



Emergency response planning:

an occupational health and safety
tool kit for the hospitality industry

Alberta 

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This tool kit is current to October 2020. The law is constantly changing with new legislation, amendments to existing legislation, and decisions from the courts. It is important that you keep up with these changes and keep yourself informed of the current law.

This tool kit is for general information only. It may assist in developing an effective emergency response plan. However, it is critical that you evaluate your own unique circumstances to ensure development of an emergency response plan that applies to your specific work site.

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Introduction

Emergency response plans are a vital part of any workplace.

A strong, well-rehearsed emergency response plan can help minimize the stress related to making critical decisions on the spot. It provides an element of control under potentially chaotic circumstances.

The process of developing an emergency response plan involves anticipating all the emergency situations that could reasonably occur at the work site, figuring out how to respond if they do occur and what is needed to provide that response, then selecting and documenting the best responses so that workers can be trained and the emergency response procedures can be rehearsed and modified as required.

There's more than one way to develop an emergency response plan. This tool kit provides a step-by-step approach, along with templates and samples that could be helpful in the task. You'll need to customize the process and the sample templates to make sure your plan aligns with the specific circumstances of your operations.



Why you need a plan

You work in hospitality

There are inherent risks in this industry. You deal with the public every day. In some cases, your place of business is open 24-hours a day. You may be working alone.

If your workplace is near an airport, train station or any other busy public venue, a local disaster could bring crowds of frantic people to your door looking for help to regroup, refuel, hunker down or reach out.

This goes beyond preparing to evacuate in the event of a fire. You need to have an emergency response plan in place to prepare you for both internal and external emergencies.



heart attack



structure collapse



robbery



car crashing
into the building



extreme
weather

You never know when you might need it

Emergency situations often occur with little or no warning.

An emergency response plan provides a step-by-step, clear-headed response in times of potential fear and panic. It puts you in control of a situation that might otherwise quickly spiral out of control.

Having a plan, and following it, can save lives, prevent or reduce injuries, and protect property and business operations. It is an important tool for keeping workers and others at the work site safe.

It's the law

The workplace must be a healthy and safe environment for all workers and others at the work site all the time, even during an emergency. That's why **Alberta's occupational health and safety laws require all workplaces to have an emergency response plan.**



An employer must establish an emergency response plan for responding to an emergency that may require rescue or evacuation.

Occupational Health and Safety Code, Part 7, Section 115(1)

Workers who may be affected by the plan must be involved in its development and implementation. With first-hand, day-to-day experience, workers often have a good sense of what might work and what might not during an emergency.



An employer must involve affected workers in establishing the emergency response plan.

Occupational Health and Safety Code, Part 7, Section 115(2)

Your emergency response plan must be kept up to date. To be effective, it has to reflect your current environment and operations. Building renovations, an expansion of services, or even changes to your local surroundings (e.g. adjacent businesses, road construction/traffic patterns) could trigger the need to adjust your plan.



An employer must ensure that an emergency response plan is current.

Occupational Health and Safety Code, Part 7, Section 115(3)

How to develop an emergency response plan

This tool kit outlines a step-by-step approach to developing and implementing an emergency response plan for your organization. It takes you through each part of the emergency response plan template. Additional templates are also provided to support you throughout.

These are the basic steps:

Get organized

- 1 Figure out who needs to be involved in the planning

Plan development

- 2 Identify all possible emergencies
- 3 Figure out what emergency equipment and facilities you have or will need
- 4 Document your emergency communication requirements
- 5 Determine rescue and evacuation procedures
- 6 Figure out response procedures for each emergency situation
- 7 Assign specific tasks to individual emergency response team members

Plan implementation

- 8 Train the emergency response team
- 9 Communicate emergency response plan and procedures to all workers
- 10 Practise drills
- 11 Update your plan and repeat

The information you gather while completing **steps 2 through 5** will likely remain the same from one emergency to the next. This information could make up the front end material of an emergency response plan binder and be updated as required. The detailed procedures you record in **step 6** for each emergency situation could follow —listed alphabetically for easy reference.

Adjust your approach as needed for your workplace. Just make sure your emergency response plan addresses all of the required elements.



An emergency response plan must include the following:

- (a) the identification of potential emergencies;
- (b) procedures for dealing with the identified emergencies;
- (c) the identification of, location of and operational procedures for emergency equipment;
- (d) the emergency response training requirements;
- (e) the location and use of emergency facilities;
- (f) the fire protection requirements;
- (g) the alarm and emergency communication requirements;
- (h) the first aid services required;
- (i) procedures for rescue and evacuation;
- (j) the designated rescue and evacuation workers.

Occupational Health and Safety Code, Part 7, Section 116

Only a custom plan will do

Your plan must reflect your specific situation.



location



building structure



layout/floor plan



type of operation



other

Even within the same organization, **there is no one-size-fits-all formula to emergency response planning.** Different kinds of emergencies require different responses and therefore, different plans.



evacuate



lockdown



shelter-in-place

STEP 1: Figure out who needs to be involved in the planning

STEP

1

Identify and invite individuals to be involved in developing the plan. A good mix of people will provide a broad range of perspectives and insight.



