PORTEAU COVE
CAMPGROUND

EMERGENCY PROCEDURES

Revision 2

November 1, 2026

Table of Contents

1.0 INTRODUCTION & HOW TO USE THIS MANUAL 4

1.1 Handling an Emergency 4

1.2 General Emergency Procedures 5

1.3 Communication 6

1.4 Roles of the Incident Commander 7

1.5 Alarm System and Maintenance 8

1.6 Required Training 8

2.0 EMERGENCIES 9

2.1 Carbon Monoxide Poisoning 9

2.2 Civil Disturbance 10

2.3 Earthquake 11

2.4 Explosion 12

2.5 Fatality 13

2.6 Fire 14

2.7 First Aid 14

2.8 Hazardous Material Spill 15

2.9 Tsunami 16

2.10 Unauthorized Entry 17

2.11 Motor Vehicle Accident 18

2.12 Power Failures 19

2.13 Multiple Casualty Incident 20

2.14 Severe Weather 21

2.15 Structural Damage 23

2.16 Violence in the Workplace 24

2.17 Missing Person 25

3.0 EVACUATION PROCEDURES 26

3.1 Evacuation Booklet 26

3.2 Evacuation Contingencies 29
3.2.1 Persons with Disabilities 29
3.2.2 Communicating and Assisting During Emergencies 29
3.2.3 Service Animals 30
3.3 Muster Points and Evacuation Routes 31
4.0 GENERAL REPORTING REQUIREMENTS 32
5.0 EMERGENCY CONTACTS LIST 33

1.0 INTRODUCTION & HOW TO USE THIS MANUAL

Welcome to the Porteau Cove Campground (PCC) Emergency Procedures document. This manual is intended to function both as a comprehensive training resource and as a practical, quick-reference guide for use during the critical first stages of an emergency. It outlines the procedures, responsibilities, and actions required to respond effectively to a range of emergency situations.

This document is intended to prepare guests and workers within Porteau Cove Campground for response in the event of emergencies. This is a living document and PCC welcomes all suggestions for improvement.

This document shall be modified only by those authorized by PCC and will be subject to thorough review by qualified individuals to ensure feasibility and compliance with applicable standards and regulations. Compliance with this document is required for all guests and employees within PCC.

All personnel are expected to be familiar with these procedures and capable of providing assistance as needed to help reduce the risk of injury, loss of life, property damage, and environmental impact. In the event of an emergency, clear communication and prompt action are essential.

PCC will have a designated Incident Commander on site at all times. This individual is responsible for managing the response in accordance with the procedures outlined in this document and their training. This help to ensure a coordinated, consistent, and effective approach to emergency management at PCC.

1.1 Handling an Emergency

In the event of an emergency, personnel shall use this manual as a guide to support a safe and effective response, particularly during the initial stages of the incident.

The following steps should be followed:

- **Identify the Type of Emergency:** Determine the nature of the incident.
- **Refer to the Applicable Section:** Locate and follow the procedures outlined for that specific emergency within this document.
- **Initiate Immediate Actions:** Carry out the first response steps identified, ensuring personal safety at all times.
- **Follow Direction:** Follow the direction of the incident commander.
- **Continue to Reference the Manual:** Use the document as needed to guide ongoing actions and ensure procedures are followed

Each emergency section within this manual provides specific instructions, including notification requirements, emergency contact procedures, and control measures. Personnel are expected to follow those instructions as outlined.

This document is intended to support decision-making and provide clear direction during emergencies; however, it does not replace sound judgment. Personnel must always prioritize safety and adapt to site-specific conditions as required.

1.2 General Emergency Procedures

The following general procedures apply to all emergency situations at PCC. These steps are intended to provide consistent guidance and shall be followed in conjunction with the specific instructions outlined in each emergency section.

- **Assess the Situation**: Identify hazards, determine the severity of the incident, and evaluate risks to personnel, the public, and the environment.
- **Ensure Safety**: Prioritize personal safety and the safety of others before taking any action.
- **Control the Hazard**: Where safe to do so, take appropriate measures to contain or mitigate the situation.
- **Establish Control**: The first qualified person on scene shall assume control until relieved by a designated Incident Commander whom will then be relieved by Emergency Services if needed.
- **Isolate the Area:** Restrict access to prevent further risk or escalation.
- **Evacuate if Required:** Initiate evacuation procedures where conditions pose a risk to safety. All PCC employees are permitted to order an evacuation using the designated routes until the Incident Commander assumes control of the situation.
- **Provide Assistance:** Administer first aid or support to injured persons if trained and safe to do so.
- **Coordinate Response**: Follow direction from the Incident Commander and maintain clear communication.

All personnel must remain aware of their surroundings and be prepared to respond to changing conditions. These procedures are intended to support a coordinated and effective response across all emergency scenarios.

1.3 Communication

Clear and controlled communication is required at all times during an emergency at PCC. All personnel are expected to communicate in a concise, factual, and safety-focused manner. All communication must be brief, accurate, and limited to essential information only.

Emergency Notification:

- Immediately alert nearby personnel if safe to do so.
- Notify the Incident Commander as soon as possible.

Emergency Services:

- Call 911 without delay when required.
- Follow the 911 operator's instructions
- Notify the SLRD Emergency Services if necessary.

On-Site Communication:

- Use radios, cell phones, hand signals, megaphones, or direct voice communication depending on conditions.
- Keep messages brief, calm, and relevant to immediate hazards or actions.

