this floor plan and know the following:

- a) The closest EXIT from the building
- b) An alternate EXIT from the building in the event closest exit is blocked.
- c) Manual Pull stations (if equipped)

- d) Nearest Portable Fire extinguisher.
- e) Emergency Warden
- f) Designated Gathering Place

Fire Extinguishment – Control and Confinement

If you discover fire, and if you are trained and feel confident with the use of a fire extinguisher; then proceed to put out the fire. Only attempt this if it has just started and/or it is not larger than a garbage can. **BE CAREFUL AS SMOKE MAY BE TOXIC.**

Use the correct extinguisher for the type of fire. Using the wrong extinguisher could make the situation worse. Common errors:

DO NOT USE (A-WATER) TYPE EXTINGUISHERS ON GREASE OR ELECTRICAL FIRES. The standard extinguisher will only last approximately 8 seconds. Be sure to remove and report the extinguisher as used to Facilities and Operations Supervisor to arrange for refill.

Fire Extinguisher Types

Extinguishers are storage containers for an agent like water or chemicals. It is designed to put out a small fire...NOT a big one. Extinguishers are labelled ABC or K according to whether the fire on which it is to be used occurs in wood or cloth, flammable liquids, electrical, or metal sources. Some buildings have more than one type of extinguisher.

A – Ordinary Combustibles. For fires in paper, wood, drapes and upholstery

B – Flammable Liquids. For fires in fuel oil, gasoline, paint, grease in a frying pan, solvents and other flammable liquids.

C – Electrical (Equipment). For fires in wiring, fuse boxes, conductors and other electrical sources

D- Metals. Certain metals such as magnesium and sodium require special dry powder.

Do not attempt to fight fire alone; never let fire get between you and the way out. Never turn your back on a fire. If you cannot extinguish the fire safely, then close all doors in the immediate area and leave via the nearest exit.

Remember to PASS...

P	PULL THE PIN
A	AIM THE EXTINGUISHER NOZZLE AT THE BASE OF THE FLAME
S	SQUEEZE OR PRESS THE HANDLE
S	SWEEP FROM SIDE TO SIDE AT THE BASE OF THE FIRE. WATCH FOR RE-FLASH. DISCHARGE THE CONTENTS OF THE EXTINGUISHER

Evacuation Procedures

The possibility of an internal or external disaster affecting the Fairgrounds always exists and with it the possibility of a need to evacuate patrons and staff from any given building or area. In order to maximize efficiency and minimize panic or confusion, this plan must be followed to ensure the safety of both staff and patrons.

Purpose

The purpose of the Evacuation Plan is to organize staff and Wardens to mobilize with dispatch to evacuate given areas and buildings.

Initiation of the Evacuation Plan

The Evacuation Plan will be initiated by the Emergency Warden or designate. The decision to evacuate any area should be made in consultation with the Facilities and Operations Supervisor or General Manager. In the case of immediate, impending danger to patrons and staff, a decision to evacuate the area should come from the person in authority in the area at the time and this decision communicated to the Facilities and Operations Supervisor and/or General Manager.

There are two categories of evacuation; **crisis** and **precautionary**.

Crisis Evacuation results from some clear and immediate threat such as bomb threat, fire or explosion. In this case an immediate removal of patrons and staff is necessary to prevent injury or loss of life.

Precautionary Evacuation occurs as result of some impending event such as flooding or an approaching cloud of toxic gas from a spill. There is usually some lead-time before the threat becomes imminent and leads to the closing of facilities.

Types of Evacuation

Knowledge of the several types of evacuation is a necessity in any building or area. Evacuation is movement, either horizontal or vertical, from a dangerous or threatened area to another area of comparative safety. There are four basic types of evacuation, each of which may be a separate and complete operation or all four may be used in successive stages or all at once if circumstances so require.

4 Types of Evacuation

- 1) **Site / Partial** – Evacuation of the room or area of an emergency. (ie flooded floor)
- 2) **Horizontal** – Evacuation beyond corridor into an adjacent wing or safe area.
- 3) **Vertical** – Evacuation to another floor.
- 4) **Total** – Evacuation of a Building or End Zone. (ie fire, bomb threat)

When considering the four types of evacuation, there are specific elements that must be thought about seriously for each. The following provides some relevant information for each type of evacuation:

Site / Partial Evacuation

On discovery of a fire or other emergency situation, the evacuation of the affected room is automatic. Remove the persons from the affected room into the hallway no further than ten to twenty feet away from the room door. The door to the affected room is closed to contain the emergency. The persons must then be moved to a safe area.

Horizontal Evacuation

Horizontal evacuation may be appropriate under certain limited circumstances. All persons are moved laterally to a safe place beyond the nearest barrier doors. When conditions require a horizontal evacuation, the route and safe area should be communicated to all staff and wardens.

Vertical Evacuation

Vertical evacuation becomes necessary when a complete level is threatened or the horizontal route is blocked. The route to another floor and safe area should be communicated to all staff and wardens.

Total Evacuation

Moves are made down to ground level of any building. Once outside the building move all patrons and staff to a safe area well away from the building and Emergency Personnel and Equipment to avoid injury from responding traffic, falling debris, breaking glass and escaping animal traffic. Below are Building Zones, which are areas to be evacuated when so designated:

Evacuation Building Zones

Inside Track Zone – All paddock, grass lands, inner parking lot, track, tower, trailers.

Grandstand Zone – Grandstand 11, Grandstand and Trackside vendors. Aud-Carnival.