Managers and supervisors have the authority to assign any necessary resources (i.e. time and money) to the project. Management also has high-level knowledge of the organization, insight into individual worker skill sets, and expertise related to the industry at large.



Alberta law requires **affected workers** to be involved in the development of emergency response plans. Engaging workers supports their right to participate in health and safety decision making. It supports and strengthens an organization's health and safety culture. Workers can offer real-world insight into how things go on a day-to-day basis. They can expose potential gaps and help recommend practical solutions. Include workers representing various departments and, if applicable, different shifts.



If your work site is required to have a **joint work site health and safety committee (HSC)** or **health and safety representative (HS representative)**, they're a natural project lead. Their knowledge of the organization's health and safety program, existing resources, current control measures, and historical performance records makes them a valuable resource. Consulting them is required under the *Occupational Health and Safety Act*.

Generally speaking, employers with 20 or more workers are required to establish an HSC. Those with 5 to 19 workers are required to have an HS representative.

For more information on which employers need an HSC or an HS representative, see the related additional resources on p. 41.



If your organization has a **property management** company, engage them in the development of your emergency response plan. They likely have extensive knowledge about the building and related infrastructure, and can answer technical questions that others on site may not know.



Local first responder departments such as **fire, police and emergency medical services** may have information resources that could help in the development of your plan. Consider working with them, and with your **local municipality**.

Planning team list

Management

| | |
|------------|----------|
| Department | Name |
| | Position |

Health & safety committee members or representative

| | |
|------|----------|
| Name | Position |
|------|----------|

Workers

| | | |
|------|----------|-------|
| Name | Position | Shift |
|------|----------|-------|

Property management company

| | |
|--------------|-------|
| Contact name | Phone |
|--------------|-------|

Fire | Police | EMS

| | |
|------|-------|
| Name | Phone |
| Name | Phone |
| Name | Phone |

Municipality

| | |
|------------|-------|
| Department | Name |
| | Phone |

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STEP 2: Identify all possible emergencies

STEP

1

In the hospitality sector, emergencies can generally be grouped into **four main categories**. Consider all four as you make your list of possible emergency situations. What follows are examples of the types of emergency situations that fit under each of the four categories:

2

Site/location-based emergencies



structural failures



mechanical failure
(elevator/escalator)



gas leak/
shut-off



carbon monoxide



fire



power outage



crash
(plane, train, vehicle)



explosion



sewer backup



water main break/
leak/shut-off



wildlife



other

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11

Biological/chemical/medical emergencies



heart attack and
stroke



slips, trips and falls



mental health



bio-hazard cleanup



finding a body



chemical exposure



drug exposure



infectious disease/
pandemic



drowning



other

Workplace violence



bomb threat



suspicious package



robbery



domestic violence



aggressive behaviour/
physical assault



active shooter



sexual assault



gang violence



riot



kidnapping



other

Extreme weather/natural disasters



tornado



wind storm



snow or ice storm



hail storm



wild fire



flood



earthquake



landslide/
avalanche



other

This is the “What if? — worst-case scenario” stage of emergency response planning. You’re not looking for the answers yet.

STEP 2: Identify all possible emergencies

What kind of emergencies could you be dealing with?

Draw from what you already know

Your hazard assessments



Demographics of workers and the public



Industry-specific resources in Alberta



Consider your surroundings (external influences)

What's around you



intersection



railway



airport



river



forest



utility corridor

Who your neighbours are



bank



liquor store



concert venue



wildlife

Think about what you're made of

Age and composition of structure



wood



concrete



glass

Services you provide



gaming terminals



restaurant



pool



lounge

Customer profile



leisure



business

Consider factors specific to your operations. The ideas provided above are intended as examples only.

Make a thorough list of all types of emergency situations that could affect your workers and others at the work site, and your business operations. Remember: planning for an emergency is about expecting the unexpected — not the unlikely. Keep it real. Consider everything that could realistically threaten your place of business and the well-being of your workers and others at the work site.

Your emergency response plan must address every situation you identify on your list, but it may not be realistic to address them all equally, right away. Put the situations that are most likely to occur and have the greatest risk of harm at the top of your list and prioritize those as you develop your plan. You must still make sure you have interim resources and procedures in place for any situations that need to wait for more permanent measures.

If you are working with a corporate emergency response plan developed for multiple sites, make sure the hazards listed are relevant to your specific work environment.

Emergency response plan (sample)

| | |
|--|---|
| Company ABC Hotel and Restaurant | |
| Address 123 Lakeshore Rd, Red Deer, AB | |
| Completed by (your name) Ron Sampson | |
| Date (today's date) September 20, 2020 | |
| Potential emergencies (e.g. power outage, flood, fire, robbery, pandemic) Refer to your hazard assessment to determine which hazards could require rescue or evacuation | <ul style="list-style-type: none"> - Robbery - Power outage - Kitchen fire - Gas leak - Water main break causing flooding - Vehicle crashes into building - Tornado - Tsunami - Pandemic |

STEP 3: Figure out what emergency equipment and facilities you have or will need

STEP

Your emergency response resources should reflect the emergencies identified in your plan.



An employer must provide workers designated under section 117 with personal protective clothing and equipment appropriate to the work site and the potential emergencies identified in the emergency response plan.