Radio Protocol:

- Use clear, standard terminology where possible.
- Identify yourself and location before transmitting.
- Repeat critical instructions for confirmation when required.
- Avoid non-essential radio traffic during emergencies.

Chain of Communication:

- Follow direction of the Incident Commander once they are informed of the situation.
- Route operational updates through the Incident Commander where possible.
- Act directly only when immediate safety is at risk.

Critical Updates:

- Report changes in hazards, conditions, or injuries immediately to Emergency Services when required and Incident Commander.
- Ensure information is relayed without delay or distortion when safe.

All personnel are responsible for ensuring that communication remains clear, timely, and relevant to maintaining safety and control of the incident.

1.4 Roles of the Incident Commander

Emergency response at PCC is coordinated through a designated Incident Commander to ensure clear direction and control during incidents.

The Incident Commander is responsible for:

- Overall coordination of the emergency response.
- Setting priorities based on life safety first.
- Assigning duties to staff.
- Directing on-site response activities.
- Ensuring personnel are working in a controlled and safe manner.

Once an Incident Commander is established, all personnel shall follow their direction unless immediate life safety requires independent action.

Command Structure at PCC:
The Incident Commander will typically be the campground manager or designated supervisor on site at the time of the incident. Staff will know if they are qualified to assume the roles beforehand. Transfer of control shall be clearly communicated to relevant personnel.

Span of Control:
Supervision should be maintained so that no more than 7 personnel report directly to one person (1:7 ratio). Where this is exceeded, additional supervision shall be assigned where possible.

Scribe / Documentation:
A Scribe will be assigned by the Incident Commander to:

- Record key actions and decisions.
- Track the sequence of events.
- Assist with communication to external services if required.

Operational Principle:

Staff may take immediate action to protect life safety before formal command is established.

Once established, the Incident Commander coordinates and directs the overall response until the incident is resolved or handed over to external emergency services.

1.5 Alarm System and Maintenance

At the site level, emergency notification is supported by radios, verbal communication, and other available devices to ensure timely warning to staff and visitors.

All structures at PCC are equipped with required alarm systems in accordance with applicable codes and regulations. These systems shall be maintained in working condition at all times.

Alarm systems shall:

- Be maintained in operating condition except during repair or maintenance.
- Be restored to normal operation as soon as possible following activation.
- Be clearly audible or visible above ambient site conditions.
- Use signals that are recognizable as an emergency alert.
- Be perceived above ambient noise and light levels by all affected individuals within the vicinity.
- Have a distinctive and recognizable signal to evacuate the area.

Power supplies for alarm systems shall be maintained to ensure continuous operation. Defective components shall be repaired or replaced as soon as practicable.

Where alarm or fire protection systems are taken out of service, appropriate precautions shall be implemented, including increased monitoring and restriction of high-risk activities where applicable.

1.6 Required Training

Prior to the commencement of campground operations, the Campground Safety Supervisor shall become familiar with this Emergency Response Plan and train all campground employees on this plan. The Safety Supervisor shall review this plan with each new employee and additionally when:

- The employee's responsibilities or designated actions under the plan have changed.
- Whenever the plan is modified or updated.
- The Campground Manager, Safety Manager, and Director of Operations shall review this plan annually and make any suggestions for improvement which will then be reviewed by PCC Upper Management.

2.0 EMERGENCIES

2.1 Carbon Monoxide Poisoning

Carbon monoxide (CO) is a colourless, odourless gas that can cause serious injury or death. Exposure may occur from generators, vehicles, propane appliances, or faulty equipment, particularly in enclosed or poorly ventilated areas.

Carbon Monoxide is a problem in confined spaces. When entering a confined space, confined space procedures must be followed.

Immediate Actions:

- Remove affected person(s) from the area to fresh air immediately.
- Do not enter enclosed or contaminated areas unless it is safe to do so.
- Check for responsiveness and breathing.
- Provide first aid if trained.

Notification:

- Call 911 immediately if CO exposure is suspected.
- Notify the Incident Commander.
- Notify SLRD Emergency Services.

Control Measures:

- Shut down suspected sources of carbon monoxide if safe to do so.
- Ventilate the area is safe to do so.
- Prevent re-entry into the affected area until it is deemed safe.

Evacuation:

- Evacuate the immediate area if elevated CO levels are suspected.
- Move personnel and guests to a safe, well-ventilated location.
- Follow evacuation procedures outlined in *Section 3*.

Follow-Up:

- Do not allow re-entry until the area has been assessed and confirmed safe.
- Report the incident in accordance with site procedures.

2.2 Civil Disturbance

Civil disturbances may include aggressive behaviour, protests, heavily intoxicated individuals, or conflicts between guests. These situations may escalate quickly and pose a risk to staff, visitors, and property.

Immediate Actions:

- Do not engage in confrontation or attempt to resolve the situation if safety is at risk.
- Maintain a safe distance and remove yourself and others from the immediate area.
- Monitor the situation and identify any immediate threats.

Notification:

- Notify the Incident Commander.
- Call 911 if there is a threat to safety, violence, or escalation.

Control Measures:

- Isolate the area where possible and limit access.
- Keep bystanders and other guests away from the disturbance.
- Do not attempt to physically intervene unless and necessary for immediate life safety and confident in doing so.

Evacuation:

- Escort guest away from the disturbance if it presents a risk to safety and safe to do so.
- Follow evacuation procedures outlined in *Section 3*.