Barn Zone – Heavy 14, Small Horse/Poultry 13, Harness Club 15, Kowalski Barn 12

AUD Zone – AUD 9, Show Ring 10 Aud-Carnival on Parking Lot.

Rec Centre Zone – Rec Centre 7 & 8, Skate Park, All-Carnival

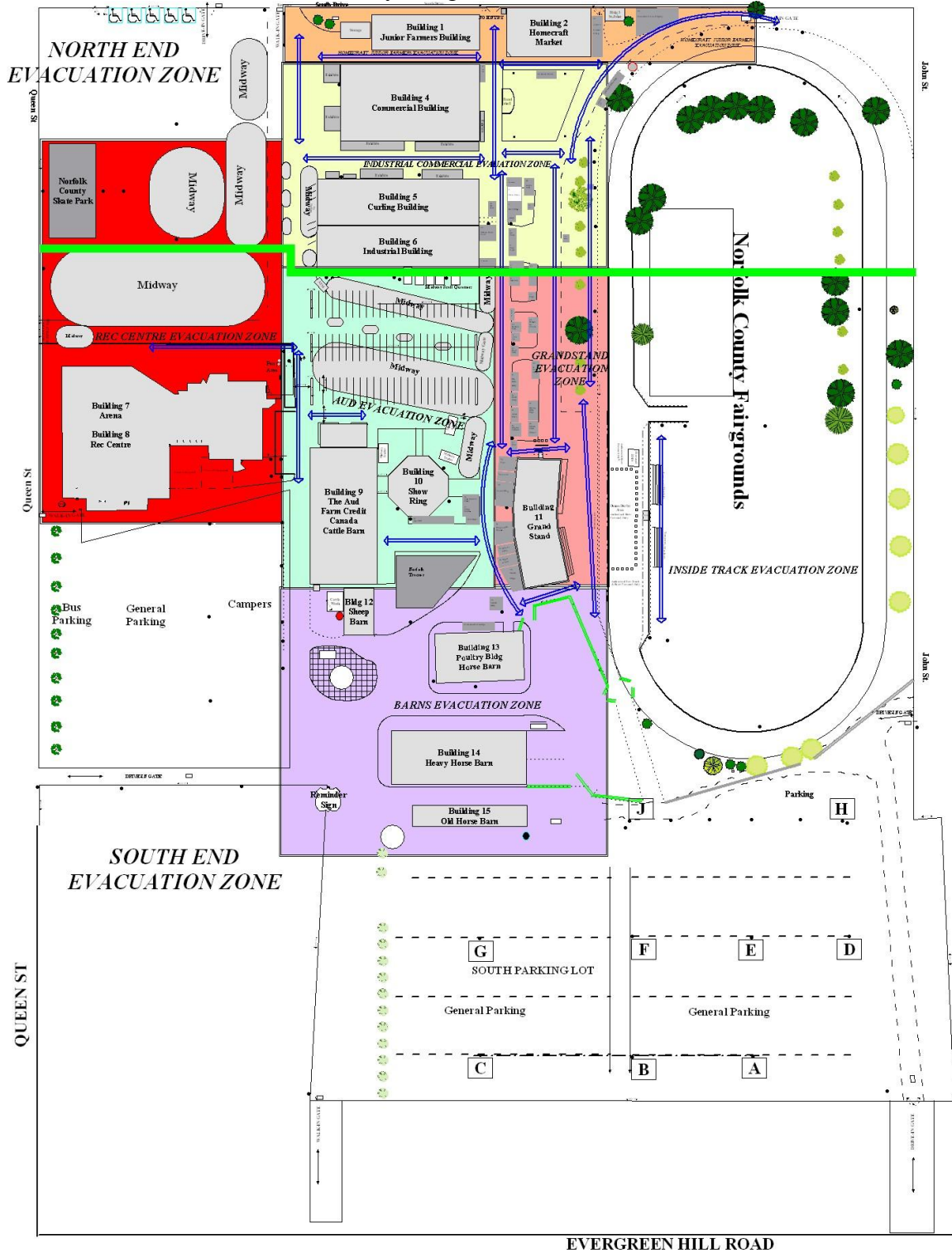
Industrial Building Zone – Trackside & Alley-Vendors, All-Carnival, Industrial 6, Curling 5, Office 5, and Commercial 4, Buildings.

Homecraft/JFB Building Zone – JFB 1, Homecraft 2, First Aid 3, Bandshell, N/W Carnival, Trackside & Alley-Vendors

South End Zone - All paddock, grass lands, inner parking lot, track, tower, Grandstand 11, Show Ring 10, and all outside vendors. Carnival, Heavy 14, Small Horse 13, Harness Club 15, Kowalski 12 Barns, AUD 9, Rec Centre 7&8.

North End Zone – All-outside Vendors, Band Shell, All-Carnival, Industrial 6, Curling 5, Office 5, Commercial 4, 1st Aid 3, Homecraft 2 and JFB 1

Norfolk County Fairgrounds Evacuation Zones



The designated gathering area for each building and zone are as follows.

<u>Location</u>	<u>Primary</u>	<u>Secondary</u>
Inside Track	South Grass Parking	At Band Shell
Grandstand	Band Shell	South Grass Parking
Barn Zone	South Grass Lot	Rec Centre Grass Lot
AUD Zone	Trackside Picnic Area	Rec Centre Grass Lot
Rec Centre Zone	Rec Centre Grass Lot	North West Parking Lot
Industrial Building Zone	North West Parking Lot	Off site through both South Drive gates.
Homecraft/JFB Building Zone	North West Parking Lot	Off site through both South Drive gates.
Office Only	Bandshell	RE Mann Grass Parkette
South End Zone	North West Parking Lot & Bandshell	Off site through South Drive walk in gates
North End Zone	South Grass Parking	Rec Centre Grass Parking

Public Evacuation

During a crisis evacuation, the public must be directed to evacuate immediately. In a precautionary evacuation, the public can be allowed to get their belongings if time permits. In all cases, animal handlers shall be informed of the evacuation order and be permitted to make reasonable provisions to provide animals with a safe exit.