Occupational Health and Safety Code, Part 7, Section 118(1)

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Make sure you know:

- what you already have on site (these controls should be identified in your hazard assessment)
- what you'll need to acquire
- how the equipment works
- where everything is, or will be stored.

Think through your needs carefully. Resources that work in one situation may not be the best choice in another. Your plan may need to present options.



alarm



bullhorn



cell phone



two-way radio

8

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11

You may have access to more resources than you think.



Is your neighbour's parkade the sheltered **muster point** you might need? You should identify a secondary muster point to use if needed.



Can you arrange **emergency evacuation** with the local public transit authority or school bus company?

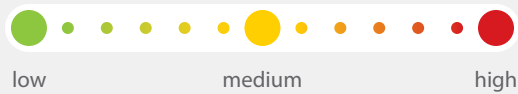
STEP 3: Figure out what emergency equipment and facilities you have or will need

Your first aid requirements

Every Alberta workplace requires a first aid plan. Your emergency response plan must reference your required first aid services. Your first aid requirements are specific to your organization.

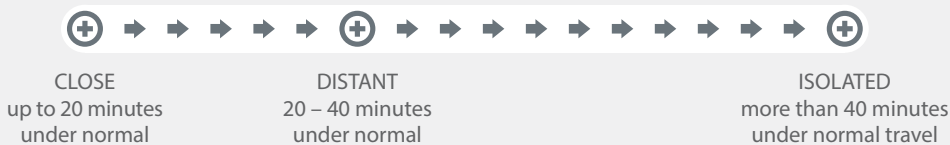
To calculate the number of first aiders, the level of first aid training and the equipment and supplies required at your work site, consider the following three things:

1 The hazard level of the work performed at the workplace



2 The number of workers per shift

3 The distance of the work site to the nearest recognized health care facility



Refer to the Occupational Health and Safety Code, Section 11 and Schedule 2 to see where your workplace fits. On the next page is an excerpt from Schedule 2 showing medium level hazard work sites for reference purposes. **Most hospitality work environments will fall under the medium hazard work category.**

First aid requirements for medium hazard work

The table below includes the first aid requirements for medium hazard work only. Refer to Schedule 2, tables 5 and 7 of the Occupational Health and Safety Code for information on first aid requirements for low and high hazard work.

| Number of workers at work site per shift | Close work site (up to 20 minutes) | Distant work site (20 – 40 minutes) | Isolated work site (more than 40 minutes) |
|--|--|--|--|
| 1 | <ul style="list-style-type: none"> Type P First Aid Kit | <ul style="list-style-type: none"> Type P First Aid Kit | <ul style="list-style-type: none"> Type P First Aid Kit |
| 2 – 9 | <ul style="list-style-type: none"> 1 Emergency First Aider No. 1 First Aid Kit | <ul style="list-style-type: none"> 1 Standard First Aider No. 2 First Aid Kit 3 blankets | <ul style="list-style-type: none"> 1 Standard First Aider No. 2 First Aid Kit 3 blankets |
| 10 – 19 | <ul style="list-style-type: none"> 1 Emergency First Aider 1 Standard First Aider No. 2 First Aid Kit | <ul style="list-style-type: none"> 1 Emergency First Aider 1 Standard First Aider No. 2 First Aid Kit 3 blankets | <ul style="list-style-type: none"> 2 Standard First Aiders No. 2 First Aid Kit 3 blankets |
| 20 – 49 | <ul style="list-style-type: none"> 1 Emergency First Aider 1 Standard First Aider No. 2 First Aid Kit | <ul style="list-style-type: none"> 1 Emergency First Aider 1 Standard First Aider No. 2 First Aid Kit 3 blankets | <ul style="list-style-type: none"> 2 Standard First Aiders No. 2 First Aid Kit 3 blankets |
| 50 – 99 | <ul style="list-style-type: none"> 2 Emergency First Aiders 1 Standard First Aider No. 3 First Aid Kit | <ul style="list-style-type: none"> 2 Emergency First Aiders 1 Standard First Aider No. 3 First Aid Kit 3 blankets | <ul style="list-style-type: none"> 3 Standard First Aiders No. 3 First Aid Kit 3 blankets |
| 100 – 199 | <ul style="list-style-type: none"> 2 Emergency First Aiders 2 Standard First Aiders No. 3 First Aid Kit Designated area for first aid services | <ul style="list-style-type: none"> 2 Emergency First Aiders 2 Standard First Aiders No. 3 First Aid Kit 3 blankets, stretcher, splints Designated area for first aid services | <ul style="list-style-type: none"> 3 Standard First Aiders 1 Advanced First Aider No. 3 First Aid Kit 3 blankets, stretcher, splints Designated area for first aid services |
| 200 or more | <ul style="list-style-type: none"> 2 Emergency First Aiders 2 Standard First Aiders 1 Nurse or 1 ACP <p>Plus</p> <ul style="list-style-type: none"> 1 Standard First Aider for each additional increment of 1 to 100 workers First Aid Room | <ul style="list-style-type: none"> 2 Emergency First Aiders 2 Standard First Aiders 1 Nurse or 1 ACP <p>Plus</p> <ul style="list-style-type: none"> 1 Standard First Aider for each additional increment of 1 to 100 workers First Aid Room | <ul style="list-style-type: none"> 4 Standard First Aiders 1 Nurse or 1 ACP <p>Plus</p> <ul style="list-style-type: none"> 1 Standard First Aider for each additional increment of 1 to 100 workers First Aid Room |

Note: Number of first aiders indicated is for a shift at all times.