Follow-Up:

- Cooperate with emergency services and provide relevant information.
- Document the incident, including actions taken and individuals involved if known.
- Report the incident in accordance with site procedures.

2.3 Earthquake

Earthquakes may cause ground shaking, falling objects, structural damage, landslides, and utility failures. Aftershocks may occur and can cause additional damage.

Immediate Actions:

- **Indoors:** Drop, cover, and hold on until shaking stops.
- **Outdoors:** Get away from buildings, trees, ledges, power lines, and unstable objects.
- **Driving:** Navigate away from overhead hazards, stop, remain inside until shaking stops.

Notification:

- Notify the Incident Commander once safe to do so.
- Call 911 if there are injuries, fires, or major damage.
- Notify SLRD Emergency Services.

Control Measures:

- Check for injuries and provide first aid if trained.
- Shut down utilities (gas, electrical) if damage is suspected and it is safe to do so.
- Avoid damaged structures and unstable areas.

Evacuation:

- Evacuate buildings if structural damage is suspected.
- Move to open areas away from hazards.
- Follow evacuation procedures outlined in *Section 3*.

Follow-Up:

- Be prepared for aftershocks and remain in a safe location.
- Do not re-enter damaged structures until they are assessed and confirmed safe.
- Report hazards and damage in accordance with site procedures.
- Inspect fire protection systems, utilities, structures, to determine if damage has occurred and initiate repairs as necessary and safe.

2.4 Explosion

Explosions may result from gas leaks, fuel ignition, pressurized systems, or unknown sources. Hazards include fire, flying debris, structural damage, secondary explosions, and hazardous atmospheres.

Immediate Actions:

- Move to a safe distance immediately.
- Do not approach the source of the explosion.
- Assist others to evacuate if it is safe to do so.
- Check for injuries and provide first aid if trained and safe.

Notification:

- Call 911 immediately.
- Notify the Fire Marshal.
- Notify Incident Commander.
- Notify SLRD Emergency Services.

Control Measures:

- Do not re-enter the affected area.
- Shut down nearby ignition sources or utilities only if it is safe to do so.
- Establish a control zone/ safe perimeter and restrict access.

Evacuation:

- Evacuate the immediate area and surrounding zones if at risk, following the evacuation procedures outlined in *Section 3*.
- Move to a designated safe location away from structures and potential secondary hazards.
- Follow direction from the Fire Marshal and Incident Commander.

Follow-Up:

- Account for personnel where possible.
- Provide relevant information to emergency services upon arrival.
- Do not return to the area until it has been declared safe.

2.5 Fatality

PCC employees to not have the authority to pronounce death. If safe to do so, all attempts to provide lifesaving treatment should be made until relieved by emergency services. In the event of obvious fatality such as decapitation, rigor mortis, decomposition, body frozen solid, order must be maintained and appropriate agencies notified.

Immediate Actions:

- Ensure your own safety before approaching the scene.
- Do not move the deceased unless required to prevent further harm.
- Provide assistance to any injured persons if it is safe and you are trained to do so.
- Remove bystanders from the area where possible.

Notification:

- Call 911 immediately.
- Notify the Incident Commander as soon as possible.

Control Measures:

- Secure and isolate the area to prevent access.
- Do not disturb the scene unless necessary for safety or emergency response.
- Preserve the scene for emergency services and investigation.

Evacuation:

- Evacuate nearby personnel or guests if immediate danger is presented.
- Establish a controlled perimeter away from the incident location. Assign someone to restrict access to the incident.
- Escort guests away from the incident.
- Follow direction from the Incident Commander.

Follow-Up:

- Cooperate fully with emergency services and authorities.
- Do not discuss details of the incident with guests or media.
- Document basic facts of the incident in accordance with site procedures.
- The Incident Commander is to designate a scribe to collect witness statements that shall only be presented to authorities.

2.6 Fire

Refer to the Fire Preparedness and Response Plan

2.7 First Aid

First aid situations may include minor to serious injury or illness such as cuts, sprains, burns, allergic reactions, fainting, bleeding, or exposure to hazardous environments. Risks to responders include bodily fluids, unsafe scenes, and ongoing environmental hazards.

PCC will have at least one trained first aid attendant on site at all times or in accordance with regulatory requirements.

Immediate Actions:

- Ensure the scene is safe before approaching.
- Assess the condition of the person (consciousness, breathing, bleeding, pain, and responsiveness).
- Provide basic first aid within your level of training. This may include:
    - Cleaning and dressing minor wounds.
    - Applying pressure to control bleeding.
    - Treating minor burns or sprains.
    - Assisting with recovery position for unconscious but breathing persons.
    - Monitoring condition until recovery or transfer of care.
- Reassure and monitor the person continuously.
- Do not attempt treatment outside your level of training or certification.

Notification:

- Call 911 immediately if any of the following occur:
    - Life-threatening injury or illness.
    - Unconsciousness or difficulty breathing.
    - Severe or uncontrolled bleeding.
    - Chest pain, suspected stroke, or severe allergic reaction.
    - Serious fall, head injury, or trauma.
    - Any condition that is worsening or uncertain.
- Notify the Incident Commander as soon as possible.

Control Measures:

- Keep the area safe and clear of bystanders.
- Use PPE where available (e.g., gloves, barrier protection).

- Prevent further injury or deterioration of the scene.
- Continue monitoring the person until care is transferred or resolved.

