

Appendix IV: Emergency Response Plan

Emergency Codes

Mild Indigo	Customer requires first aid • Minor injury • Can be treated by Treetop Trekking guides with use of the first aid kit
Major Indigo	Customer requires medical attention • Any injury, regardless of severity that requires consultation with a medical professional • Can be transported to medical care via ambulance, private car, bus, etc. • 911 ambulance may be dispatched
Ivory	Incident • Something occurred onsite that did NOT cause an injury, but could have • E.g., unharnessed people climbing courses, branches falling on games, • Any other notable incident, e.g., harassment, guides failing to follow training, etc.
Green	Park Evacuation • Excessive winds • Thunder and/or lightning
Lavender	Customer incontinence • Harness requires cleaning
Amber	Missing child or missing person
RED	Fire

Mild & Major Indigo Required Paperwork

Mild Indigo – non zip line

- Accident report completed by the first aid responder
 - Signed by the injured party
 - Signed by first aid responder
 - Signed by Site Manager
- Filed in the **accident binder**

Mild Indigo – zip line

- Accident report completed by the first aid responder
 - Signed by the injured party
 - Signed by the first aid responder
 - Signed by the Site Manager
- TSSA notified by Site Manager or designate using the TSSA Amusement Devices Incident Reporting Form
- **Print** a copy of the form and **staple** it to the accident report
- File in the **zip line accident binder**

Major Indigo

Complete and staple the following together

- Accident report completed by first aid responder
 - Signed by the injured party
 - Signed by the first aid responder
 - Signed by witness
 - Signed by Site Manager
- Witness statements from
 - Climbing companions of the injured party, even if they didn't see the injury occur
 - Family members of the injured party, even if they didn't see the injury occur
 - Any non-employee witness that saw the injury occur
- Employee witness report
 - Every employee that interacted in any way at any time with the injured party, describing in detail their interactions
 - All employees on shift that did NOT interact with the injured party
 - Site Manager, or designate
- Waivers for the injured party, witnesses, and climbing companions
- Current employee contact list
- Any inspections that resulted from this injury
- Risk Manager's report
- If the injury occurred on a zip line, attach a copy of the completed TSSA reporting form
- File in appropriate accident binder

MILD / MAJOR INDIGO - Procedures – STOUFFVILLE

First Aid Responder (any employee: minimum requirement Standard 1st Aid Certification)

- **Manages administration of 1st Aid**

<u>During Mild and/or Major Indigo</u>	<u>Post Mild and/or Major Indigo</u>
• Advises Lead Guide • May request swap out of current position (never leave customers unattended) • May request an assistant • Complete Accident Report – ensure injured party and witness signatures	• Complete Employee Witness Statement (Major Indigo only) • Hand the reports to the Site Manager or designate

Lead Guide

- **Manages the park**

<u>During Mild Indigo</u>	<u>Post Mild Indigo</u>
• Delivers (or designates delivery of) 1st Aid Kit	• Ensures 1st Aid Responder completes Accident Report • Ensures Accident Report is signed/filed appropriately

- If the emergency is **upgraded to a MAJOR INDIGO** the following procedures are added to those listed above.
- **Lead Guide Co-Manages the emergency with the Site Manager (or Designate)**

<u>During Major Indigo</u>	<u>Post Major Indigo</u>
• Requests communication switch to alternate radio channel (2) • (May) request an alternate Lead Guide assume management of the park/customer flow who will/may re-route customers away from accident area, or close courses • Notify Site Manager via channel 2 • Communicate injured party status to SM and if required request ambulance • Control the scene (keep bystanders away) • Locates climbing partners/family. • Assists with completing Accident Report and compiling Witness Reports	• Ensures Accident, Witness, Employee Witness Reports are complete and handed in to the Site Manager • De-brief's 1st Aid Responders • Resumes control over the park

Site Manager (or designate)