STEP 3: Figure out what emergency equipment and facilities you have or will need

Emergency response plan (sample)

List and location of emergency equipment and facilities:

| | | | |
|---|--|---|--|
| Emergency equipment including fire protection requirements (e.g. alarms, fire extinguishers, hoses, fire doors) | Equipment | Location | Operating procedures |
| | - Automatic defibrillator | - Behind the front desk | - Follow written instructions on the case and voice prompts from the device |
| | - First aid kit | - At the front desk | - Access as needed. Complete all required paperwork |
| | - Fire alarm pull station | - Next to stairwell doors on each floor | - Pull lever down to activate |
| | - Fire extinguisher | - Mid-point - all hallways | - Detach from wall bracket, pull pin on extinguisher, aim at base of fire, squeeze trigger, sweep the nozzle from side to side at the base of the flames |
| | - Panic button | - Front desk - underside left | - Press button to activate |
| - Security cameras | - Monitored in manager's office | - 3-week data storage | |
| First aid (e.g. first aid kit – type and location; blankets, first aiders/shift, transportation) | First aid kit | | Location |
| | Number 1 First aid kit | | At the front desk |
| | First aid supplies | | Location |
| | - Blankets - Automatic External Defibrillator - Eye wash station | | - Back linen supply room - Laundry room or kitchen |
| | First Aiders | | |
| Morning shift Annie R and Julie B | Afternoon shift Harper W and Daniel S | Night shift Sean M and Gene O | |
| Transportation plan | | | |
| Call 9-1-1 for ambulance | | | |
| List and location of emergency facilities (e.g. fire station, hospital, police) | Facility name | | Address/distance |
| | City Hospital | | 101 Hospital Ave - 2 km |
| | Fire Station #3 | | 422 Grand Blvd - 4.5 km |
| | Police | | 10 Centre Ave - 5 km |

Return to this section to update your equipment and facilities requirements as you work your way through the various emergency response situations.

STEP 4: Document your emergency communication requirements

An emergency communication system is a required part of every emergency response plan. This can include anything from cell phones and a two-way radio system to a single- or multi-stage alarm system, to a designated media spokesperson.



Unvetted or unapproved social media posts can create unnecessary panic on the outside during an emergency. It can also interfere with an effective police response. Your plan should identify who is authorized to communicate publically during the emergency. Workers should not post to social media during an emergency.

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Emergency response plan (sample)

| | |
|---|---|
| Alarm and emergency communication requirements | <p>In the event your alarm goes off, call 9-1-1 even if your alarm system has a direct connection with the fire department.</p> <ul style="list-style-type: none">- Audible signal is intermittent beeps- Visible signal is flashing emergency lighting throughout the building- Automatic vocal instructions to evacuate <p>Notification of lockdown/shelter in place</p> <ul style="list-style-type: none">- When a lockdown is initiated (by security or local police), a pre-recorded message will be sent to all company phones, cell phones and computers. All corporate devices will receive an email and/or text message.- The message will also be communicated and repeated over the public address (PA) system.- When the situation is under control, security will send out an "all clear" message followed by a PA announcement. |
|---|---|

Triggering the wrong alarm in an emergency situation can add stress to an emergency. It can introduce a hazard. **The type of alarm should match the nature of the emergency.**