Persons Requiring Assistance

Some persons may require assistance during evacuation. Use verbal AND visual commands. Please approach and ask if assistance is required.

Animal Evacuation

Animal Evacuation should only be attempted by owners and their designates who are trained and capable of **removing and maintaining control of the animal(s)**. This is especially important during the public open hours of the Fair 10am – 11pm.

Outside of these hours, free release and recapture procedures are permitted.

Traffic Flow

Where possible, pedestrian traffic in hallways and stairwells will move in one direction for ease of flow. In all cases, “Keep to the Right” to allow emergency responders easy access. The cadence (speed) of travel should be to allow three steps between you and the next person.

Cardiac Arrest

Should a cardiac arrest take place in a stairwell, gate or common pathway, do not stop to perform CPR. Assist the person to the next safe level or area to administer CPR.

Accounting

All best efforts should be made to account for patrons, staff and volunteers during an emergency evacuation. To help facilitate this, patrons from certain areas and groups should remain together in the gathering area. In any program where children are active participants the Adults in charge must stay with the children at all times and have a printed list to ensure all are safe. Should a child be missing, the Emergency Warden and Facilities and Operations Supervisor and/or General Manager must be notified immediately. Do not attempt to return and search the area for a missing person once evacuation has been completed. This task is best performed by trained Emergency Response Personnel.

Refusal to Evacuate

If any person refuses to leave the building, notify the Emergency Warden who shall inform First Responders and Facilities and Operations Supervisor and/or General Manager.

Search

As an area is evacuated, each room must be searched systematically. The Emergency Warden will assign teams, consisting of two persons, **who must stay together**, to search each room and area including washrooms, stalls and storage areas. Search teams start at one end of the area and work their way to the other end. Once a room or area has been searched close the door or gate and mark it, then proceed to the next room or area. Marking can be using best method available such as Tape, Marker or Grease Pencil or Velcro strapping. Once a team has finished their assignment, they are to report back to the Emergency Wardens and advise of marking method. All evacuated areas must be secured to prevent access.

Re-entry

ONLY the Facilities and Operations Supervisor and/or General Manager will advise Emergency Warden when clearance for re-entry to any building or zone after consultation with Emergency Service Personnel.

Mechanical/Electrical Systems

During an emergency these systems may or may not shut down automatically. Extreme care must be taken **not** to assume they will operate properly. Contact authorized Mechanical staff (ie Electrician, Plumbers) to verify all systems are safe for operation.

Bomb Threat

If you receive a bomb threat by telephone:

- Listen carefully
- Be calm and courteous
- Do not interrupt the caller
- Obtain as much information as you can specifically WHERE on the grounds.
- If possible, complete the form attached
- Contact Facilities and Operations Supervisor and General Manager immediately.

Action Plan

1. Call 911 and be specific of Suspect Building or Area.
2. Await orders from Police upon arrival.
3. **ONLY PROCEED WITH THIS PLAN IF ORDERED TO EVACUATE,**
4. Identified Building should be notified by radio or any method to Evacuate.
 - Aud, JFB, Homecraft, Rec Centre and Market Buildings shall initiate fire Alarm by pull station or smoke alarm activation.
 - Grandstand and other areas by vocal command of P.A. system* (**see announcement below**) along with guidance of Warden, Staff and trusted committee members.
5. All Wardens, Building Managers and staff to be notified to be on alert.
6. Parking attendants and gates to close entry to persons and all vehicular traffic to be stopped in parking areas except for emergency vehicles. Keep lanes clear. People can leave the Fairgrounds by foot ONLY.
7. Management to determine additional scope of evacuation by Zone.
8. Leave Building(s) areas and secure with Wardens remaining at safe location.
9. Assist Police with search if requested
10. Re-enter building or area ONLY when determined safe to do so by Police.

P.A. Announcement – Read Slowly and Calmly

“Attention Ladies and Gentlemen: We have a building emergency. It is necessary to evacuate the building. Please go to the nearest emergency exit and leave the building. Please remain calm. (REPEAT 3 TIMES)

Evacuation Building Zones

Inside Track Zone – All paddock, grass lands, inner parking lot, track, tower.

Grandstand Zone – Grandstand (11), Show Ring (10) and Grandstand and Trackside Vendors. Aud (9) Carnival.

Barn Zone – Heavy (14), Small Horse/Poultry (13), Harness Club (15), Kowalski Barns (12)

AUD Zone – AUD (9), Show Ring (10) Carnival.

Rec Centre Zone – Rec Centre (7 & 8), Carnival

Industrial Building Zone – All outside Vendors, Carnival, Industrial (6), Curling (5), Office (5), and Commercial (4) Buildings.

South End Zone - All paddock, grass lands, inner parking lot, track, tower, Grandstand, Show Ring and all outside vendors. Carnival, Heavy, Small Horse, Harness Club, Kowalski Barns, AUD, Rec Centre.

North End Zone – All outside Vendors, Carnival, Industrial, Curling, Office, Commercial, JFB and Homecraft Buildings.

