



## Emergency response plan

This outlines actions that workers must take in the event of an emergency situation to ensure the safety of all workers and to minimize any injuries, and or property damage.		Updated March 27, 2026
Qualico 37 Quarry Park Blvd. S.E. Calgary T2C 5H9 P: 403-253-3311		
Completed by: Kelly Good Safety Coordinator		
Potential emergencies	<i>Medical Event, Fire &amp; Explosion, Violence, Harassment, Angry Visitor, or Intruders, Thunder, Lighting and Hail Storms</i>	

## Work site resources and procedures

Emergency and personal protective equipment, including fire protection requirements <i>(For example: alarms, sprinklers, fire suppression systems, fire extinguishers, hoses, fire doors.)</i>	Equipment	Location	Operating procedures
	Fire Extinguishers	Throughout the building	Use the P.A.S.S procedure when using a fire extinguisher.
	AED (Defibrillator)	Located by the elevator on every floor of the building including parkade	Automated external defibrillator gives you step-by-step voice instructions. It will tell you how to check for breathing and pulse and how to position electrode pads on the person's bare chest.
First aid <i>(For example: type and location of first aid kit and supplies, first aiders/shift, first aid room if applicable, transportation.)</i>	First aid kit (Class 3) First aid supplies	Located 1 <sup>st</sup> / 2 <sup>nd</sup> / 3 <sup>rd</sup> Floor Kitchen	
	First aiders Contact List	Posted on the front of 1 <sup>st</sup> / 2 <sup>nd</sup> / 3 <sup>rd</sup> Floor first aid kits / Safety QR Code	
	Transportation plan: All employees should be capable of: Providing transportation to a medical facility for the injured or ill promptly; contacting outside agencies such as ambulance or fire department for assistance when required.		
List and location of emergency facilities <i>(For example: fire station, hospital, police, walk-in clinic.)</i>	Facility name	Address/distance	
	Rockyview General Hospital	7007 14 St SW, Calgary, AB T2V 1P9 Via Glenmore Trail and AB-8 W 10.9km (14 min)	
	Southeast Calgary Fire Station No. 39	4199 114 Ave SE, Calgary, AB T2Z 0H3 Via 24 <sup>th</sup> St. S.E. and 114 Ave S.E. 3.2km (6 min)	
List and location of emergency facilities cont.	Douglas Square Medical Centre	11520 24 St SE, Calgary, AB T2Z 3E9 Via 24 <sup>th</sup> St. S.E. 1.6km (4min)	

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<p><b>Alarm and emergency communication requirements</b> <i>(For example: type of alarm, paging, or PA system.)</i></p>	<p>Communicative methods to be used are P.A. System, Fire Alarm, Reception Panic Alert Button</p>	
<p><b>Rescue and evacuation procedures</b></p>	<p>Identify the safest and nearest exits to where you are working. Proceed to the nearest exit (stairwell) as quickly as possible, assist with the evacuation of someone that might have difficulties walking downstairs. Always use designated escape routes. Proceed to the designated <b>MUSTER</b> point wait for directions from first responders and do not re-enter the building until cleared to do so.</p>	
<p><b>Emergency response procedures</b> <i>(Detailed procedures to be followed for each identified emergency, including who is responsible for what.)</i></p>	<p><b>Emergency situation</b></p> <p><b>Medical Emergency</b></p> <p>Hazards Present:</p> <ul style="list-style-type: none"> <li>• Medical Emergency</li> <li>• Additional Contractors / Workers</li> <li>• Vehicular Traffic</li> </ul>	<p><b>Procedures</b></p> <p><b>First Aid Procedure:</b></p> <ul style="list-style-type: none"> <li>• Notify the First Aider that it is in the area.</li> <li>• Obtain a First Aid Kit. Located on every floor kitchen area is where the First Aid Kits are kept.</li> <li>• Obtain an Automated External Defibrillator (AED), if required. Located on every floor by the exit doors, in parkade it is located in the elevator lobbies.</li> <li>• If on site, a first aid kit should be readily available in the Site Staff's vehicle.</li> <li>• Once the individual has been assessed by a first aider, move them into a quiet, non-crowded area if possible.</li> <li>• Notify the individual's Supervisor of the First Aid.</li> </ul> <p><b>Medical Emergency Procedure:</b></p> <ul style="list-style-type: none"> <li>• Notify the first Aider that is in the area.</li> <li>• Once the individual has been assessed by a first aider, move them into a quiet, non-crowded area if possible.</li> <li>• If the injuries sustained are more significant than a first aid injury, call 911 and stay with the individual until emergency services arrives.</li> <li>• If the individual goes unconscious and a pulse is lost, call 911, and perform CPR until emergency services arrive.</li> <li>• Only perform CPR if you are trained in first aid.</li> <li>• Once connection has been established with 911, remain on the line and wait for further instructions from emergency services.</li> <li>• Notify the individual's Supervisor of the Medical Emergency.</li> </ul>