Evacuation:

- Move the person only if they are in immediate danger and it is safe to do so.
- Maintain clear access for emergency responders.
- Follow evacuation procedures outlined in *Section 3*.

Follow-Up:

- Provide clear factual information to emergency services upon arrival.
- Document the incident in accordance with site procedures.
- Replenish used first aid supplies immediately.
- Report any gaps in equipment or response capability to management.

2.8 Hazardous Material Spill

Hazardous material spills may involve fuels, oils, chemicals, sewage, propane, or unknown substances. Risks include fire, explosion, toxic exposure, environmental contamination, and injury from direct contact or inhalation.

Immediate Actions:

- Do not approach or handle unknown or unsafe materials.
- Move to a safe distance and avoid contact or inhalation.
- Remove others from the immediate area if it is safe to do so.

Notification:

- Call 911 if there is risk to people, fire, or an uncontrolled release.
- Notify the Incident Commander immediately.
- Report the spill to the Provincial Spill Reporting Line if:
    1. The quantity of the spill is equal to or greater than the quantity outlined in the schedule of the Spill Reporting Regulation for a specific substance;
    2. The spill has impacted, or might impact, a body of water.
- Notify SLRD Emergency Services.

Control Measures:

- Identify the source only if it is safe to do so.
- Stop the release if it can be done without risk.

- Incident Commander: Refer to the Safety Data Sheet (SDS) for the material, to identify hazards and appropriate response measures.
- If the substance is known and it is safe to do so, the Incident Commander will bring the PCC spill kit (e.g., absorbent socks, pads) to contain and control the spill.
- Prevent the spill from entering drains, waterways, or soil where possible.
- Isolate the area and restrict access.

Evacuation:

- Evacuate the area if there is any risk of exposure or escalation.
- Move upwind and uphill where applicable.
- Follow evacuation procedures outlined in *Section 3*.

Follow-Up:

- Do not re-enter the area until it has been assessed and deemed safe.
- Report the incident in accordance with site procedures.
- Provide information on the substance to emergency services if known.

2.9 Tsunami

A tsunami is a low-probability but high-consequence natural hazard for coastal or low-lying sites.

Immediate Actions:

- Move immediately to higher ground if a tsunami warning is issued or natural warning signs are observed (e.g., strong or prolonged ground shaking, sudden sea level change, or unusual ocean behaviour).
- Do not wait for official confirmation if natural warning signs are present.
- Stay away from the shoreline and low-lying coastal areas.

Notification:

- Call 911 if assistance is required or if there is immediate danger to life.
- Notify the Incident Commander as soon as possible.
- Monitor official emergency alerts and communications where available.
- Notify SLRD Emergency Services.

Control Measures:

- Cease all non-essential operations immediately.

- Do not return to coastal or low-lying areas until an official all-clear is given by authorities.
- Account for personnel where possible once in a safe location.

Evacuation:

- Evacuate immediately to designated high ground or safe inland areas.
- Use established evacuation routes where possible.
- Assist guests and others only if it does not delay your own evacuation to safety.
- Follow direction from the Incident Commander.

Follow-Up:

- Remain in safe areas until official clearance is received.
- Do not return to the site until it has been confirmed safe by authorities.
- Report missing persons or hazards to emergency services when safe to do so.

2.10 Unauthorized Entry

Unauthorized entry may involve trespassers to the campground or individuals entering restricted areas. Risks include confrontation, unsafe behaviour, theft, injury, and interference with operations or emergency response.

Immediate Actions:

- Do not engage in confrontation if there is any risk to personal safety.
- Observe and assess the situation from a safe distance.
- Move guests and staff away from the area if needed.
- If safe to do so, and without escalation, inform the individual of site access rules and request they leave the premises.

Notification:

- Call 911 if there is a threat, violence, or refusal to leave when safety is at risk.
- Notify the Incident Commander immediately.

Control Measures:

- Maintain a safe distance and avoid physical intervention unless required for immediate life safety.
- Isolate the area where possible.
- Monitor the individual(s) until assistance arrives.

Evacuation:

- Evacuate nearby guests or staff if the situation escalates or poses a safety risk.
- Direct people to a safe area away from the incident.
- Follow evacuation procedures outlined in *Section 3*.

Follow-Up:

- Document the incident in accordance with site procedures.
- Provide relevant information to law enforcement upon arrival.
- Do not resume normal operations in the affected area until it is deemed safe.

2.11 Motor Vehicle Accident

PCC accommodates a high volume of vehicle traffic, including RVs, passenger vehicles, and ATVs shuttling guests throughout the site. As a result, vehicle-related incidents may occur within campgrounds, access roads, and shared pedestrian areas.

Immediate Actions:

- Ensure the scene is safe before approaching.
- Do not put yourself at risk or enter traffic lanes unnecessarily.
- Check for injured persons if it is safe to do so.
- Provide first aid if trained and safe – do not remove persons from vehicles is unsafe to do so.
- Place appropriate warning flags and signage to alert and direct traffic around the scene. PCC is equipped with traffic control equipment such as cones, delineators, and traffic signage.

Notification:

- Call 911 immediately if necessary.
- Notify the Incident Commander as soon as possible.
- Notify SLRD Emergency Services if necessary.

