

Cape Breton Island

your heart will never leave.

EMERGENCY PREPAREDNESS



MAKE A PLAN



BUILD A KIT



BE INFORMED

INTRODUCTION

As a tourism operator, are you ready for an emergency requiring quick action for the safety of your employees, visitors and yourself? Planning enables you to respond quickly and effectively during an emergency and recover quickly while keeping your guests safe. This resource is designed to help Cape Breton Island tourism businesses and organizations plan and prepare for emergencies that may impact their staff and guests.

During emergency situations, essential services like phones, oil, gas, electricity and/or water may be disrupted, or access limited. Roads could be blocked, stores could be closed and gas stations out of service. Food and water could be limited and supplies cut off. It may be weeks before travel routes, utilities and essential services are restored.

This resource contains templates, tools and suggestions to help you keep your staff and guests safe. Please select those that make the most sense for your operation and add to them as needed. One simple step today can make a difference in how effectively you respond to and recover from an emergency.

BUSINESS CONTINUITY PLAN

Create a plan that addresses the most important functions of your business that will keep your operations functioning especially during a crisis or disaster. In other words, what procedures, systems, materials and equipment are necessary for ongoing operations.

Your plan should:

- Ensure the health and safety of employees.
- Identify alternate business sites or remote working conditions, if possible.
- Maintain critical business functions.
- Prepare work-from-home policies and other best practice policies that can be easily implemented.
- Incorporate procedures and workplace habits that make it easier for your business to adjust quickly to working outside of the location, i.e., project management, video conferencing and other tools.
- Ensure staff have access to necessary hardware, software and services.
- Ensure mechanisms are in place to protect data confidentiality, Integrity and availability from activation until the deactivation of working from an alternative location.

Train Your Staff

Your staff and co-workers are critical to an organized response during a disaster. Make sure they are trained in your operation's emergency response procedures. It is also critical they are personally prepared and have a household emergency plan to keep their own families safe. Employees will be more resilient knowing how to protect themselves at home and work.

PREPARING YOUR PROPERTY

Prepare emergency supplies and ensure they are easily accessible. Be prepared for the possibility that your tourism business might serve as a temporary shelter for employees or guests.

Checklist:

Consider creating a checklist of workplace emergency supply basics then customize it to meet your operational needs. Some things to consider include:

- **Store emergency water:** Water is the most important item to store. You will need at least four litres (one gallon) of water per person per day for drinking and sanitation.

TIP: Consider sources for backup water, keeping in mind the water will need to be purified. Example: catchment tanks.

- **Stock emergency supplies:** Stock enough food, water and medical supplies for a minimum of three days, 72 hours. A week to two weeks is better. Make sure your supplies are in easy-to-access locations and that all staff know where to find them.

TIP: Encourage staff to have portable emergency kits, customized to meet personal needs, such as essential medications.

- **Other items:**

- First aid kit & medications – including protection wear for virus breakouts.
- Battery-operated radio with extra batteries
- Battery-operated flashlight with extra batteries
- At least a three-day supply of non-perishable food with a manual can opener
- Garbage bags, moist towelettes and plastic ties for personal sanitation
- Hotel/Property area map
- Whistle to signal for help
- Cell phone with chargers, inverter or solar charger
- Local map
- Cash on hand – small bills
- Dust mask to help filter contaminated air
- Seasonal clothing and footwear
- Emergency contact list (mentioned earlier)

Know How to Turn Off Utilities:

Know where your electrical panel, gas and water shut-off valves are located and how to turn them off.

IMPORTANT: If you suspect a gas leak, ensure staff knows how to turn off the valves. Do not try to turn the gas back on. Only a registered contractor can do that safely.

EVACUATION PLANNING

Emergency officials may ask you to evacuate your property if it is at risk. As an operator, you should be aware of the municipal and provincial emergency plans that are in place. Outlined below are steps for evacuation:

Before an evacuation:

- Identify routes and exits from your building and business site.
- Identify a post-evacuation assembly area (Note: This may change if your assembly area is inside an evacuation zone).
- Develop a system for accounting for personnel and guests.
- Confirm emergency shut-off procedures for utilities, equipment, processes, etc.
- Confirm procedures for assisting guests with disabilities or those requiring additional help.
- Ensure that employees are aware of the evacuation plan and all emergency exits.
- Ensure that guests are aware of evacuation procedures and evacuation routes.