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	<p><b>Fire &amp; Explosion</b></p> <p>Hazards Present that may be present:</p> <ul style="list-style-type: none"> <li>• Fire / Smoke</li> <li>• Medical Emergency</li> </ul>	<p><b>In the event of an alarm:</b></p> <ul style="list-style-type: none"> <li>• The elevator will automatically descend to the 1st floor.</li> <li>• Close individual office doors when exiting.</li> </ul> <p><b>Evacuation Procedure:</b></p> <p>Upon report of any fire, gas or other hazardous fumes, vapors or particulate:</p> <ul style="list-style-type: none"> <li>• Stay calm.</li> <li>• Call the Fire Marshal who will assess the situation and immediately call 911.</li> <li>• If you spot the fire use one (1) ABC Fire Extinguisher to assist in the evacuation of your department, only if it is safe to do so and you are trained and competent to use the fire extinguisher.</li> <li>• If the fire is extinguished, ensure there is a fire watch in the area for 2 hours afterwards.</li> <li>• Ensure all combustibles are removed from the area to prevent the fire from reigniting.</li> <li>• Pull the fire alarm if the fire is not contained using one (1) ABC Fire Extinguisher.</li> <li>• Know the location of your department's fire alarm pull station(s) and fire extinguisher(s).</li> <li>• The front desk receptionist may be asked to page an evacuation of the building.</li> <li>• Get out and stay out. Close all doors, stairwell fire doors and windows when exiting your area.</li> <li>• All Workers shall immediately proceed to carry out an orderly evacuation of the building to the appropriate muster point. SE Corner of Qualico Parking lot.</li> <li>• In the event exits are blocked by fire or smoke; keep calm, go to a safe area and close the doors. Put jackets or sweaters under the door to prevent smoke accumulation. Stay low to the floor if the area fills up with smoke. If you are near a window, signal the fire fighters by waving a bright colored object or call 911 from a cell phone and report where you are so that rescue can be performed.</li> <li>• Once you are outside, report from the muster point to the Fire Marshal, to ensure that they can account for all individuals are cleared from the building.</li> <li>• Ensure that all injured have been treated by a trained first aider or medical professional.</li> <li>• Wait for further instructions regarding re-entry of the building or other instructions.</li> </ul>
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Emergency response