silent alarm for a robbery



code words for a shelter-in-place situation



facility-wide alarm for evacuation event

STEP 4: Document your emergency communication requirements

Include communication protocols

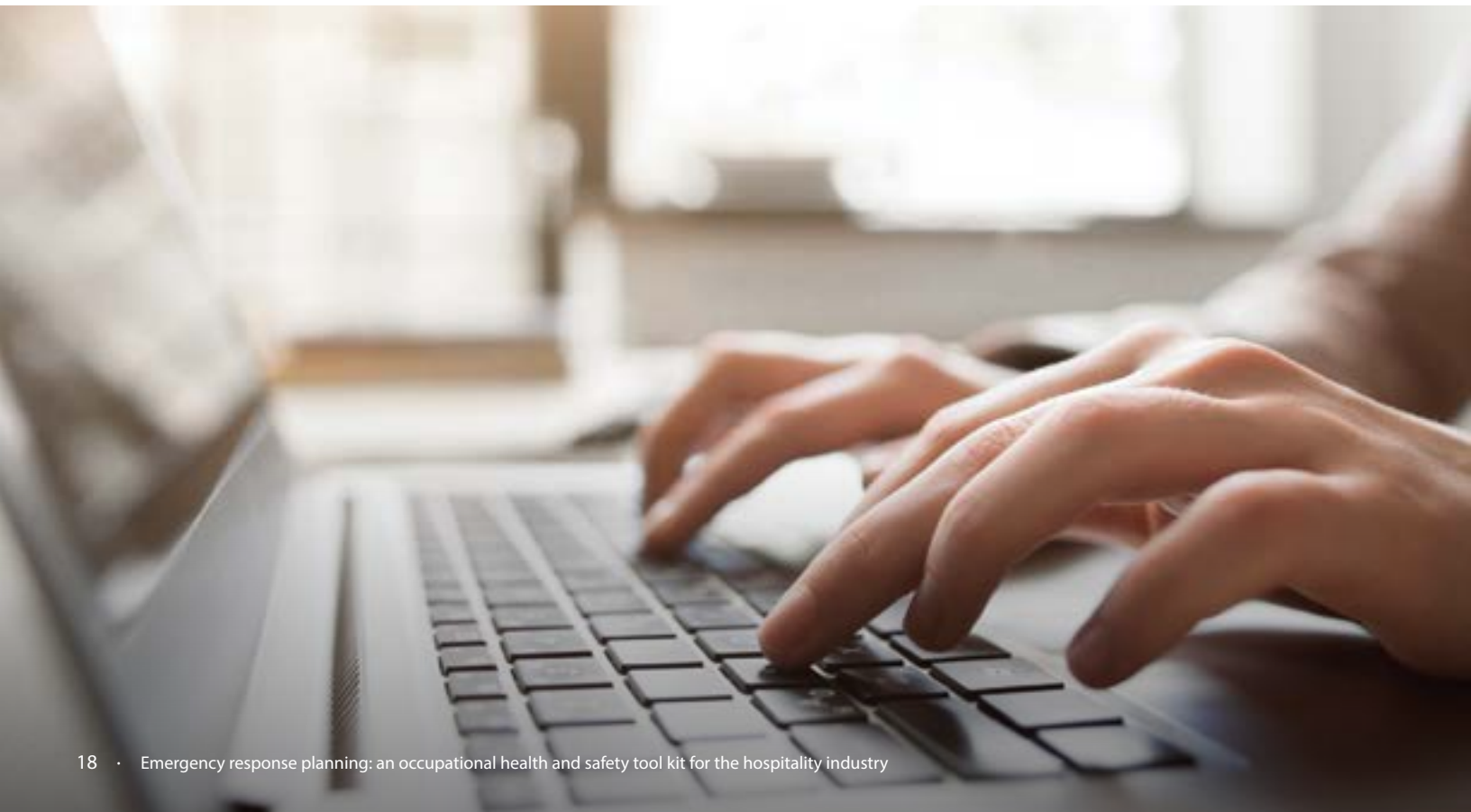
There may be people both internally and externally who need to know what's going on in the event of an emergency. Make sure your plan includes information about who needs to be contacted when, and how to reach them.



Know how to reach out:

- contact HR/manager for worker emergency contact information
- update media/social media (authorized spokesperson)
- protect personal information (follow requirements of the *Personal Information Protection Act* – develop and follow policy and practices on how to handle personal information).

It's a good idea to keep an emergency contact list with your emergency response plan. See sample template on the following page.



Emergency contact list (template)

| | |
|-----------------|----------------|
| Company address | Business phone |
| Prepared by | |

Emergency response contacts

| | |
|--|----------------|
| Police | 9-1-1 |
| Police (non-emergency) | |
| Emergency Medical Services (Ambulance) | 9-1-1 |
| Fire | 9-1-1 |
| Poison control | 1-800-332-1414 |

Company contacts

| | |
|-------------------------------|--|
| Owner/General manager | |
| Manager | |
| Health and Safety coordinator | |
| Maintenance | |
| Security | |
| Public relations (designated) | |
| Other | |

Alberta Government contacts

| | |
|-----------------------------------|--|
| Occupational Health and Safety | 1-866-415-8690 (toll free) 780-415-8690 (in Edmonton) |
| Workers' Compensation Board (WCB) | 1-866-922-9221 (toll free) |
| Alberta Environment | |
| Other | |

Other contacts

| | |
|-------------------|--|
| Power company | |
| Gas company | |
| Telephone company | |
| Insurance company | |
| | |
| | |

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STEP 5: Determine rescue and evacuation procedures

STEP

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Your plan must include rescue and evacuation procedures and a record of workers trained in those procedures. The procedures you identify here will apply to any emergency requiring rescue or evacuation. If specific emergency situations require a different response, make sure you document those specific procedures in the appropriate section of the emergency response plan.

2

Emergency response plan (sample)

3

Rescue and evacuation procedures

Procedures

- Call 9-1-1 for police or fire department if workers or others require rescue.
- Emergency wardens must put on their emergency vest and hard hat and gather their clipboard with pen and paper, first aid kit, portable radio and whistle.
- Emergency wardens will remain calm, take control and direct workers and others to the predetermined exit routes.
- All workers and others will evacuate and meet at muster point in the northeast corner of the parking lot across the street. Freezing weather - muster point is inside the entrance to the main level of the underground parkade next door.

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STEP 6: Figure out response procedures for each emergency situation

This is where you write down what workers are expected to do in response to each of the possible emergency situations you have identified. This section could be anywhere from a few lines to several pages long for each emergency situation, depending on the nature of the emergency and your operations.

Be specific

You are providing direction here. The clearer your procedures are, the easier they will be to follow.