Bomb Threat Telephone Procedures – Questions for callers or electronic contact

What time will the bomb explode? _____

Where is the bomb? _____

What does it look like? _____

Where are you calling from? _____

Why did you place the Bomb? _____

Exact Wording of Threat _____

*57 TO ACTIVATE A CALL TRACE ON THE LAST NUMBER TO CALL

Caller Identification Notations

Gender: _____ Age: _____ Accent: _____

Speech: (fast/slow) _____ Diction: (good nasal lisp) _____

Manner: (calm, vulgar, emotional) _____

Background Noises: (Cars, Animals, Music) _____

Voice was familiar: (specify) _____

Caller was familiar with Fairgrounds: _____

Name of Recipient: _____

Location Call taken: _____

Date of Call: _____

Time of Call: _____ am/pm

Duration of Call: _____

Emergency Procedures for the Rec Centre

The Rec Centre is operated by Norfolk County and there is a staff member on duty at all times. This staff member is knowledgeable of all operation and safety measures required. Building Managers and Wardens should become acquainted with the County Staff on duty and methods to contact them.

AMMONIA LEAK

The Rec Centre has a fully operational refrigeration plant at the South end of the building. Although shut down during fair Anhydrous Ammonia is still stored under pressure. Ammonia may escape through 2 methods. Leak or failure of containment vessel or by relief valve. Either way, this presents a real danger and the following procedure must be followed.

- 1.) Close all doors in the immediate area
- 2.) Do NOT enter area of ammonia leak
- 3.) Pull Fire Alarm. Call 911 and as for Fire Services **IF** there is an immediate threat to the building or there are casualties.
- 4.) Notify Wardens
- 5.) Evacuate the building using exits away from source of leak and proceed to designated gathering areas. (THE AUD)
- 6.) Notify Dining Hall and Pool Attendants to be aware if situation worsens.
- 7.) Ensure all people are out of the Building
- 8.) Control Access by getting doors locked by County Staff.
- 9.) Notify Main Office & Facilities and Operations Supervisor
- 10.) Wait for Fire Department (do not re-enter)
- 11.) Administer First Aid
- 12.) After emergency situation is clear, fill out incident report and file with office.

First Aid for Ammonia Exposure

Exposure to Vapour

1. Do not enter area of Leak to rescue victim
2. Call 911 and ask for fire and ambulance services. Wait for personnel.
3. Remove victim to fresh air if safe to do so.
4. If breathing fails, start mouth/mask resuscitation.
5. If no pulse, begin CPR
6. If patient goes into shock, treat accordingly.

Exposure to Eyes

1. Flood immediately with lukewarm water for at least 15 minutes. Hold eyelids OPEN during wash.
2. Call 911 and ask for ambulance services
3. Determine if patient is wearing contact lenses and advise medical personnel.

Exposure to Skin

1. Flood immediately with lukewarm water for at least 15 minutes.
2. Call 911 and ask for ambulance services
3. Flood clothing with large quantities of water to provide relief, do not remove clothing.
4. Advise medical personnel that burns are from ammonia.

Explosion

- 1) Activate the fire alarm from the nearest fire pull station if available AND call 911 and ask for Fire Services provide address and name of building or area.
- 2) Evacuate building or area
- 3) Close all doors and gates in immediate area only if safe to do so.
- 4) Notify Facilities and Operations Supervisor and/or General Manager and Emergency Warden
- 5) Provide First Aid if there are any injuries
- 6) Wait for arrival of Fire Services
- 7) **Do not re-enter building or area.** Structural damage may have occurred. Secure Building or area. Assist Emergency Responders and Emergency Wardens.

An explosion may cause damage to mechanical systems and make the building structurally unsafe. A second explosion (gas leak), fire or collapse may occur at any time. Management must contact all statutory authorities.

Airplane Crash or Vehicular Incursion

- 1) Call 911 and ask for Fire Services provide address and location of Crash
- 2) Evacuate building or area
- 3) Notify Facilities and Operations Supervisor and/or General Manager and Emergency Wardens
- 4) Provide First Aid if there are any injuries, be careful upon approach as additional fuel tanks and explosive containers may ignite.
- 5) Wait for, direct and assist arrival of Fire Services.
- 6) If damage to a building or structure do not enter. Secure Building or Area.

An explosion may cause damage to mechanical systems and make the building structurally unsafe. A second explosion (gas leak), fire or collapse may occur at any time. Management must contact all statutory authorities.

Natural or Propane Gas / Chemical Leak

If you smell a gas odour (rotten eggs) or hear a hissing sound of escaping gas:

DO NOT ENTER AREA OF LEAK

- Do not operate light switches, electrical equipment, motors or vehicles. Do not use lighters matches or smoke.
- Call 911 and ask for Fire and contact the Facilities and Operations Supervisor and/or General Manager.
- Inform the emergency Warden
- Close all doors in immediate area & secure if possible
- Sound alarm via fire pull station.
- Evacuate immediate area or building using exits away from source of leak and proceed to designated gathering area.
- Wait for fire personnel
- Do not re-enter area or building until directed by Emergency Warden or Facilities and Operations Supervisor or General Manager.

Natural Gas

Is a colourless, odourless non-toxic vapour. As a safety precaution an artificial odour, somewhat like rotten eggs, is added to help detect even the smallest escape of natural gas. But, this odour may not be present if the leak is in water or in ground.

IN AN EMERGENCY CALL UNION GAS – 1-877-969-0999 FROM A SAFE LOCATION.