	<p><b>Aggressive Worker, Visitor, or Intruder:</b></p> <p>Hazards Present:</p> <ul style="list-style-type: none"> <li>• Violence / Harassment</li> <li>• Weapons</li> </ul>	<ul style="list-style-type: none"> <li>• After given the all clear, the Fire Marshal will inform individuals that they can return to the building.</li> </ul> <p><b>Alerting Procedures:</b></p> <ul style="list-style-type: none"> <li>• Press the Security Assistance button on the (reception) phone when an individual becomes angry and verbal. This can include shouting, demanding, emotional outbursts or unreasonable demands.</li> <li>• If the individual becomes violent, threatens to become or is demonstrating violent behavior to you or another Worker, press the 911 button. This can include threats, swearing, pounding on the counter, leaves the front desk area for the offices.</li> <li>• Lockdown Procedures: If an intruder or credible threat is identified, an office lockdown will be initiated. Each business unit or area will be secured and remain locked until the threat is resolved and the all-clear is issued.</li> <li>• Notification of All-Clear: Employees will receive an official notification from their respective areas once the threat has been removed and normal operations can resume.</li> </ul> <p><b>Procedure for Dealing with Angry Individuals:</b></p> <ul style="list-style-type: none"> <li>• Remain Calm. When an individual is becoming aggravated or upset, maintain your composure and act professionally.</li> <li>• Don't Take It Personally. There are many unknowns when dealing with an angry or violent person. Show empathy and patience and remember they are not upset with you personally.</li> <li>• Use Your Best Listening Skills. Listening patiently can defuse a situation when the customer feels acknowledged in their complaint. When they are done talking, summarize what you've heard and ask any questions to further clarify their complaint.</li> <li>• Actively Sympathize: In any situation where an individual is upset, they may be seeking understanding from someone as to where they are coming from and how they feel. Express sympathy regarding their unpleasant experience. Respect and understanding go a long way toward smoothing things over.</li> <li>• Whether what they are saying is founded or not, an apology can be effective. A simple straightforward statement is often what's needed.</li> <li>• Find A Solution. Once you understand why the individual is upset, let them know you will speak to</li> </ul>
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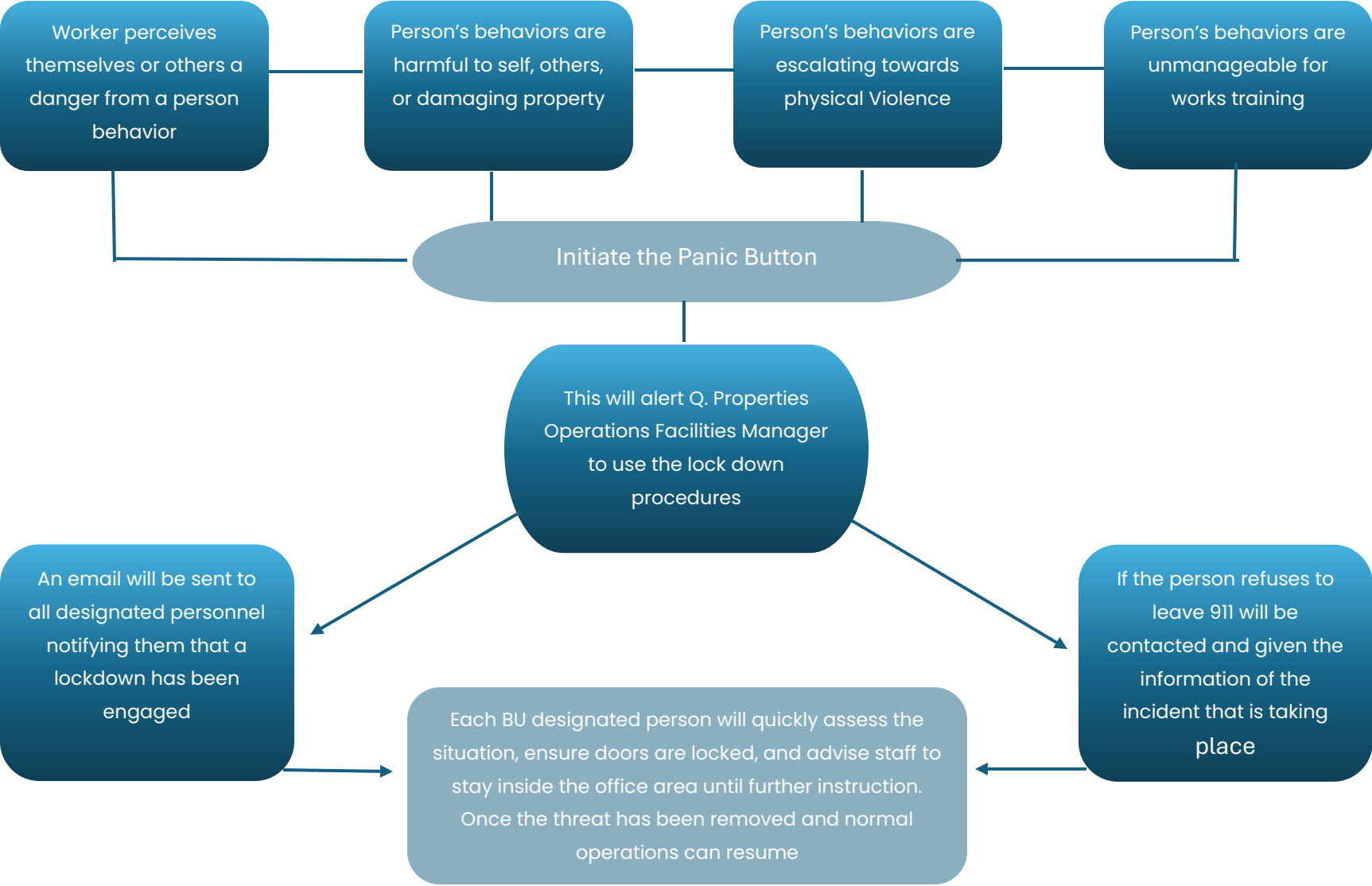
Emergency response