- **Co-Manages the MAJOR INDIGO emergency with Lead Guide**

<u>During Major Indigo</u>	<u>Post Major Indigo</u>
• Establish communication via channel 2 with LG • Ensures Injured Party and witness signatures and statements are complete If ambulance is required: • Calls 911 and reports emergency and condition of injured party • Locks office (if necessary) • Meets, or assigns someone to meet ambulance at front gate • Advises or assigns someone to advise Front Gate of arriving ambulance • Directs (or assigns someone) to direct ambulance to accident site	• Debriefs staff • Ensures paperwork complete • Advises Risk Manager • Advises TSSA (if accident occurred on zip line) • Follows up with injured party (or assigns duty) • Provide TRCA with a copy of the TTT Accident Report • If injured party is an employee – communicates with Risk Manager regarding reporting requirements

MILD / MAJOR INDIGO - Procedures – HUNTSVILLE

First Aid Responder (any employee: minimum requirement Standard 1st Aid Certification)

- **Manages administration of 1st Aid**

<u>During Mild and/or Major Indigo</u>	<u>Post Mild and/or Major Indigo</u>
• Advises Lead Guide • May request swap out of current position (never leave customers unattended) • May request an assistant • Complete Accident Report – ensure injured party and witness signatures	• Complete Employee Witness Statement (Major Indigo only) • Hand the reports to the Site Manager or designate

Lead Guide

- **Manages the park**

<u>During Mild Indigo</u>	<u>Post Mild Indigo</u>
• Delivers (or designates delivery of) 1st Aid Kit	• Ensures 1st Aid Responder completes Accident Report • Ensures Accident Report is signed/filed appropriately

- If the emergency is **upgraded to a MAJOR INDIGO** the following procedures are added to those listed above.
- **Lead Guide Co-Manages the emergency with the Site Manager (or Designate)**

<u>During Major Indigo</u>	<u>Post Major Indigo</u>
• Requests communication switch to alternate radio channel (2) • (May) request an alternate Lead Guide or senior guide to assume management of the park/customer flow who will/may re-route customers away from accident area, or close courses • Notify Site Manager via channel 2 • Communicate injured party status to SM and if required requests ambulance • Controls the scene (keep bystanders away) • Locates climbing partners/family. • Assists with completing Accident Report and compiling Witness Reports	• Ensures Accident, Witness, Employee Witness Reports are complete and handed in to the Site Manager • De-brief's 1st Aid Responders • Resumes control over the park

Site Manager (or designate)

- **Co-Manages the MAJOR INDIGO emergency with Lead Guide**

<u>During Major Indigo</u>	<u>Post Major Indigo</u>
• Establish communication via channel 2 with LG If ambulance is required: • Calls 4911 and reports emergency and condition of injured party to Deerhurst Resort • Locks office (if necessary) • Meets, or assigns someone to meet ambulance/Deerhurst personnel outside • Directs (or assigns someone) to direct emergency crew up ATV trail to base camp/accident scene • Advises Deerhurst Front Desk Manager of the accident • Re-opens office and resume duties	• Debriefs staff • Ensures paperwork complete and ready for Risk Manager investigation • Advises Risk Manager • Advises TSSA (if accident occurred on zip line) • Follows up with injured party (or assigns duty) • If injured party is an employee – communicates with Risk Manager regarding reporting requirements

MILD / MAJOR INDIGO - Procedures – GANARASKA

First Aid Responder (any employee: minimum requirement Standard 1st Aid Certification)

- **Manages administration of 1st Aid**

<u>During Mild and/or Major Indigo</u>	<u>Post Mild and/or Major Indigo</u>
• Advises Lead Guide • May request swap out of current position (never leave customers unattended) • May request an assistant • Complete Accident Report – ensure injured party and witness signatures	• Complete Employee Witness Statement (Major Indigo only) • Hand the reports to the Site Manager or designate

Lead Guide

- **Manages the park**

<u>During Mild Indigo</u>	<u>Post Mild Indigo</u>
• Delivers (or designates delivery of) 1st Aid Kit	• Ensures 1st Aid Responder completes Accident Report • Ensures Accident Report is signed/filed appropriately

- If the emergency is **upgraded to a MAJOR INDIGO** the following procedures are added to those listed above.
- **Lead Guide Co-Manages the emergency with the Site Manager (or Designate)**