Be systematic

Your emergency response will require specific tasks to be completed in a timely manner during the emergency. Think things through carefully from start to finish for each emergency situation.

Keep it practical

Make sure what you're planning will actually work in the event of an emergency. Details can be important.



Will the **time of day** — or year — impact the plan? (e.g. night audit/staffing)



A **muster point** in the outside parking lot won't work on an icy winter day when workers and others will need shelter.



If your place of business is open 24/7 (e.g. a hotel), **can the exterior doors actually be locked?**

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Do you need to...?

- call 9-1-1
- sound alarm
- determine the need to evacuate, lockdown or shelter-in-place
- shut down equipment (e.g. in kitchen, generators, elevators)
- meet and brief first responders when they arrive; provide keys and rooming lists
- confirm all workers and others are safe and accounted for
- address emergency contact requirements.

STEP 6: Figure out response procedures for each emergency situation

Emergency response plan (sample)

| Emergency response procedures (Detailed procedures to be followed for each identified emergency) | Emergency situation | Procedures |
|---|---------------------|--|
| | - Kitchen fire | - Shut off gas |
| | - Power outage | - Start backup generator |
| | - Robbery | - Trigger panic button (silent alarm) - Cooperate with the robber's demands - If possible, seek shelter in a secure (locked) location (i.e. manager's office) - Call 9-1-1 when safe to do so |

Your emergency response procedures should cover off everything that needs to happen from the beginning of the emergency through to the end.

After the emergency...

After an emergency situation is over, there are still certain things that management will need to take care of. Keep the following information handy as part of the frontend materials in your emergency response plan binder. Consider the following:



- If the emergency was traumatic in any way, workers may benefit from crisis counselling.
Note: An employer must ensure that a worker reporting an injury or adverse symptoms resulting from an incident of violence or harassment is advised to consult a health professional (of the worker's choice) for treatment or referral.



- Consider providing access to spiritual care (e.g. counsel or cleansing).
- Have pre-sourced, pre-approved service providers in place to deal with any biohazard issues or other clean-up and restoration work that may be required.



- Remember to contact your insurance agency.
- Report to Occupational Health and Safety as required.
- Notify other government departments, agencies, authorities (e.g. Alberta Environment; Alberta Gaming, Liquor and Cannabis Commission; and/or the Workers' Compensation Board) as required.



If the emergency will trigger a formal investigation (i.e. Occupational Health and Safety or criminal), it is important that no one disturbs the scene. Management should set up a barrier to preserve the scene as it was found.

Reporting to Occupational Health and Safety (OHS)

According to the Act employers are required to report specific incidents to Occupational Health and Safety.

Serious injury or incident reporting is required for:

- an injury or incident that results in the death of a worker
- an injury or incident that results in a worker being admitted to a hospital (excludes a worker being assessed in an emergency room or urgent care centre without being admitted)
- an unplanned or uncontrolled explosion, fire or flood that causes a serious injury or that has the potential of causing a serious injury
- the collapse or upset of a crane, derrick or hoist
- the collapse or failure of any component of a building or structure necessary for the structural integrity of the building or structure
- any injury or incident or a class of injuries or incidents specific in the regulations.



Call the Alberta Government OHS Contact Centre at
1-866-415-8690 (toll-free in Alberta) | 780-415-8690 (in Edmonton)

Potentially serious incident reporting:

Employers are also required to report potentially serious incidents. A potentially serious incident is any event where a reasonable and informed person would determine that under slightly different circumstances, there would be a high likelihood for a serious injury to a person.

A potentially serious incident is not limited to workers and does not require the occurrence of an injury.

When determining whether an incident is a potentially serious incident, the following factors should be taken into consideration:

- actual circumstances of the incident (e.g. person, place, time, work practices being followed)
- hazards present at the time of the incident
- appropriate controls in place at the time of the incident
- slightly different circumstances (timing, distance, body position, etc.) that may have resulted in a serious injury
- similar incidents that have occurred within your operations in the past two years that resulted in a serious injury



Report potentially serious incidents through the OHS Online Incident Reporting portal at
oir.labour.alberta.ca

For more information on incident reporting to OHS, see the related additional resources on p. 41.

Notification to OHS is separate from any notice you are required to give to the Workers' Compensation Board or other local authorities like the police.

STEP 7: Assign specific tasks to individual emergency response team members

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Assign individual workers to each task.



An employer must designate the workers who will provide rescue services and supervise evacuation procedures in an emergency.

Occupational Health and Safety Code, Part 7, Section 117(1)



Where possible, **assign different tasks to different people** and cross train as needed. The plan needs to be flexible enough to account for varying levels of staffing. One person cannot realistically be responsible for every task.



Make sure the **individuals** you designate to lead the response **are willing, capable, and will be trained** to do the task competently.



Assign **designated emergency response workers for every shift**. Ideally, backup workers who have been trained in a specific role will be available to respond in the event they are needed. However, organizations that have limited staff during particular shifts may assign multiple roles to an individual worker.

Workers must not undertake tasks or assignments that they are either unable or not prepared to do in a healthy and safe manner. Even in an emergency situation, a worker has the right to refuse dangerous work.