Propane Gas

Is stored as a liquid under pressure. This liquid “boils” or vapourizes at –40 C. It is a popular use for Campers and Vendors on the fairgrounds for cooking and heating. In addition to the possibility of explosion, there is also a risk of freezing at the leak source as the gas decompresses. Frost may be visible and it will damage human tissue. Attempt to control the leak only by shutting off cylinder valve if away from the leak. Evacuate area 1000 feet in all directions.

IN AN EMERGENCY CALL 911 FROM A SAFE LOCATION.

Other Gases

Gasoline, Methane, Ammonia, Carbon Monoxide and Chlorine are just a few that are constantly being created, used and/or transported around the property. If you notice several people with similar symptoms of illness, report it to the Emergency Warden and contact the Facilities and Operations Supervisor and/or General Manager at once. First Aid responders should be contacted and people with the symptoms taken to safe areas.

Chemicals

In all cases injuries must be reported to the office and first aid responders contacted. MSDS information book is in the office and should be consulted regarding treatment and follow-up action.

POISON INFORMATION CENTRE 1-800-268-9017

HAZARDOUS MATERIALS SPILL

On occasion, vehicles may be on the Fairgrounds that carry contaminants. Vehicles that do so, must post the proper hazardous materials signage, but damage to the vehicle may render it illegible. While the threat from the contaminant may differ, all cases should follow the procedures below.

Call (Fire Department) 911

In the event of a hazardous material spill, the Emergency Warden will:

1. Evacuate from the affected area. Assist injured personnel. Contact the Facilities and Operations Supervisor and/or General Manager.
2. Proceed to the designated assembly area for the building.
3. Do not allow any person to re-enter an area affected by hazardous material.
4. Encourage persons NOT to eat or smoke until decontamination has taken place.
5. If safe to do so, identify the hazardous material for correct response purposes. Report the location and if known, the identity of the hazardous material released.
6. Wait for Fire Department and assist where requested.

If you can:

1. Get chemical name and/or UN number (a four digit number)
2. Get correct spelling of the chemical
3. Move patient and anyone in the hazard zone to an isolated area away from the hazard. Still in the hot zone until decontaminated.
4. There are three zones in a hazardous Materials incident, Hot zone where the spill is; the warm zone where emergency services perform and location of emergency equipment; cold zone where on lookers, news media. And other emergency services are located.

POWER FAILURE

Some buildings have limited emergency lighting that will provide approximately 15 minutes of exit lighting. Outdoor areas will not have any emergency lighting with the exception of some events such as the Midway or Main Stage, which use generators.

KNOW... the locations of flashlights. Check them at the start of your shift to be sure that they will operate properly.

In the event of a power failure: Facilities and Operations Supervisor to ensure Generators are started.

Notify Emergency Warden and Facilities and Operations Supervisor and/or General Manager. Inspect the area to determine cause of the power failure. Senior staff will contact Norfolk Power 426-4440.

In the case of buildings, they should be closed and evacuated by all public as soon as practical. Vendors may remain to secure their booths if safe to do so. They can only be reopened if power is restored or if instructed by the Facilities and Operations Supervisor, Exhibits Manager or General Manager. Establish and maintain contact on Radio or with Office with updates as to conditions and to receive estimated length of failure. If determined by Management that power will not be restored soon, all building staff shall be informed to Close down the buildings completely. Building staff shall verbally inform each vendor to secure their goods, shut off all electrical appliances and leave the facility. (Announcements may be made pending the severity of the power failure.) The only exception to this shall be live animal pens and stables where handlers may remain to tend to their needs.

After Power is Restored:

Notify Facilities and Operations Supervisor and/or General Manager for approval to open facility. Conduct a full inspection of the building or areas. Remember that Metal Halide lighting will require 5-15 minutes to fully relight. Be aware of any security issues and report same. Restored power may not be full. Be on the alert for "Brown Outs" which are a reduction in voltage supplied. Keep or turn off systems including HVAC and any pumps. Contact supervisor if a brown out occurs.

Person Trapped

In the event a person becomes trapped in a room, area or equipment:

- Reassure the person. Tell them to remain calm.
- Contact Facilities and Operations Supervisor and/or General Manager Immediately. Be ready to provide the following information:
 - a) Exact location of person and immediate condition of person.
 - b) Description of the person(s) (age, health needs)
 - c) Condition of the person (intoxicated / upset?)
- Call 911 if situation becomes unsafe or urgent.
- Remain with person and reassure them.

- Provide assistance to Emergency Response Personnel.
- Prepare a written report of the incident.

Physical Assaults & Irate Customers

Each event and situation is different and coupled with the attitude and condition of the customer, every confrontation must be handled with flexibility and common sense. **REMEMBER THAT YOUR SAFETY IS PARAMOUNT TO THE RESOLUTION OF ANY CONFRONTATION OR SITUATION.** Here are some recommendations for dealing with irate customers.

- Keep your voice low, friendly, courteous, genuine and calm.
- Do not allow yourself to become defensive or angry.
- Maintain your own emotional control.
- Ask the customer(s) to state their major concern, complaint or problem.
- Listen carefully and restate the matter and offer an understanding of the issues.
- If you are able, provide solutions.
- If the problem is in another area, make sure that the customer gets help there and follow-up.
- If you are unable to calm or help the customer, directly contact General Manager or Office staff.

Workplace Violence

Report threats of violence to your supervisor immediately. Call 911 and ask for Police for all acts of violence. Follow these basic rules for prevention.

- Spot trouble early and report minor confrontations to your supervisor
- Take all threats seriously
- Watch for verbal signs such as angry tones, irrational talk, reference to weapons.
- Watch for physical signs such as nervous pacing, clenched fists, weapons and violent gestures.

