

Four Seasons Emergency Situation and Critical Incident Policy and Procedure	Date Issued: Date Revised: Approved By:
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1. Purpose/Policy

The Four Seasons Board of Trustees recognizes that the safety and security of the members of the Four Seasons Community, its staff, and visitors as well as its property and infrastructure is of extreme importance. Therefore, it is crucial that emergencies and critical incidents are handled in an efficient and effective manner.

The purpose of this policy is to ensure that the Four Seasons Clubhouse Complex is prepared for, and effectively responds to, emergency situations and critical incidents through the appropriate use of resources. The prevention and effective management of emergency situations and critical incidents can assist to minimize the negative impact of an unexpected event that can potentially threaten the health, safety or welfare of people, property and infrastructure, and which requires a significant and coordinated response.

2. Definitions

An **emergency** is an unplanned or imminent event that affects or threatens the health, safety or welfare of people, property and infrastructure, and which requires a significant and coordinated response. The defining characteristic of an emergency event or situation is that usual resources are overwhelmed or have the potential to be overwhelmed.

A **critical incident** is an unexpected traumatic event, involving personal or professional threat, which evokes extreme stress, fear or injury. Providing appropriate supports following a critical incident is part of emergency management.

Emergency management is the coordination of an emergency response and management of recovery. The aim of emergency management is to minimize the impact on all parties and to minimize damage to assets and operations.

3. Principles

Emergency management planning is being prepared for events or incidents that stretch our ability to cope beyond normal day-to-day capacity. The Four Seasons Board of Trustees is committed to the protection of residents, staff and visitors during emergencies.

The Four Seasons Clubhouse Complex must swiftly and effectively respond to emergency situations, with the foremost goals of preserving life, protecting the organization’s property, and restoring operations as quickly as possible.

4. Outcomes

Emergency situations are preventable as far as is practical.

The negative impacts of emergency situations and critical incidents are minimized through effective management.

5. Functions and Delegations

Position	Delegation/Task
Four Seasons Board of Trustees	Develop and review Emergency and Critical Incident Policy and Procedures. Insure compliance with Emergency and Critical Incident Policy and Procedures.
Safety and Security Committee	Advise the Board of Trustees on the development and review of Emergency and Critical Incident Policy and Procedures.
Community Manager	Compliance with Emergency and Critical Incident Policy. Assists in development and implementation of Emergency and Critical Incident Policy. Ensures potential emergency situations are identified, and appropriate emergency response plans are in place. Lead responsibility for implementation of emergency and critical incident procedures, including identification of potential situations. Developing, documenting and communicating response plans, reporting on actual situations, and reviewing policy and procedures following an emergency situation or critical incident. Coordinate staff training in emergency and critical incident, such as fire response, building evacuation, etc.
Staff	Compliance with Emergency and Critical Incident Policy. Contribute to the development of Emergency and Critical Incident Policy. Assume the task as defined in the applicable addendum.

6. Risk Management

All members of the staff will be trained in various emergency situations and critical incident response procedures at induction and annually thereafter by the Community Manager.

Emergency evacuation drills will be undertaken annually under the instruction of the Community Manager, unless otherwise specified in a separate addendum.

Disaster and emergency management plans will be reviewed annually and/or following the event of a critical incident or emergency situation.

7. Policy Implementation

All staff will have access to, and be familiar with, policies and procedures relating to critical incident or emergency situation.

All staff will have information which outlines actions to follow for various critical incidents and emergency situations, and will be required to undertake training for specific roles in an emergency situation and critical incident.

8. Policy Detail

Community Manager will identify, prevent and manage emergency situations and critical incidents within his/her sphere of responsibility and influence, until the arrival of appropriate emergency services.

A range of emergency situations that may occur on the premises with the potential to impact the safety of staff, residents and visitors, including but not limited to:

- Fire (Addendum #1)
- Carbon monoxide alarm, gas leak, chemical spill (Addendum #1)
- Suspicious package (Addendum #2)
- Active shooter (Addendum #3)
- Bomb threat (Addendum #4)
- Medical emergency (Addendum#5)

8.1 Risk Assessment

Four Seasons uses risk assessment processes to identify and control barriers to effective emergency management.

Staff, Four Seasons Community Members and visitors are expected to behave in a way which minimizes the risk of emergencies occurring.

8.2 Preparedness

The Emergency Situation Checklist will support the organization to prepare for potential disaster and emergency situations, and is reviewed on annual basis.

Critical incident and emergency management plans are reviewed annual basis.

All staff is provided with training to ensure they are familiar with implementation of disaster and emergency management plans.

All staff will familiarize themselves with emergency evacuation procedures, including their responsibilities and the emergency evacuation assembly point.

All fire safety activities undertaken by the organization are recorded and reviewed to identify gaps in training, knowledge, equipment or processes. Fire activities include, but are not limited to, fire safety training, drills and exercises, records of maintenance and inventory of equipment kept.

Where relevant, all staff will familiarize themselves with techniques to minimize physical harm from other people.

8.3 Response

When a disaster or emergency situation arises, the primary aim of the response is to ensure the safety of all people on the premises, preserve life and protect property.

Four Seasons will initiate recovery and aims to restore operations as quickly as possible.

The availability of critical incident debriefing is an essential component of the organization's approach to emergency management.

When required, staff and Board of Trustees members or their designee will meet within 72 hours for a critical incident debriefing.

9. Emergency and Critical Incident Procedures

Staff and community members who experience an emergency situation or critical incidents should immediately inform, when possible, the Community Manager. If this is not possible they should immediately inform a Board of Trustees member.

A Critical Incident Report is to be completed by the staff member involved in the incident or notification of the incident. It is to contain as much information as possible and indicate the people directly involved in the incident.

Where required, a meeting will be organized to determine issues and responsibilities relating to:

- Assessing risks and response actions
- Liaison with emergency and other services
- Liaison with other organizations
- Media management (if required)

The Four Season Board of Trustees will conduct a review of actions arising from the above meeting to ensure follow up such as de-briefing and prevention strategies have been completed and relevant people have been informed of all outcomes from the incident.