<u>During Major Indigo</u>	<u>Post Major Indigo</u>
• Requests communication switch to alternate radio channel (2) • (May) request an alternate Lead Guide assume management of the park/customer flow who will/may re-route customers away from accident area, or close courses • Notify Site Manager via channel 2 • Communicates injured party status to SM and if required requests ambulance • Control the scene (keep bystanders away) • Locates climbing partners/family. • Assists with completing Accident Report and compiling Witness Reports	• Ensures Accident, Witness, Employee Witness Reports are complete and handed in to the Site Manager • De-brief's 1st Aid Responders • Resumes control over the park

Site Manager (or designate)

- **Co-Manages the MAJOR INDIGO emergency with Lead Guide**

<u>During Major Indigo</u>	<u>Post Major Indigo</u>
• Establish communication via channel 2 with LG • Ensures Injured Party and witness signatures and statements are complete If ambulance is required: • Calls 911 and reports emergency and condition of injured party • Locks office (if necessary) • Meets, or assigns someone to meet ambulance at front gate • Advises or assigns someone to advise Front Gate (if open) of arriving ambulance • Directs (or assigns someone) to direct ambulance to accident site • Return to office and resume duties	• Debriefs staff • Ensures paperwork complete • Advises Risk Manager • Advises TSSA (if accident occurred on zip line) • Follows up with injured party (or assigns duty) If injured party is an employee – communicates with Risk Manager regarding reporting requirements

MILD / MAJOR INDIGO - Procedures – BRAMPTON

First Aid Responder (any employee: minimum requirement Standard 1st Aid Certification)

- **Manages administration of 1st Aid**

<u>During Mild and/or Major Indigo</u>	<u>Post Mild and/or Major Indigo</u>
• Advises Lead Guide • May request swap out of current position (never leave customers unattended) • May request an assistant • Complete Accident Report – ensure injured party and witness signatures	• Complete Employee Witness Statement (Major Indigo only) • Hand the reports to the Site Manager or designate

Lead Guide

- **Manages the park**

<u>During Mild Indigo</u>	<u>Post Mild Indigo</u>
• Delivers (or designates delivery of) 1st Aid Kit	• Ensures 1st Aid Responder completes Accident Report • Ensures Accident Report is signed/filed appropriately

- If the emergency is **upgraded to a MAJOR INDIGO** the following procedures are added to those listed above.
- **Lead Guide Co-Manages the emergency with the Site Manager (or Designate)**

<u>During Major Indigo</u>	<u>Post Major Indigo</u>
• Requests communication switch to alternate radio channel (2 or 3) • (May) request an alternate Lead Guide assume management of the park/customer flow who will/may re-route customers away from accident area, or close courses • Notify Site Manager via channel 2 or 3 • Communicates injured party status to SM and if required requests ambulance • Control the scene (keep bystanders away) • Locates climbing partners/family. • Assists with completing Accident Report and compiling Witness Reports	• Ensures Accident, Witness, Employee Witness Reports are complete and handed in to the Site Manager • De-brief's 1st Aid Responders • Resumes control over the park

Site Manager (or designate)

- **Co-Manages the MAJOR INDIGO emergency with Lead Guide**

<u>During Major Indigo</u>	<u>Post Major Indigo</u>
• Establish communication via channel 2 or 3 with LG • Ensures Injured Party and witness signatures and statements are complete If ambulance is required: • Calls 911 and reports emergency and condition of injured party • Locks office (if necessary) • Meets, or assigns someone to meet ambulance at front gate • Advises or assigns someone to advise Front Gate (if open) of arriving ambulance • Directs (or assigns someone) to direct ambulance to accident site	• Debriefs staff • Ensures paperwork complete • Advises Risk Manager • Advises TSSA (if accident occurred on zip line) • Follows up with injured party (or assigns duty) • Provide TRCA with a copy of the TTT Accident Report • If injured party is an employee – communicates with Risk Manager regarding reporting requirements

MILD / MAJOR INDIGO - Procedures – BARRIE

First Aid Responder (any employee: minimum requirement Standard 1st Aid Certification)

- **Manages administration of 1st Aid**

<u>During Mild and/or Major Indigo</u>	<u>Post Mild and/or Major Indigo</u>
• Advises Lead Guide • May request swap out of current position (never leave customers unattended) • May request an assistant • Complete Accident Report – ensure injured party and witness signatures	• Complete Employee Witness Statement (Major Indigo only) • Hand the reports to the Site Manager or designate