	<p><b>Severe Weather Conditions:</b> Hazards Present:</p> <ul style="list-style-type: none"> <li>• Window breakage from flying debris</li> <li>• Falling exterior materials</li> <li>• Power outages</li> <li>• Indoor water leaks</li> <li>• Emergency response delays</li> </ul> <p>EMS or fire services may be slower to respond during severe weather events.</p>	<ul style="list-style-type: none"> <li>• Take a Few Minutes Individually on Your Own. After the situation has been resolved, it is helpful for you to take a “time-out.” Even if you handled the situation in the most professional way possible, its still a stressful experience.</li> </ul> <p><b>Alerting Procedures:</b></p> <ul style="list-style-type: none"> <li>• Monitor weather reports on smart phone/android phone, or desktop computer.</li> <li>• Alert sent via Broadcast that severe weather is approaching and communicate expectations if safe to evacuate the area.</li> <li>• Stay away from windows of building and secure all loose material to withstand the forecasted winds, thunder, lightning, and hailstorm.</li> </ul> <p><b>Windstorms:</b> When a windstorm warning is issued:</p> <ul style="list-style-type: none"> <li>• Move away from windows and large open areas.</li> <li>• Close blinds to minimize glass hazards in the event of breakage.</li> <li>• Avoid using elevators in case of power interruption.</li> <li>• Be prepared for potential power outages; keep communication devices charged.</li> </ul> <p>If damage occurs (e.g., broken windows or structural concerns):</p> <ul style="list-style-type: none"> <li>• Do not approach the affected area.</li> <li>• Report hazards immediately to management or the Safety Team.</li> <li>• Maintenance/Facilities personnel will secure the area once safe to do so.</li> </ul> <p><b>Thunderstorms and Lightning:</b> During a thunderstorm or lightning activity:</p> <ul style="list-style-type: none"> <li>• Stay inside the building until 30 minutes after the last observed lightning strike.</li> <li>• Avoid using electrical equipment or corded phones (wireless devices are acceptable).</li> <li>• Do not touch metal surfaces, plumbing, or water sources.</li> <li>• Ensure all exterior doors remain closed to prevent wind-driven hazards.</li> </ul> <p><b>Power outage considerations:</b></p> <ul style="list-style-type: none"> <li>• Emergency lighting will activate automatically.</li> <li>• Remain calm and wait for further instructions.</li> <li>• Do not use elevators until power is restored and confirmed safe.</li> </ul> <p><b>Hail Events:</b></p>
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<p><b>Emergency response training and requirements</b> <i>(List the positions or names of workers trained to use each type of emergency equipment and those trained in rescue and evaluation procedures.)</i></p>	<p><b>Position or name</b></p>	<p><b>Training received</b></p>	<p><b>Frequency</b></p>
	<p>Derek Arnold Financial Analyst (Q. Communities) Main Floor </p>	<p>Fire Marshal</p>	<p>N/A</p>
	<p>Mike Cole Operation Manager (Sterling) Second Floor </p>	<p>Fire Marshal</p>	<p>N/A</p>
	<p>William Fulton Regional Safety Manager (Q. Region) Third Floor </p>	<p>Standard First Aid CPR/AED Training</p>	<p>Every 3 Yrs.</p>

# ERP Aggressive Worker, Visitor, or Intruder Response Workflow Chart



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