... a worker may refuse to work or to do particular work at a work site if the worker believes on reasonable grounds that there is a dangerous condition at the work site or that the work constitutes a danger to the worker's health and safety or to the health and safety of another worker or another person.

Occupational Health and Safety Act, Section 31(1)



A waiter who does not have training in extinguishing grease fires cannot be expected to fight a kitchen fire.



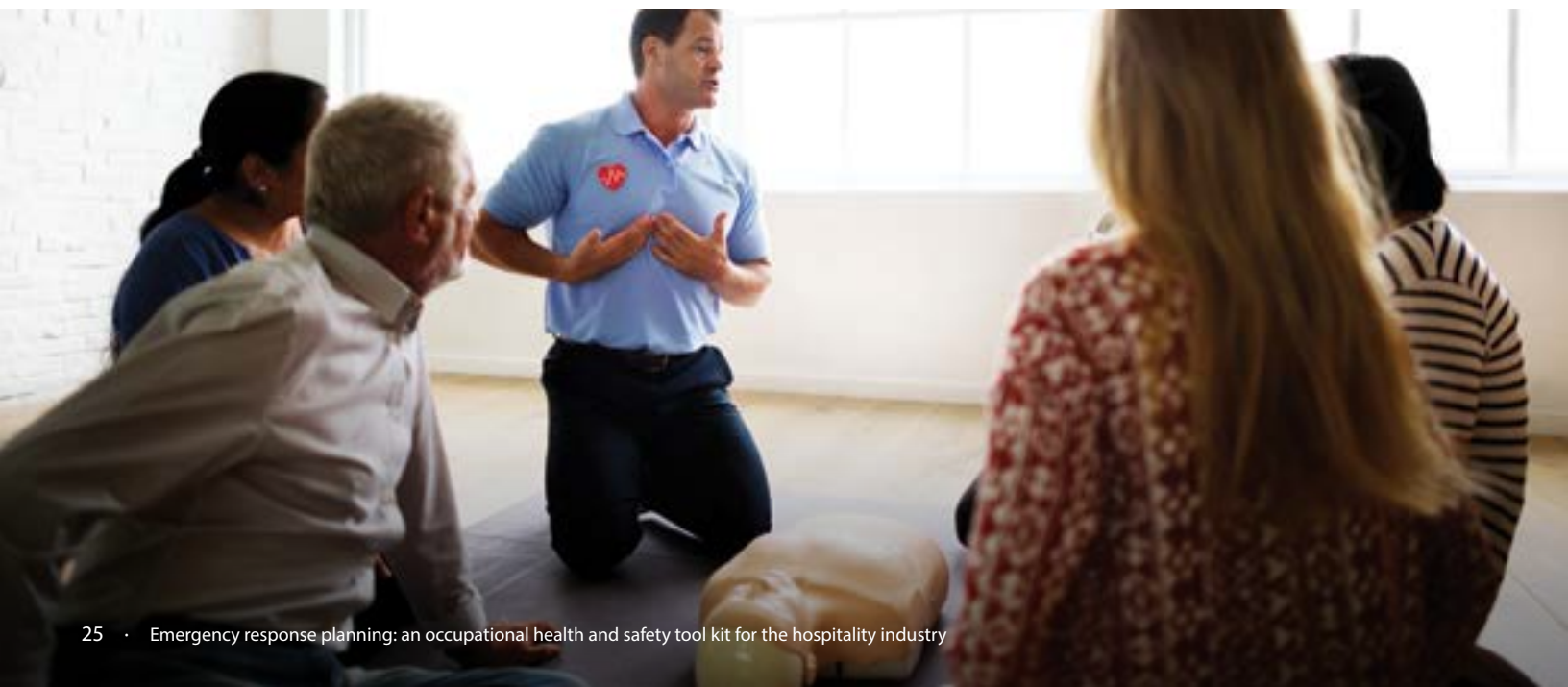
Without proper training a housekeeper cannot be expected to clean up blood and body fluids.

Emergency response plan (sample)

| Emergency response training and requirements (list the positions or names of workers trained to use each type of emergency equipment and those trained in rescue and evacuation procedures) | Name or position | | | Training received | Frequency |
|--|------------------|----------------|---------------|--------------------|-------------------------------|
| | AM shift | PM shift | Night shift | | |
| | Front desk | Front desk | Night auditor | Fire extinguisher | Annual refresh |
| | General manager | Floor manager | Night auditor | Standard First Aid | Every 3 years with annual CPR |
| | Maintenance | Room attendant | Night auditor | Emergency Warden | Annual refresh |

You will need to update this part of the plan every time there are changes to related staffing and worker training.