During an evacuation:

- Move quickly and calmly and follow instructions provided by emergency officials.
- Carry out emergency shut-off procedures for utilities, equipment, etc.
- Take your business and individual grab-and-go bags.
- Assist those with mobility issues or disabilities.
- Account for personnel and guests after evacuating.

After an evacuation:

- Listen carefully to emergency officials. They will advise you when it is safe to return and if there is anything you need to do to ensure the safety of guests and staff.

SHELTER-IN-PLACE PLANNING

For some emergencies, such as hazardous material spills, it may be safer to stay inside your facility. This is called sheltering-in-place and may only last a few hours. You will be instructed by emergency officials when you need to shelter-in-place.

Before:

Pre-select an interior room(s) with the fewest windows or vents, such as conference rooms, storage rooms or hallways. Extra considerations:

- Room(s) should have adequate space for everyone to sit down.
- Ideally, the room should have an adjoining bathroom.
- Avoid rooms with mechanical equipment like ventilation blowers or pipes.
- If possible, identify rooms with a hard-wired telephone.

Prepare a shelter-in-place kit containing:

- A standard emergency kit (supplies, food, and water).
- Plastic sheeting (preferably, pre-sized and cut to cover windows and doors).
- Duct tape for sealing cracks around doors and windows.
- Enough towels to block the bottoms of each door in the room(s).
- Shelter-in-place signs to post at all entrances.

During:

- Announce to staff there is a shelter-in-place emergency and inform staff to stay.
- Ask guests, clients and customers to stay, not leave.
- Instruct everyone outside to come inside immediately.
- Direct staff and guests to the designated shelter-in-place room(s).
- Close all doors, windows and any openings to the outside.
- Shut down air handling equipment (i.e., heating, ventilation, air-conditioning, etc.).
- Account for all employees and guests.
- Seal doors, windows and vents with plastic sheeting, tape, and towels.
- Remain in the shelter-in-place room(s) until an "all clear" is issued by emergency officials.

After:

- When the "all clear" is issued, have all staff and guests leave the shelter-in-place room(s).

COMMUNICATIONS PLANNING

Clear communication is critical during an emergency. The following checklist will help you develop an effective communication plan to keep staff and guests informed. To help identify how you will get and share information:

- Contact your local government's emergency management program to find out how it will share alerts and instructions during an emergency. The most important thing is to seek credible sources so you can make informed decisions during a disaster.
- It is also critical that you plan for how you will communicate information and directions to staff and guests, so your response is calm and orderly. During an emergency, use data-based services such as text messaging, social media or email to gather and communicate information. Data-based services are less likely to experience major interruptions when phone lines are down.

Determine roles and responsibilities:

- Appoint primary decision-maker/coordinator.
- Appoint back-up decision-maker(s).
- Appoint a media spokesperson.
- Outline roles and responsibilities for additional participants.

Determine whom to communicate with:

- Employees and their family members.
- Guests and their emergency contacts.
- Local officials and stakeholders, including tourism agencies.
- Media

Determine, document and publicize your emergency communications plan:

- Phone/email tree (include employee spouses/family).
- Website emergency messaging system.
- Phone/voicemail messaging system.
- Social media
- Update all staff, including seasonal/temporary staff with your plan.
- Be aware of key information you will need during an emergency, such as incident, time and number of staff and guests affected.

CRITICAL CONTACT LISTS

Do not be left scrambling. Build key emergency contact lists applicable to your operation. Ensure the list is easily accessible and that all staff have a copy of it or can access it. Name the specific name of your service provider along with contact person's name and contact information. This list should include phones/internet, oil/gas, food suppliers, etc.

PROVINCIAL SAFETY SERVICES CONTACTS

FOR EMERGENCIES, PHONE 911

NOVA SCOTIA POWER

Report Outages: 1-877-428-6004

Customer Service: 1-800-428-6230

EMERGENCY PROGRAM: 1-866-424-5620

DEPARTMENT OF PUBLIC WORKS

24/7 Operation Contact Centre

Tel: 1-844-696-7737

Email: tir-occ@novascotia.ca

SAFETY SERVICES CONTACTS ACCORDING TO MUNICIPAL UNITS

CAPE BRETON REGIONAL MUNICIPALITY

Cape Breton Regional Police Services

Central (Sydney): 902-563-5100

East (Glace Bay/New Waterford): 902-842-1001

North (North Sydney/Sydney Mines): 902-794-1254

Community offices located throughout the municipality.