If confronted by a potentially violent person:

- Alert other staff and dial 911 ***Leave the phone off the hook***
- Stay calm and alert
- Leave or plan an escape path
- Listen, be supportive and offer the person choices.

If violence strikes:

- **PROTECT YOURSELF**
- Call for help – Police.
- Give the person what they want

IN ALL CASES...FOLLOWING A VIOLENT INCIDENT:

- **REPORT TO YOUR SUPERVISOR, FACILITIES AND OPERATIONS SUPERVISOR AND GENERAL MANAGER. AN INCIDENT REPORT WILL BE FILLED OUT AND SUBMITTED FOR ACTION PER POLICY.**

ROBBERY

REMEMBER: YOUR SAFETY COMES FIRST; DON'T BE A HERO!

Robbery – Office/Ticket Office

- 1) Stay calm
- 2) Obey robber's instructions
- 3) Be alert! Get a description of the person. Look for; clothing, height, weight, cars, tattoos, age, accent, grammar, any other details.
- 4) Write down all information, using Suspect and Vehicle using Form
- 5) Get a description of the weapon (size, type, colour)
- 6) Note direction of exit. If safe to do so, get license plate number, colour, make of car.
- 7) Call 911 or push panic button.
- 8) GATE STAFF DURING FAIR RADIO OFFICE & REPORT.
- 9) Call Facilities and Operations Supervisor and/or General Manager.
- 10) Secure area of robbery for police investigation. Do not allow others to enter or leave area. Direct patrons to other gates.
- 11) Do not discuss details with other staff. Do not compare notes. Wait for police.
- 12) Do not touch or move anything.
- 13) Give police all relevant information.
- 14) Do not discuss the robbery with any news media personnel.

Break In

- 1) Do not enter building if you see evidence of a break-in. If you notice once inside, STOP and exit the same way you came.
- 2) Call Facilities and Operations Supervisor and/or General Manager and 911.
- 3) Secure the facility and do not allow others to enter. Wait for police.
- 4) Observe outside area for persons or items that may be related to break-in.
- 5) Do NOT touch anything inside or out as you do not want to contaminate the crime scene.
- 6) Provide all relevant information to Police upon arrival. Assist with search if requested.

Bank Deposit Theft

- 1) Remain Calm.
- 2) Be alert. Try to get a description of the person(s). Height, Weight, Clothing.
- 3) Get description of weapon. Size, type colour.
- 4) Abide by the thieves demands. (DON'T BE A HERO)
- 5) Do NOT get in a vehicle.
- 6) If the thief demands the deposit bag; throw the bag as far as you can to put distance between you and the thief. The thief wants the money. Leave the area, Call 911.

Building Security

Unauthorized Persons

- If you encounter an unknown or suspicious person in your building or area or in an area with restricted access, approach and ask, “Can I help you?” If you are not satisfied with their response, **politely** ask them to leave. If they fail to leave, immediately move away to another area and contact Facilities and Operations Supervisor or General Manager Immediately. Do not attempt to restrain or touch the person. Be ready to provide the following information:
 - d) Activity that concerns you.
 - e) Description of the person(s)
 - f) Condition of the person (intoxicated / upset?)
 - g) Carrying a package or bag.
 - h) Direction of travel.

- Record all information about the encounter and write down a description of the person. Attempt to maintain some visual contact with the person and provide assistance to Facilities and Operations Supervisor and/or General Manager.

Lock Up Procedures

- A lock-up, secure or standing status procedure is required for each facility. It would include the following but some variations are common to each area.

Basic Procedure – Overnight Closed Buildings:

The following applies to the building specifically and not user or leased equipment as some of their appliances may require constant power. Lock / Secure all doors, windows, Emergency Exits, Lights off. Appliances off and unplugged. Security Systems turned on.

Basic Procedure – Overnight Open Animal Buildings

The following applies to the building specifically and not user or leased equipment as some of their appliances may require constant power. Lock / Secure all doors, windows, Emergency Exits, Lights off. Appliances off and unplugged. Due to the stabling of animals overnight the building may not be able to be locked but once the public are no longer allowed, portable barricades or markers should be placed to impede traffic. Lighting should be adjusted to suit needs.

Severe Weather

Many activities take place on the fairgrounds where either the patrons or participants would be exposed to danger in certain weather conditions. These conditions include Lightning, Wind, Tornado, Snow & Ice. In any and all situations, the General Manager will make advisories as information is available. General Manager and/or Facilities and Operations Supervisor have the ability to cancel any activity due to weather at any time (no exceptions)

IN ALL CASES OF SEVERE WEATHER:

- Leave outdoor areas immediately & seek nearest indoor shelter
- Activity can resume when approved by General Manager and/or Facilities and Operations Supervisor.

DURING FAIR

- Volunteers and Staff shall be notified via radio of any **potential** severe weather prior to any threat to allow preparations and review.
- In the case of **imminent threat** of severe weather, announcements shall be made over Radio and Public Address systems to advise all to take cover.
- Staff and Volunteers shall assist patrons in locating nearest shelter. Once all persons have taken shelter Staff and Volunteers shall assist patrons in remaining calm and continuing to partake in indoor events as practical.
- Upon receiving notice via Radio and/or PA patrons can be directed to resume outdoor activities.

THE NORFOLK COUNTY AGRICULTURAL SOCIETY HAS THE RIGHT TO CANCEL/POSTPONE OR SUSPEND ANY BOOKING OR EVENT WITHOUT NOTICE.

Amusement Ride Accident

All Amusement Ride Accidents, Incidents or Shutdowns shall immediately be reported by a Representative of the ride operator to the General Manager.