Control Measures:

- Secure the area and prevent additional vehicles or pedestrians from entering the scene.
- Use available means (cones, signage, vehicles) to warn and redirect traffic where safe.
- Do not move vehicles unless required to prevent further harm or directed by emergency services.
- Avoid exposure to fuel spills or fire hazards.

Evacuation:

- Evacuate nearby guests or staff if there is risk from fire, fuel leakage, or traffic hazards.
- Keep people at a safe distance from the roadway and impact area.

Follow-Up:

- Provide assistance to emergency services upon arrival.
- Document the accident with photos and complete the ICBC Motor Vehicle Incident Report that the vehicle is equipped with.
- Do not interfere with the scene unless required for safety or directed by authorities.
- Advise drivers to remain on site until authorities arrive.

2.12 Power Failures

Hazards:

Power failures may result in loss of lighting, communication disruptions, equipment shutdown, refrigeration failure, and reduced visibility. This may increase risks to guests and staff, particularly during low-light conditions or severe weather events.

Immediate Actions:

- Assess the scope of the outage (localized or site-wide).
- Use emergency lighting or available light sources where required.
- Conduct a building search to ensure everyone has left the building.
- Restrict access to buildings without emergency lighting.
- Avoid unnecessary movement in dark or hazardous areas.
- Check for immediate hazards such as exposed equipment or compromised systems.

Notification:

- Notify the Incident Commander.
- Contact BC Hydro if the outage is beyond internal control (refer to Emergency Contact List section).
- Call 911 if the outage is associated with fire, injury, or other emergency conditions.
- Notify SLRD Emergency Services.

Control Measures:

- Secure areas where loss of lighting creates safety risks.

- Shut down or isolate equipment that may be affected by power restoration surges if applicable.
- Monitor refrigeration, heating, or other critical systems where relevant.

Evacuation:

- Evacuate areas where conditions become unsafe due to loss of lighting or environmental control.
- Direct guests to safe, well-lit gathering areas if required.
- Follow evacuation procedures outlined in *Section 3*.

Follow-Up:

- Confirm when power is restored before resuming normal operations.
- Check critical systems for safe operation after restoration.
- Report and document any impacts or damages in accordance with site procedures.

2.13 Multiple Casualty Incident

A Multiple Casualty Incident (MCI) involves multiple injured persons requiring coordinated response beyond normal first aid capabilities. Due to the remote nature of PCC, emergency response times may be delayed, requiring initial on-site coordination and stabilization.

Immediate Actions:

- Ensure scene safety before approaching.
- Call 911 immediately and advise that there are multiple casualties.
- Notify the Incident Commander.
- Do not put yourself at risk.
- Notify SLRD Emergency Services.

Incident Control:

- The first qualified staff member shall assume the role of Incident Commander of the MCI until relieved by authorities.
- Establish a clear command point and communicate location over radio.
- Maintain control of the scene and restrict access.
- If advised by emergency services, identify and secure a suitable helicopter landing area, keeping it clear of people, vehicles, and debris. Delegate a staff member to maintain this area.

- Establish a scribe to record the following: time of incident, location, number of injured, actions taken, communications made, and arrival times of emergency services.

Coordination:

- Assign available staff to assist as directed (e.g., first aid, access control, guiding emergency services).
- Keep access routes clear for emergency vehicles.
- Provide clear directions for incoming emergency services.

Patient Management:

- Prioritize care based on severity of injuries (basic triage).
- Provide first aid within the limits of training and available resources.
- Do not move seriously injured persons unless required for safety.

Communication:

- Maintain clear radio communication.
- Provide updates on number of injured and severity if known.
- Follow direction from the Incident Commander.

Evacuation:

- Move uninjured persons away from the area.
- Assist with evacuation only where safe and directed.
- Follow evacuation procedures outlined in *Section 3*.

Follow-Up:

- Transfer control to emergency services upon arrival.
- Provide a clear summary of the situation, actions taken, and number of injured.
- Document the incident in accordance with site procedures.

2.14 Severe Weather

Severe weather may include high winds, heavy rain, snow, freezing rain, lightning, flooding, or falling trees/debris. These conditions can create hazards related to visibility, access, structural damage, and increased risk of injury.

Considerations:

Severe weather events are variable and may differ in magnitude, duration, and timing. The Incident Commander shall consider:

- Severity, duration, and uncertainty of the weather event.
- Impact on site structures, RVs, access routes, and terrain stability.
- Impact on utilities including power, water, and communications systems.
- Impact on fire safety systems and emergency response capability.
- Impact on staff and occupant safety, including exposure, fatigue, and well-being.

The Incident Commander shall confer with onsite personnel as required to determine whether conditions present a risk to life safety and whether operational adjustments, shelter-in-place, or evacuation are required.

Potential Impacts:

- Structural damage or collapse due to wind, snow, or ice loading.
- Reduced visibility and hazardous travel conditions.
- Communication or power system failures.
- Slips, falls, vehicle incidents, or hypothermia.
- Falling trees or debris.
- Restricted access for emergency services or critical personnel.
- Disruption of site operations and guest movement.

Response:

- Cease non-essential outdoor operations.
- Move personnel and guests to safe indoor or sheltered locations where appropriate.
- Secure loose materials and equipment where safe to do so.
- Restrict access to high-risk areas such as tree cover, slopes, or exposed zones.
- Monitor conditions and maintain communication via available systems.
- Implement shelter-in-place or evacuation procedures if conditions escalate.