Lead Guide

- **Manages the park**

<u>During Mild Indigo</u>	<u>Post Mild Indigo</u>
• Delivers (or designates delivery of) 1st Aid Kit	• Ensures 1st Aid Responder completes Accident Report • Ensures Accident Report is signed/filed appropriately

- If the emergency is **upgraded to a MAJOR INDIGO** the following procedures are added to those listed above.
- **Lead Guide Co-Manages the emergency with the Site Manager (or Designate)**

<u>During Major Indigo</u>	<u>Post Major Indigo</u>
• Requests communication switch to alternate radio channel (2) • (May) request an alternate Lead Guide assume management of the park/customer flow who will/may re-route customers away from accident area, or close courses • Notify Site Manager via channel 2 • Communicates injured party status to SM and if required requests ambulance • Control the scene (keep bystanders away) • Locates climbing partners/family. • Assists with completing Accident Report and compiling Witness Reports	• Ensures Accident, Witness, Employee Witness Reports are complete and handed in to the Site Manager • De-brief's 1st Aid Responders • Resumes control over the park

Site Manager (or designate)

- **Co-Manages the MAJOR INDIGO emergency with Lead Guide**

<u>During Major Indigo</u>	<u>Post Major Indigo</u>
• Establish communication via channel 2 with LG • Ensures Injured Party and witness signatures and statements are complete If ambulance is required: • Calls 911 and reports emergency and condition of injured party • Meets, or assigns someone to meet ambulance at Horseshoe Operations/Ski Patrol (blue) building parking lot and directs ambulance to accident site • Advises or assigns someone to advise Horseshoe Front Desk Manager of arriving ambulance	• Debriefs staff • Ensures paperwork complete • Advises Risk Manager • Advises TSSA (if accident occurred on zip line) • Follows up with injured party (or assigns duty) • If injured party is an employee – communicates with Risk Manager regarding reporting requirements

MILD / MAJOR INDIGO - Procedures – HAMILTON

First Aid Responder (any employee: minimum requirement Standard 1st Aid Certification)

- **Manages administration of 1st Aid**

<u>During Mild and/or Major Indigo</u>	<u>Post Mild and/or Major Indigo</u>
• Advises Lead Guide • May request swap out of current position (never leave customers unattended) • May request an assistant • Complete Accident Report – ensure injured party and witness signatures	• Complete Employee Witness Statement (Major Indigo only) • Hand the reports to the Site Manager or designate

Lead Guide

- **Manages the park**

<u>During Mild Indigo</u>	<u>Post Mild Indigo</u>
• Delivers (or designates delivery of) 1st Aid Kit	• Ensures 1st Aid Responder completes Accident Report • Ensures Accident Report is signed/filed appropriately

- If the emergency is **upgraded to a MAJOR INDIGO** the following procedures are added to those listed above.
- **Lead Guide Co-Manages the emergency with the Site Manager (or Designate)**

<u>During Major Indigo</u>	<u>Post Major Indigo</u>
• Requests communication switch to alternate radio channel (2) • (May) request an alternate Lead Guide assume management of the park/customer flow who will/may re-route customers away from accident area, or close courses • Notify Site Manager via channel 2 • Communicates injured party status to SM and if required requests ambulance • Control the scene (keep bystanders away) • Locates climbing partners/family. • Assists with completing Accident Report and compiling Witness Reports	• Ensures Accident, Witness, Employee Witness Reports are complete and handed in to the Site Manager • De-brief's 1st Aid Responders • Resumes control over the park

Site Manager (or designate)

- **Co-Manages the MAJOR INDIGO emergency with Lead Guide**

<u>During Major Indigo</u>	<u>Post Major Indigo</u>
• Establish communication via channel 2 with LG • Ensures Injured Party and witness signatures and statements are complete If ambulance is required: • Calls 911 and reports emergency and condition of injured party • Locks office (if necessary) • Meets, or assigns someone to meet ambulance at the gatehouse (905-692-3288) • Advises or assigns someone to advise Front Gate (if open) of arriving ambulance • Directs (or assigns someone) to direct ambulance to accident site	• Debriefs staff • Ensures paperwork complete • Advises Risk Manager • Advises TSSA (if accident occurred on zip line) • Follows up with injured party (or assigns duty) • If injured party is an employee – communicates with Risk Manager regarding reporting requirements