Cape Breton Regional Hospital

1482 George Street

Sydney, Nova Scotia, B1P 1P3

Administrative Switchboard: 902-567-8000

Patient Switchboard: 902-564-5566

Glace Bay Hospital

300 South Street

Glace Bay, Nova Scotia, B1A 1W5

Tel: 902-849-5511

New Waterford Consolidated Hospital

716 King Street
New Waterford, Nova Scotia, B1H 3Z5
Patient Switchboard: 902-862-7121
Administrative Switchboard: 902-862-6411

Northside General Hospital

520 Purves Street
PO Box 399
North Sydney, Nova Scotia, B2A 3M4
Patient Switchboard: 902-794-4404
Administrative Switchboard: 902-794-85

There are health centres in various communities that provide limited services on behalf of the NSHA.

Cape Breton Regional Municipality

City Hall
320 Esplanade
Sydney, Nova Scotia, B1P 7B9
Tel: 902-563-5005

For information on your municipal representatives, please visit: <https://www.cbrm.ns.ca/>

INVERNESS COUNTY**Inverness County RCMP Detachments:**

Chéticamp Office: 902-224-2050 (Toll Free 1-800-440-1323)
Inverness Office: 902-258-2213 (Toll Free 1-800-440-1323)
Waycobah Office: 902-756-3371 (Toll Free 1-800-440-1323)

Inverness Consolidated Memorial Hospital

39 James Street
PO Box 610
Inverness, NS B0E 1N0
Patient Switchboard: 902-258-2600
Administrative Switchboard: 902-258-2100

Sacred Heart Community Health Centre

15102 Cabot Trail
PO Box 129
Chéticamp, NS B0E 1H0
Administrative Switchboard: 902-224-4000

Municipality of Inverness County

375 Main Street

PO Box 179

Port Hood, Cape Breton, NS

B0E 2W0

Tel: 902-787-2274

For information on your municipal representatives, please visit:

<https://invernesscounty.ca/>

Emergency Measures Organization: 902-424-5620

PORT HAWKESBURY

Port Hawkesbury RCMP Detachment: 902-625-2220 (Toll Free – 1-800-400-1323)

Strait Richmond Hospital

138 Hospital Road

Evanston, NS B0E 1J0

Administrative Switchboard: 902-625-3100

Patient Switchboard: 902-625-3350

Town of Port Hawkesbury

606 Reeves Street

Port Hawkesbury, Nova Scotia, B9A 2R7

General Inquires, please email: info@townofph.ca

Tel: 902-625-2746 (municipal offices)

For information on your municipal representatives, please visit:

<http://www.townofporthawkesbury.ca/index.php>

RICHMOND COUNTY

Richmond County RCMP Detachments:

St Peter's Detachment: 902-535-2022

Potlotek Office: 902-535-2120

Arichat: 902-226-2533

Strait Richmond Hospital

138 Hospital Road

Evanston, NS B0E 1J0

Administrative Switchboard: 902-625-3100

Patient Switchboard: 902-625-3350

Municipality of Richmond County

2357 Highway 206

PO Box 120

Arichat, Nova Scotia, B0E 1A0

Tel: 902-226-2400

Toll Free: 1-800-567-2600

For information on your municipal representatives, please visit:

<https://www.richmondcounty.ca/>

VICTORIA COUNTY**Victoria County RCMP Detachments:**

Baddeck: 902-295-2350

Ingonish Beach: 902-285-2021

Victoria County Memorial Hospital

30 Old Margaree Road

PO Box 220

Baddeck, NS B0E 1B0

Administrative Switchboard: 902-295-2112

Buchanan Memorial Community Health Centre

32610 Cabot Trail

Neils Harbour, NS B0C 1N0

Administrative Switchboard: 902-336-2200

Municipality of Victoria County

495 Chebucto Street

Baddeck, Nova Scotia, B0E 1B0

Tel: 902-295-3231

For information on your municipal representatives, please visit:

<https://www.victoriacounty.com/>