Follow-Up:

- Conduct a site assessment prior to resuming operations.
- Identify and report hazards such as fallen trees, flooding, or structural damage.
- Confirm status of utilities and essential services.
- Determine site readiness before resuming operations.
- If safe, prioritize response to the most urgent hazards using available personnel and equipment.

2.15 Structural Damage

Hazards:
Structural damage may result from severe weather, impact, ground movement, fire, or material failure. Risks include collapse, falling debris, entrapment, electrical hazards, gas leaks, and restricted access/egress routes.

Immediate Actions:

- Do not enter or remain in any structure that appears unstable or damaged.
- Move occupants away from the affected structure immediately.
- Establish a safe perimeter around the hazard area.
- Avoid contact with fallen debris, exposed wiring, or damaged utilities.

Notification:

- Notify the Incident Commander immediately.
- Call 911 if there is any risk of collapse, injury, entrapment, fire, or utility damage.
- Notify SLRD Emergency Services.

Control Measures:

- Restrict access to the affected structure and surrounding area.
- Prevent re-entry until the structure has been assessed and deemed safe.
- Shut down or isolate utilities where safe and possible (power, gas, water).
- Monitor for secondary hazards such as shifting debris or worsening instability.

Evacuation:

- Evacuate all occupants from the affected structure and adjacent areas if required.
- Relocate guests and staff to a safe distance away from the hazard zone.
- Follow evacuation procedures outlined in *Section 3*.

Follow-Up:

- Do not re-enter the structure until it has been inspected and cleared by qualified personnel or authorities.
- Document the incident and visible damage in accordance with site procedures.
- Report structural concerns for repair and further assessment prior to resuming use.

2.16 Violence in the Workplace

Workplace violence may include verbal threats, aggressive behaviour, physical assault, harassment, or any situation where staff or guests feel unsafe. Incidents may escalate quickly and create risk to personal safety, bystanders, and site operations.

Immediate Actions:

- Do not engage or attempt to physically intervene if there is any risk to personal safety.
- Remove yourself and others from the immediate area if it is safe to do so.
- Maintain a safe distance and avoid escalating the situation.
- Seek assistance from other staff where available and safe.

Notification:

- Notify the Incident Commander immediately.
- Call 911 if there is an immediate threat, violence, weapons involved, or escalating situation.

Control Measures:

- Isolate the area where possible and restrict access.
- Remove guests and staff from the vicinity of the incident.
- Do not attempt to detain or physically confront the individual unless required for immediate life safety.
- Maintain visual awareness from a safe distance until emergency services arrive.

Evacuation:

- Evacuate nearby guests and staff if the situation poses a risk to safety.
- Direct people to a safe and secure location away from the incident.
- Follow evacuation procedures outlined in *Section 3*.

Follow-Up:

- Do not resume normal operations in the affected area until it is confirmed safe.
- Document the incident in accordance with site procedures.
- Cooperate with law enforcement and provide factual information only.

2.17 Missing Person

A missing person incident may involve lost guests, children, vulnerable individuals, or persons unaccounted for within the campground or surrounding area. Risks include exposure to environmental conditions, injury, panic, and delayed medical attention.

Immediate Actions:

- Confirm initial information including last known location, time seen, and description of the missing person.
- Conduct a quick initial search of immediate and nearby areas if it is safe to do so.
- Do not conduct extended or unsafe searches without coordination.

Notification:

- Notify the Incident Commander immediately.
- Call 911 if the person is a child, vulnerable individual, or if there is concern for immediate safety.
- Notify SLRD Emergency Services.

Control Measures:

- Establish a coordinated search of the immediate area under direction of the Incident Commander.
- Assign available staff to check logical locations such as washrooms, vehicles, common areas, trails, under parked vehicles, the Provincial Park/ waterfront, and nearby campsites where safe to do so.
- Maintain communication and ensure all search efforts are coordinated to avoid duplication or gaps.
- Preserve any relevant information regarding last known movements or sightings.

Evacuation:

- Not typically required unless the incident escalates or conditions pose additional risk.
- Follow direction from the Incident Commander if broader site actions are required.

Follow-Up:

- If the person is located, assess condition and provide first aid if required and trained.
- Notify emergency services if not already involved.
- Document all actions taken, times, and locations searched in accordance with site procedures.

3.0 EVACUATION PROCEDURES

Evacuation may be required due to fire, wildfire, severe weather, hazardous materials, structural concerns, or direction from authorities. Evacuation may be partial or full-site depending on the situation.
The Incident Commander is responsible for initiating, coordinating, and directing all evacuation actions.

Incident Commander - Establish Priorities and Duties:

- Assign staff member to monitor the front gate:
    - Restrict access to the site to prevent entry during evacuation.
    - Identify and monitor hazards at exit points.
    - Establish a checkpoint and record the number of persons exiting the site where practicable.
- Incident Commander:
    - Announce evacuation using radio, megaphone, or verbal direction.
    - Clearly state the evacuation area, hazard, and direction of travel.
    - Maintain overall coordination and communication throughout the evacuation.
    - Establish sweeper duties – *refer to section 3.1*
- Assign remaining staff members as escorts and sweepers:
    - Direct guests to evacuate using designated routes.
    - Assist children, vulnerable persons, and those requiring help.
    - Conduct a sweep of assigned areas (washrooms, common areas, campsites) where safe to do so.
    - Knock and call out to alert occupants during sweeps.
    - Do not delay evacuation for unresponsive or unknown occupants—report to Incident Commander.
    - Report when assigned areas are cleared or if hazards are identified.