All Amusement Rides, including inflatable amusements and their operators must be approved by all regulatory authorities including ESA and TSSA. Documentation must be provided to the Facilities and Operations Supervisor upon request and as such, must be on site at all times during setup, operation and teardown of a ride.

The location of any Amusement Ride must be approved by the Facilities and Operations Supervisor. Utility locates as may be required are the responsibility of the Owner/Operator.

In the case of a Ride Accident involving any injury, the following procedure shall be followed:

- The ride shall be shut down, first aid secured for any injured party, area secured until approved to be restarted by regulatory authorities (WFS TSSA). Once approved: The General Manager shall make the final decision on restart .
- An incident report shall be filled out by the Facilities and Operations Supervisor.
- A full report of the incident shall be filed by the Owner/Operator of the ride.
- Media contacts shall be referred exclusively to the General Manager at the Fair office 519-426-7280.

The Occupational Health and Safety Act requires that the Ministry of Labour be notified whenever the following incidents occur.

Ministry of Labour

The Occupational Health and Safety Act requires that the Ministry of Labour be notified whenever the following incidents occur.

- A Worker falls from a vertical distance of 3 meters or more.
- A worker falls and has the fall arrested by fall arrest equipment.
- A worker becomes unconscious for any reason.
- Accidental contact with a live electrical conductor or live electrical equipment by the worker or equipment.
- Contact by a backhoe, shovel, crane, or similar lifting device or its load with an energized power line rated at more than 750 volts.
- Structural failure of false work designed by, or required by the Regulation to be designed by a professional engineer.
- Structural failure of a principal supporting member including a column, beam, wall or truss of a structure.
- Failure of all or part of the structural supports of a scaffold.
- Structural failure of all or part of an earth or water retaining structure including a failure of the temporary or permanent supports for a shaft, cofferdam or trench.
- Failure of a wall of an excavation or of similar earthwork with respect to which a professional engineer has given a written opinion that the stability of the wall is such that no worker will be endangered by it.
- Overturning or structural failure of all or part of a crane or similar hoisting device.

Procedure

Under Section 53 of the Occupational Health and Safety Act, notification to the Ministry of Labour shall be in writing within two days of the occurrence. Also to be notified and to receive a report, are the Health and Safety Committee, the constructor of the project and the owner of the project. Notification is to contain information about the occurrence and the steps taken to prevent a re-occurrence.

All reportable events must be reported immediately to the Facilities and Operations Supervisor and General Manager and the Manager of the Occupational Health and Safety/WSIB programs (the Secretary of the Society). The Secretary shall coordinate the notification of the Ministry. Every effort shall be made to preserve the accident site, except to remove the victims(s) or to maintain an essential service, or to prevent further injury.

Note: These descriptions are generalizations of the Occupational Health and Safety Act. A copy of the Act is on file in the office as required by the ACT. The Act should be referred to in case of an emergency.

LOST CHILD

A parent or adult may approach you regarding a lost child. Take a verbal description of the child and relay it to the Fair Office on the Radio if possible. You should then direct them to the Fair Office where they will be assisted and met by OPP if necessary.

AMBER ALERT

An “Amber Alert” will be issued at the discretion of the General Manager on the Radio and Public Address System if the following criteria are met:

1. Confirmation s a child under 18 years of age has been abducted
2. Belief that the circumstances surrounding the abduction indicated that the child is in danger of serious bodily harm or death; and
3. There is enough descriptive information about the child, abductor, and/or suspect's vehicle to believe an immediate broadcast alert will help in locating the child.

Upon hearing the code, “Amber Alert” along with a physical description of the missing person, the following duties shall become mandatory until called off.

GATES – SHALL STOP AND INSPECT ALL VEHICLES/PERSONS AS THEY LEAVE.

BUILDING SUPERVISORS – SHALL CO-ORDINATE WITH VOLUNTEERS ON DUTY TO REMAIN AT ALL POSSIBLE EXITS/ENTRANCES TO BUILDINGS.

STAFF – REPORT TO AMBER ALERT POSITIONS

DISPLAY/EVENT VOLUNTEERS – REMAIN IN PLACE AND KEEP VIGILANT UNLESS DIRECTED ELSEWHERE.

FINDING AN UNATTENDED CHILD

If you see a child in distress or upset, ask the child if they are Okay.

- If they cannot verbalize their problem or state that they are lost, then have them stay with you. Immediately contact your supervisor and stay at your post. During this time visually evaluate their condition.
- If the child exhibits any health issues or if no adult comes to get them, or if you cannot attend to the child. Advise your Supervisor to retrieve the child.
- The child should be escorted directly to the office.

CHILD ABUSE

Some types of abuse: verbal abuse, abandonment, sexual abuse, physical abuse, excessive physical discipline, child neglect, etc.

If occurring on the Fairgrounds - Talk calmly to abuser to eliminate behaviour. Talk to abusing adult to get attention away from the child. Be friendly. Say something like, “Children can really wear you out, can’t they?” or “My child has done the same thing.” Report the situation to the Facilities and Operations Supervisor or General Manager and attempt to stay within visual range of the abusing adult and report their location.

Trespass by Unauthorized Person or Group

Unauthorized Person Alone (Not an organized Group)

- If you encounter an unknown or suspicious person in your building or area or in an area with restricted access, approach and ask, "Can I help you?" If you are not satisfied with their response, ask them to leave. If they fail to leave, immediately move away to another area and contact Facilities and Operations Supervisor and/or General Manager Immediately. Be ready to provide the following information:
 - i) Activity that concerns you.
 - j) Description of the person(s) & clothing / identifying items.
 - k) Condition of the person (incoherent/intoxicated / upset?)
 - l) Carrying a strange or suspicious package or bag.
 - m) Direction of travel.