MILD / MAJOR INDIGO - Procedures – 1000 Islands

First Aid Responder (any employee: minimum requirement Standard 1st Aid Certification)

- **Manages administration of 1st Aid**

<u>During Mild and/or Major Indigo</u>	<u>Post Mild and/or Major Indigo</u>
• Advises Lead Guide • May request swap out of current position (never leave customers unattended) • May request an assistant • Complete Accident Report – ensure injured party and witness signatures	• Complete Employee Witness Statement (Major Indigo only) • Hand the reports to the Site Manager or designate

Lead Guide

- **Manages the park**

<u>During Mild Indigo</u>	<u>Post Mild Indigo</u>
• Delivers (or designates delivery of) 1st Aid Kit	• Ensures 1st Aid Responder completes Accident Report • Ensures Accident Report is signed/filed appropriately

- If the emergency is **upgraded to a MAJOR INDIGO** the following procedures are added to those listed above.
- **Lead Guide Co-Manages the emergency with the Site Manager (or Designate)**

<u>During Major Indigo</u>	<u>Post Major Indigo</u>
• Requests communication switch to alternate radio channel (2) • (May) request an alternate Lead Guide assume management of the park/customer flow who will/may re-route customers away from accident area, or close courses • Notify Site Manager via channel 2 • Communicates injured party status to SM and if required requests ambulance • Control the scene (keep bystanders away) • Locates climbing partners/family. • Assists with completing Accident Report and compiling Witness Reports	• Ensures Accident, Witness, Employee Witness Reports are complete and handed in to the Site Manager • De-brief's 1st Aid Responders • Resumes control over the park

Site Manager (or designate)

- **Co-Manages the MAJOR INDIGO emergency with Lead Guide**

<u>During Major Indigo</u>	<u>Post Major Indigo</u>
• Establish communication via channel 2 with LG • Ensures Injured Party and witness signatures and statements are complete If ambulance is required: • Calls 911 and reports emergency and condition of injured party • Locks office (if necessary) • Meets, or assigns someone to meet ambulance at the gatehouse (905-692-3288) • Advises or assigns someone to advise Front Gate (if open) of arriving ambulance • Directs (or assigns someone) to direct ambulance to accident site	• Debriefs staff • Ensures paperwork complete • Advises Risk Manager • Advises TSSA (if accident occurred on zip line) • Follows up with injured party (or assigns duty) • If injured party is an employee – communicates with Risk Manager regarding reporting requirements

CODE IVORY – INCIDENT Procedures – all parks

Definition:

- An incident is an occurrence of something onsite that did **not** cause an injury, **but could have**
- Some examples are:
 - Branches falling
 - Trespassing
 - Unauthorized climbing by non-customers
 - An element in a course breaking while a customer is on it, but no injury resulted
- Any other notable incident can be classified as a code ivory
 - Harassment
 - Guides failing to follow their training
 - Robbery (see specific robbery procedures; pg. 121)

Procedures

1. Any staff member can complete the incident report
2. Completed form must be given to the Site Manager to be reviewed and logged
3. Site Manager to report major incidents to the Risk Manager
4. Site Manager and Risk Manager to set:
 - a. Recommended actions to reduce risk of reoccurrence
 - b. Timeline for completion
5. Risk Manager to notify any and all parties and departments related to the incident and the recommended actions to reduce risk of reoccurrence

CODE GREEN – EVACUATION Procedures – all parks

Thunder & Lightning Evacuation Procedures

Before thunder and lightning

- In preparation of a code green being initiated, Site Manager, Lead Guides, and office staff will monitor weather patterns via online weather networks
- Office staff and Site Managers will update the Lead Guide as needed via radio
 - Request Lead Guide to switch to an alternate radio channel before giving the weather update

