

34. Emergency Preparedness

Definition:

An emergency is any situation – actual or imminent – that endangers the safety and lives of individuals served, Spectrum employees or volunteers, or the security of our properties. Preparedness, or preplanning, is essential for successfully minimizing any adverse effects of an emergency or disaster.

Emergency Telephone Numbers:

Spectrum encourages the use of generic emergency response systems (fire department, ambulance, police) whenever and wherever necessary. Phone numbers for these services should be posted at each home and program location. When you call:

- Identify yourself and the specific location of the emergency. Give the street address. Tell what has occurred. Be concise and factual.
- Relate known or suspected injuries or fatalities.
- Identify that immediate help is needed.

Local Emergency Numbers:

AMBULANCE – FIRE – POLICE (EMERGENCY): 9-1-1

Poison Control Centre	1-800-567-8911
Power Outages (BC Hydro).....	1-800-224-9376
VictimLINK (24 hours a day).....	1-800-563-0808

Non- Emergency Numbers: Refer to the E-Comm website: <http://www.ecomm911.ca/non-emergency-calls/non-emergency-numbers.php>

24-hour emergency response:

In addition to generic emergency response systems, persons served and Spectrum personnel have 24-hour access to the Society's emergency cell phone, (604) 644-1474.

Policies and Procedures:

Spectrum's policies and procedures will include strategies to assist personnel and persons served to prepare for various types of emergencies. The policies and procedures will include:

- (i) Materials and supplies to have on hand in the event of an emergency.
- (ii) For society-owned or operated service sites:
 - a. Emergency preparedness guidelines and schedule of emergency drills to be conducted.
 - b. Actions to be taken in the event of an emergency.

- (iii) For services operated out of sites that are not owned or operated by the Society:
 - a. Consideration of any existing emergency procedures already in place.
 - b. The physical environment, including accessibility, of the site.
 - c. Basic needs in the event of an emergency.
 - d. Actions to be taken in the event of an emergency.
 - e. Provision for communication by personnel regarding decisions to continue or discontinue services in the event of an emergency.