- Record all information about the encounter and write down a description of the person. Attempt to maintain some visual contact with the person and provide assistance to Facilities and Operations Supervisor and/or General Manager.

Unauthorized Group

As a large facility with several types of events and programs, at any time, the Fairgrounds may become the focus for groups large or small that wish to showcase objection or protest the activities or retail sales of items being offered or held here.

The Fairgrounds are Private Property Owned and Operated by the Norfolk County Agricultural Society. All persons permitted on the property, do so as guests which are required to leave if requested. Failure to follow this direction can lead to charges of trespassing. Since the majority of our events are family based it is important to maintain Professional and Safe conduct at all times.

Procedure of Dealing with an Unauthorized Group (UG)

First Contact with a UG may occur at an entrance gate or anywhere as they assemble. Look for the following; signs, props, megaphones, noisemaking devices and similar clothing. A group all in overcoats or rainwear on a sunny day is a possible indication. If you spot such a group:

DO NOT CONFRONT THE GROUP

- a. Remain at a distance, maintain visual contact.
- b. Arrange to contact/call the Facilities and Operations Supervisor and/or General Manager advising of your exact location and size of group.
- c. Still maintaining a distance remain within visual contact until a senior staff member or security personnel arrive.
- d. Remain ONLY if requested to do so, otherwise report back to your duties.

IMPORTANT: Do NOT speak to any persons or representatives from the Media. Refer ALL such inquires to the General Manager ONLY.

Media and Public Relations in an Emergency or Crisis

It is the goal of the Norfolk County Agricultural Society to ensure that the appropriate Staff Member, Executive or Director deals with the Media and that information is passed in a proper, consistent and accurate manner.

General

The General Manager shall be responsible for all official contact with the Media and formal Public Inquires during an Emergency or Crisis.

Media Releases

All Media Releases must be submitted in DRAFT form for approval to the General Manager prior to release. Follow up contact information shall be referred to the General Manager at the Office number provided.

Media Inquiries or Interviews

- a) Requests for information
The General Manager may refer purely technical requests to the Facilities and Operations Supervisor, Co-ordinators and Secretary.
- b) Requests for comment
Requests from the Media that ask for opinion or comment may only be answered by the General Manager who may refer it to a Member of the Executive.
- c) Requests for Interviews
Requests for interviews are to be arranged by the General Manager who shall direct the request to the proper Staff Member, Director or Volunteer.
- d) Impromptu Interviews
This type of request often occurs at the scene. ALL requests should be directed to the General Manager. In the interest of providing accurate information, **no person should give interviews without approval of the General Manager.**

Media Accommodation

While most inquires will be dealt with either on the spot or in the office, in the event of a **critical event**, the primary location for the Media shall be in the Junior Farmers Building Lower Level. This may also be the site for any Press Conference that may be required.

Media Accreditation

All media shall be required to apply for accreditation in the Fair Office prior to access to the Junior Farmers building. Accreditation shall require full photo identification, media outlet represented and contact information.

Telephone Failure

- Notify the Emergency Warden for the building or Area and attempt to make other communications such as cell phone or radio.
- Contact Facilities and Operations Supervisor and/or General Manager. They both have cell phones.
- Buildings and areas CAN continue to operate provided
 - o Contact is maintained by radio with a person with access to a phone.
 - o Or you have a cell phone that is operating.

EMERGENCY PHONE NUMBERS:

	Office	Cell	Alt/Home
Office	426-7280		EXT "0"
George Araujo / General Manager	426-7280 x228	519-420-7183	519-583-3397
Aaron Culver / Facilities and Operations Supervisor	426-7280 x225	519-427-9398	n/a
Anna Maerz / Board Secretary	426-7280 x221		
ALL EMERGENCIES	911		
OPP Police to Report (non-emergency)	888-310-1122		519-426-3434
Norfolk Fire Dpt. (non-Emergency)	519-426-4115		
Norfolk General Hospital	519-426-0130		
Poison Control (non-emergency)	800-268-9017		
Fire Alarm Monitor JFB	877-777-7591	519-318-2586	
Burglar Alarm Monitor Office	866-299-6680	519-754-4380	
Fire Alarm Monitor AUD	800-265-3118	519-318-2586	Sys2310-5998
Norfolk County Bylaw Enforcement	519-426-5870		519-875-4485
SouthWestern Fire Protection	519-468-3623	519-318-2586	
Union Gas	877-969-0999		
Hydro One	1-800-434-1235		
Norfolk Public Works Water/Sewer	519-582-2100	877-298-5888	519-428-0020
Norfolk Animal Control	888-469-3247	519-536-0010	519-875-4485
Edwards Vet Services	1-519-688-2123		
Queensway Tire Service / Towing	519-426-5280		
MyFM 98.9 Radio Station	519-426-7700	519-428-2000	426-7740 Info
Norfolk County Community Services	519-426-5999		
Rec Centre	519-426-8866	519-429-0963	
Lorimer Plumbing	519-426-0126		
Norfolk Simcoe Electric	519-426-3160	519-909-0479	
Proctor Marine	519-426-0653	519-426-1564	519-426-9996
D & B ClimateCare - HVAC	519-428-4000		
Wayne Whibley (NCF Boat Storage)			519-426-9102
Worlds Finest Shows	519-587-3283	519-718-0187	519-420-7794