During thunder and lightning

- Should thunder be heard or lightning seen by any staff member, the Lead Guide will be notified immediately
- The Lead Guide will announce the code green to all staff
- All guides will immediately start course evacuation procedures
 - Lead Guide will determine which courses require Rescue Guides for evacuations
 - Guides will direct customers out of courses in the fastest direction
 - Each Rescue Guide will require a Ground Guide assistant
 - Immediately after reaching the ground, all customers will be directed by guides to head to a safe zone to await further instructions from the Lead Guide
 - Safe zones
 - Stouffville – office or vehicles
 - Huntsville – office or vehicles
 - Ganaraska – office or vehicles
 - Brampton – bathrooms or vehicles
 - Barrie – cabin
 - Hamilton – vehicles
 - 1000 Islands – office or vehicles
- Once all courses have been cleared and the Lead Guide has been notified, the Lead Guide will inform climbers of the followings
 - There is a 30-minute wait requirement from the last audible thunder before activities can be resumed
 - If the thunder continues and the customers will need to wait longer than 30 minutes, they can choose to speak with the office staff regarding an alternative
- Once 30 minutes have passed with no lighting or thunder, climbs can be resumed
- If climbs are resumed, guides must visually inspect each course from the ground to determine that no damage has occurred in the storm
- All climbing times will be extended for the amount of time spent waiting out the weather
- The Site Manager reserves the right to cancel climbs for the remainder of the day if the weather networks predict ongoing storms for the rest of the day. The Site Manager will inform the Regional Manager if this is the case.

Excessive winds or wind gusts

- The same procedures apply for excessive wind as they do for thunder and lightning
- Excessive wind and wind gusts are outlined as such:
 - Stouffville – 45km/h
 - Huntsville – 50km/h
 - Ganaraska – 45km/h
 - Brampton
 - Aerial courses – 45km/h
 - Great Blue Heron – 35km/h
 - Horseshoe – 50km/h
 - Hamilton – 45km/h
 - 1000 Islands – 45 km/h
- All code green evacuations must be recorded using the code green form

CODE LAVENDER – Customer Incontinence

Customer incontinence while climbing can be a traumatic and embarrassing situation for the individual. Our role is to reduce the risk of embarrassment and clean up the equipment.

Procedures

Guide

- Notify the Lead Guide by radio call: code lavender
- Indicate your location
- Indicate approximate age of the customer in question
- Reassure the customer that all is fine
- Remove the harness from the customer

Lead Guide, or designate

- Bring a sweater or hoodie from the lost and found bin, if available, to wrap around the customer's waist to reduce the embarrassment of others noticing
- Ask a customer who their supervisor or parent is
- Make a radio call to the guides to determine the location of the supervisor
- Notify them as to the circumstances and send the climber with them
- Clean, or assign someone to clean the harness
 - Use hot water and a chemical free soap
 - Scrub clean
 - Hang to dry
 - Do NOT soak the harness

CODE AMBER – Missing Child / Person – All Sites

Minutes matter in responding to / reporting a missing child / person. A report to the authorities can always be cancelled if the child/person is located, but we should never delay making the call in the first place.

Treetop Trekking actions in a Code Amber – Missing Person:

Lead Guide:

1. Will notify Manager on Site via radio immediately.
2. Will communicate via radio to Guides to check their assigned courses to ensure that the missing person is not located within them. Guides will report status to the Lead Guide
3. Will keep the supervisor (of the missing person) on hand to collect information/details (Guides may assist with locating the remaining children/people that are under the care of that supervisor)

Ground / Treefort Rangers:

1. Guides will check their assigned course to ensure the missing person is not climbing at the time. Once the guide is sure the missing person is not within their course, they will radio their status and location to the Lead Guide
2. Any available guides will assist the Lead Guide in searching the immediate area including nearby buildings

Site Manager:

1. Will report immediately to the scene bringing cell phone, note paper/pen and the waivers for the group (to identify exactly who is missing).
2. Will collect name (first/last), DOB, height, weight, clothing, last seen location, medical conditions from the supervisor chaperone
3. Site Manager to call lease agreement officials on cell phone and report the Code Amber – Missing Child (if they is unavailable, the Site Manager will leave messages with details including that they ARE calling 911 themselves to alert the authorities). **This call needs to be placed ASAP after being notified the person is missing. Minutes matter!**
4. Will communicate with Lead Guide (or will ask Guide to) and direct all available staff to report to the guides to assist with the systematic search of the area
5. Site Manager to respond to needs/requests of the lease agreement officials and the emergency response teams and/or the Police
6. Will keep written track of everyone who enters or leaves the area (staff, etc.)