3.1 Evacuation Booklet

An evacuation booklet will be issued to sweepers to assign areas and track evacuation progress. The Incident Commander will assign sweepers and designated areas.

Sweeper Duties:

- Proceed immediately to assigned area upon direction.

- Direct all occupants to evacuate using safe routes.
- Knock, call out, and visually check areas where safe to do so.
- Record name and time once area has been cleared to the extent possible.
- Report completion or any issues to the Incident Commander.

Provisions:

- Sweeps shall be limited to areas that can be safely accessed.
- Do not conduct extended or remote searches during evacuation.
- Do not delay evacuation for unresponsive or unknown occupants - report to the Incident Commander.
- Areas that cannot be confirmed as cleared must be reported immediately.
- Accountability is based on best available information and sweeper reports.

Figure 1 – Evacuation Booklet

EVACUATION BOOKLET

Staging Area Location: _____

Date: _____

Time: _____

Name: _____

Cause of Evacuation: _____

Building/ Area:	**Sweeper Name:**	**Area Cleared? Y/N**	**Time Cleared:**
South: 7 Tent/ Car Sites			
South: Amenity/ Open Space			
South: 11 Tiny Home/ RV Walk-in Sites			
East: 8 Tiny Home/RV Walk-in Sites			
West: 21 Reverse-in RV Sites			
Central: 16 Pull-through RV Sites			
North: 10 Reverse-in RV Sites			
Conform Station #1			
Comfort Station #2			
Comfort Station #3			
Reception/ Amenity Building			
Canoe Storage Area			
North: Common Amenity Area			
Operations/ Maintenance Building			

Additional Comments:

3.2 Evacuation Contingencies

Evacuation contingencies are established to ensure a safe and controlled response to emergency situations requiring partial or full evacuation of the site. All personnel must follow instructions from designated emergency personnel immediately and without delay.

Persons Refusing to Evacuate:

- Do not use physical force.
- Re-state the situation and the requirement to evacuate.
- If the person still refuses to comply, inform the Incident Commander or law enforcement officer.
- Inform law enforcement officers if non-compliance continues.

3.2.1 Persons with Disabilities

Evacuation of People with Mobility Disabilities:

The following evacuation options may be used depending on conditions:

- Horizontal evacuation
    - Moving to unaffected areas or exits on the same level.
- Stairway evacuation
    - Using stairs to reach ground level exits where possible.
- Area of refuge
    - Assisting the individual to a designated safe area.
    - Notifying emergency personnel or first responders of their location.

Areas of refuge are to be used as a last resort. All other evacuation methods must be considered first. The decision to wait for first responders remains with the individual. DO NOT leave individuals on stair landings.

3.2.2 Communicating and Assisting During Emergencies

Visual Disabilities:

- Announce your presence before assisting.
- Speak directly and naturally to the individual.
- Ask what assistance is required.
- Describe actions and obstacles clearly in advance.
- Offer your arm for guidance, do not grab the person.
- Remain with the individual until safely evacuated.
- Ensure service animals are evacuated with the individual.
- Do not pet or feed service animals while on duty.

Deaf and Hard of Hearing:

- Use visual cues such as flashing lights to gain attention.
- Communicate using written notes if required.
- Confirm understanding of urgency.
- Be patient and clear.
- Face the individual when speaking for lip reading.

Deaf-Blind Individuals:

- Use the universal emergency signal of an “X” traced on the hand, arm, shoulder, or back.
- This indicates immediate evacuation.

Cognitive and Learning Disabilities:

- Stay with and assist the individual.
- Use simple and clear instructions.
- Allow additional time for response.
- Be prepared to physically assist evacuation if safe to do so.
- Maintain calm communication at all times.

Mobility Disabilities:

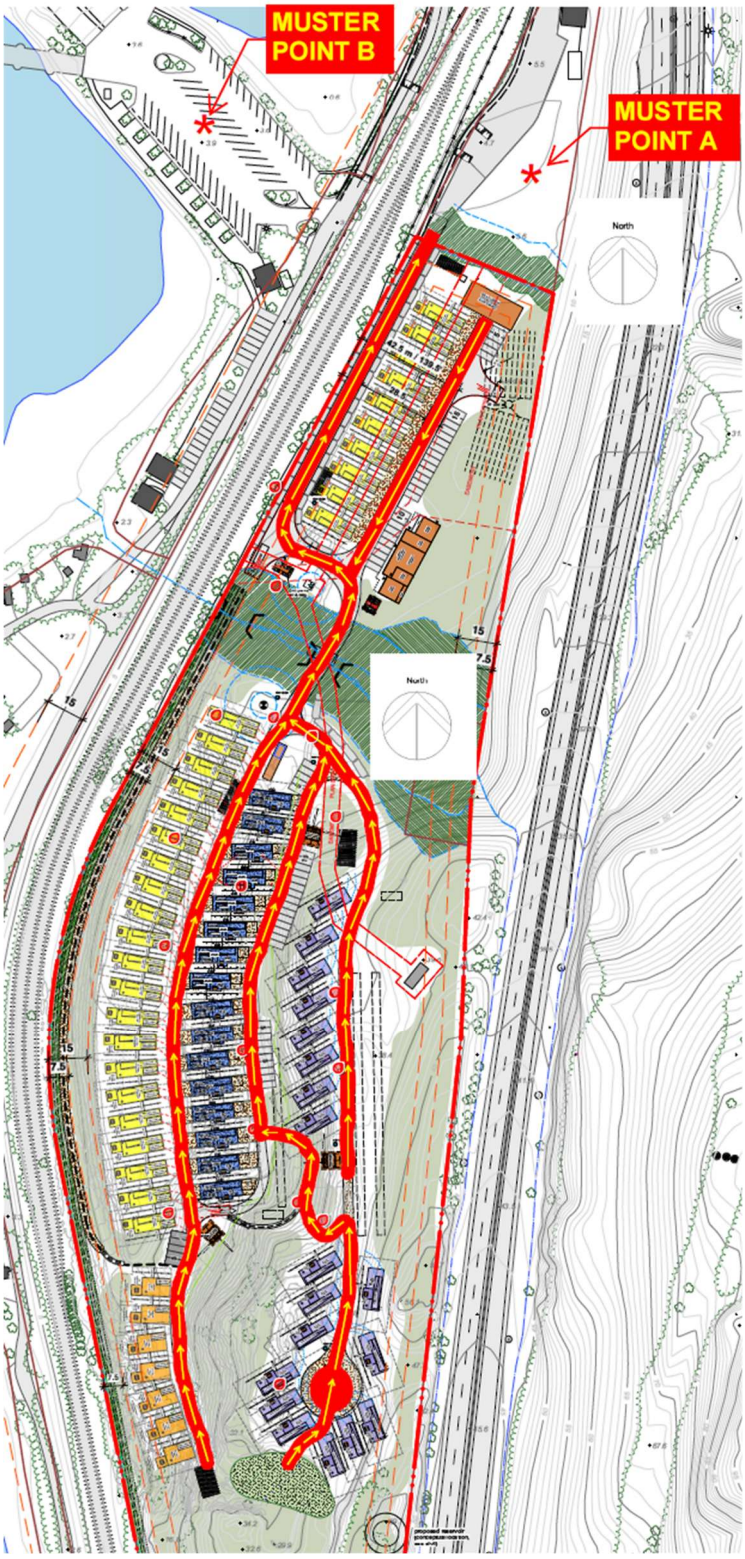
- Always ask how assistance should be provided.
- Do not lift, carry, or move the individual unless trained in proper techniques.
- Ensure the individual remains with their wheelchair or mobility aid whenever possible.

3.2.3 Service Animals

- Service animals must be included in all evacuation planning for their handlers.
- Certified service animals are permitted in all evacuation areas, including vehicles and temporary housing or refuge locations.

3.3 Muster Points and Evacuation Routes

Figure 2 – Muster Points and Evacuation Routes



4.0 GENERAL REPORTING REQUIREMENTS

If an incident occurs with sufficient impact or scope to trigger regulatory reporting requirements or necessitate implementation of the Emergency Plan, the Incident Commander or designated administrative staff shall ensure that all required notifications are completed.

A verbal report shall be made immediately or as soon as practicable following the incident. A written report shall be prepared and submitted as soon as possible thereafter, in accordance with applicable legislation and agency requirements.

Notifications shall be made to the following agencies, as applicable to the nature of the incident:

- Royal Canadian Mounted Police (RCMP).
- Squamish-Lillooet Regional District (SLRD) Emergency Program.
- Emergency Management British Columbia (Reportable spill or emergency coordination).
- BC Wildfire Service.
- WorkSafeBC.
- Environment and Climate Change Canada.
- Fisheries and Oceans Canada (where impacts to marine or fish habitat may occur).

The written report shall include the following information:

- Name, address, and contact information of the owner/operator.
- Name and location of the facility (Porteau Cove, British Columbia).
- Date, time, and type of incident (e.g., fire, medical emergency, hazardous material release).
- Description of the incident and sequence of events.
- Name and quantity of any hazardous materials involved, if applicable.
- Extent of injuries or fatalities, if any.
- Assessment of actual or potential impacts to human health, property, or the environment.
- Description of response actions taken, including containment and recovery measures.
- Agencies notified and times of notification.
- Estimated quantity and disposition of any recovered material resulting from the incident.

All required notifications must be completed prior to the resumption of normal operations, where applicable.

For further guidance on reporting requirements, refer to applicable legislation.

All media inquiries shall be directed to the designated Company Representative. No other personnel shall communicate with the media unless authorized to do so.

5.0 EMERGENCY CONTACTS LIST

Porteau Cove Campground	
Incident Commander	TBD
Campground Manager	TBD
External	
Emergency Services	911
Squamish RCMP Non-Emergency Line	604-892-6100
Conservation Officer	1-877-952-7277
BC Hydro	1-800-224-9376
SLRD Emergency Services (Business Hours)	604-356-3082
SLRD Emergency Services (After Hours)	1-800-298-7753
SLRD	604-894-6371
Porteau Cove Provincial Park	TBD – Park Ranger
DriveBC (Sea to Sky highway incident)	1-800-550-4997
Poison Control Centre	1-800-567-8911
BC Wildfire Services	1-800-663-5555 or *5555
Emergency Management BC (EMBC)	1-800-663-3456
Fisheries and Oceans Canada	1-800-465-4336
CN Rail	1-888-888-5909
Squamish General Hospital	604-892-5211
Transportation Safety Board (rail incidents)	1-800-387-3557
WorkSafe BC (worksite emergency)	1-888-621-7233