TRCA Parks: TRCA will take the lead in the Code Amber – Missing Child:

The following is taken directly from TRCA Emergency Plans document and is what TRCA staff will do in the event of a missing person:

The purpose of the missing child procedure is to ensure that all necessary steps are taken in the event that a child cannot be accounted for, or if a missing child has been reported in a TRCA facility.

- *Obtain a description of the missing person – name, age, appearance, height, hair colour, clothing, medical conditions, as well as anything significant that stands out and may aid in recognition*
- *Ascertain when and where last known location of missing person*
- *Determine how many people were in their party and if they are accounted for, or searching*
- *Inform the TRCA ERC (emergency response contact)\notify all staff on duty of the missing person*
- *Take family/parent/guardian to quiet location*
- *Complete General Occurrence Report*

The ERC will:

- *Call 911 immediately (can cancel call when child is found) – have Name (first and last), DOB and description (height, weight, clothing, last seen, medical conditions). Staff must secure all access points to the park/facility, Police will search all vehicles leaving property. If it will take time for ERC to reach the park/facility this can be made prior to arrival.*
- *Report to the scene and implement EAP*
- *Close all gates and lock down facility as securely as possible. Do not permit persons to exit from the facility*
- *Ensure staff member is at access point to direct Emergency Services to site of emergency*
- *Record description of persons and/or vehicle details, including make, model, colour, and license plate number of those who do not comply with lockdown*
- *Ensure all available staff are available for search*
- *Direct staff to systematically search the premises, both inside and outside (if safe to do so), including rooms, bathrooms, offices, and other areas.*
- *In the event where a facility search and rescue is necessary TRCAS staff will assist with Search and Rescue as directed by emergency responders.*
- *All previously contacted persons and law enforcement shall be notified if the missing person turns up due to search, or of their own accord.*
- *Notify TRCA director, Parks and Culture*

CODE RED – FIRE

Each park shall have a site-specific fire plan, that is to be posted and reviewed with all staff annually. All sites will have up-to-date fire extinguishers and smoke detectors on every level and will perform and record monthly inspections. Exit signs and emergency lighting will also inspected and recorded monthly.

Procedures

Guide

- Calmly evacuate the immediate area
- Notify the Lead Guide or Manager on duty over the radio, indicating a Code Red
- Indicate the location of the fire or the alarm and indicate severity (if known)
- Calmly usher any other staff or guests who may be nearby, to a safer area, to await the supervisor

Lead Guide, or designate

- If the fire is in the park, immediately initiate an evacuation of the courses. Follow evacuation procedures outlined in the Code Green protocol.
- Confirm the severity of the code with the initial staff member.
- Alert the authorities or emergency services
- Confirm that the courses or office have been evacuated (if necessary)
- Notify the Regional Manager and/or Risk Manager
- Designate a staff member to direct the emergency vehicles to the site of the fire
- Calmly inform any remaining guests and staff members of the situation and maintain a line of communication throughout.
- Remain on site (if it is safe to do so), to confer with the emergency responders on scene

CODE IVORY – Robbery

In the event of a robbery, remain calm and comply with the perpetrator. Slowly and calmly hand over whatever is being taken, and do not escalate or attempt or physically diffuse the situation. After the perpetrator has left the scene, follow the steps below.

Procedures

Guide

- Remain calm
- Notify the Lead Guide or Manager on site of a Code Ivory
- Brief the supervisor or manager on a private radio channel or in person
- Begin an incident report and a list of what was stolen
- Collect witness statements from anyone who may have been a witness to the robbery

Lead Guide, or designate

- Calmly secure the scene and designate another supervisor to temporarily handle the flow of the park while the situation is being handled
- Alert the authorities, and provide as much detail as possible
- Alert your park's corporate partners if any exist (Horseshoe, Deerhurst, TRCA, SCLP, etc.)
- Alert the Regional Manager and/or Risk Manager
- Remain on site to keep staff and guests calm, and to answer any questions that the authorities might have