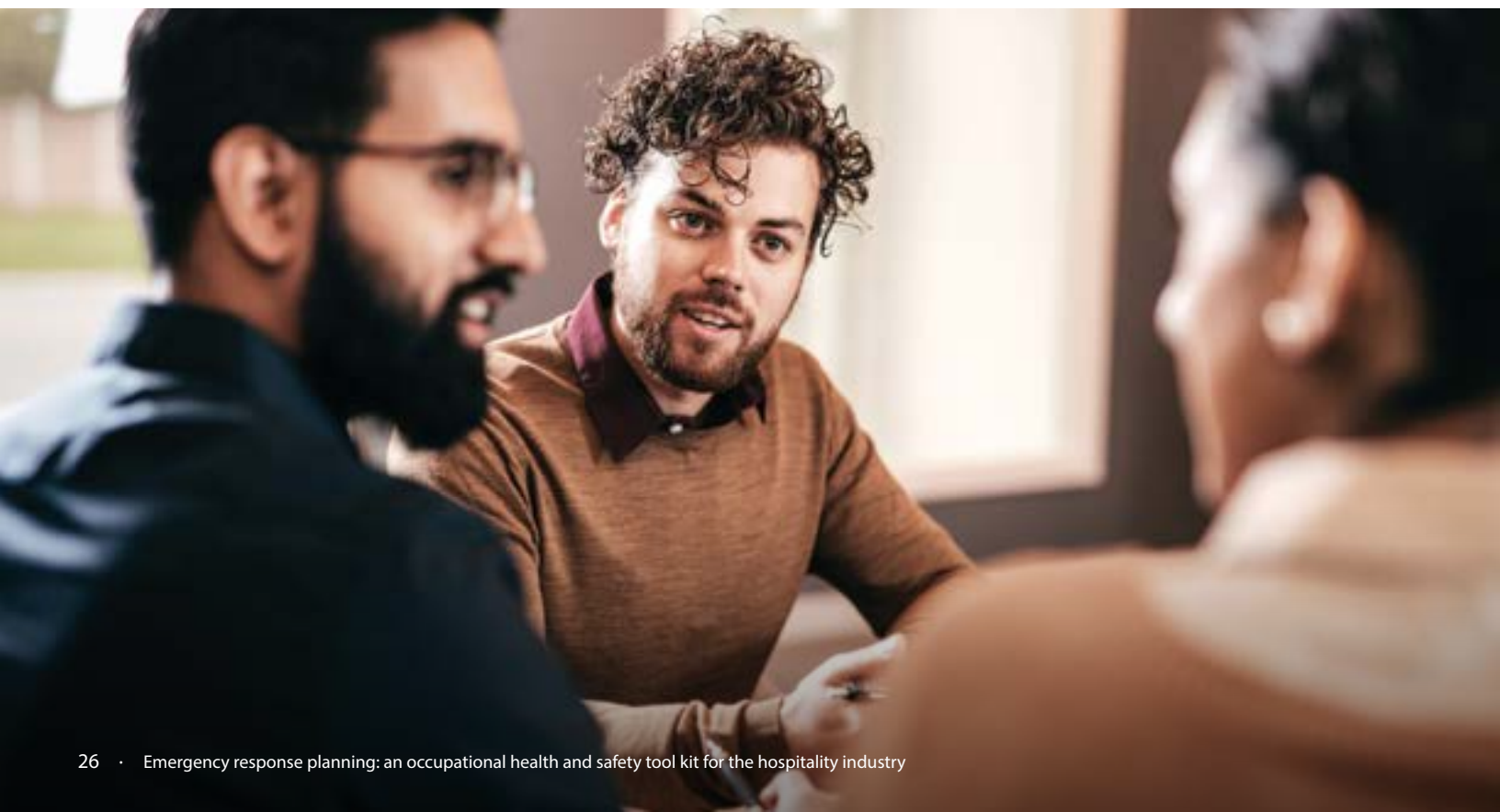
A copy of the full sample emergency response plan is included on the next four pages, followed by a blank template for your convenience.



Emergency response plan (sample)

Emergency response plan

| | |
|---|---|
| Company | ABC Hotel and Restaurant |
| Address | 123 Lakeshore Rd, Red Deer, AB |
| Completed by (your name) | Ron Sampson |
| Date (today's date) | September 20, 2020 |
| Potential emergencies (e.g. power outage, flood, fire, robbery, pandemic) Refer to your hazard assessment to determine which hazards could require rescue or evacuation | <ol style="list-style-type: none">1. Robbery2. Power outage3. Kitchen fire4. Gas leak5. Water main break causing flooding6. Vehicle crashes into building7. Tornado8. Pandemic |



List and location of emergency equipment and facilities:

| | | | |
|---|--|--|--|
| Emergency equipment including fire protection requirements (e.g. alarms, fire extinguishers, hoses, fire doors) | Equipment | Location | Operating procedures |
| | - Automatic defibrillator | - Behind the front desk | - Follow written instructions on the case and voice prompts from the device |
| | - First aid kit | - At the front desk | - Access as needed. Complete all required paperwork |
| | - Fire alarm pull station | - Next to stairwell doors on each floor | - Pull lever down to activate |
| | - Fire extinguisher | - Mid-point - all hallways | - Detach from wall bracket, pull pin on extinguisher, aim at base of fire, squeeze trigger, sweep the nozzle from side to side at the base of the flames |
| | - Panic button | - Front desk - underside left | - Press button to activate |
| | - Security cameras | - Monitored in manager's office | - 3-week data storage |
| First aid (e.g. first aid kit – type and location; blankets, first aiders/shift, transportation) | First aid kit Number 1 First aid kit | | Location At the front desk |
| | First aid supplies - Blankets - Automatic External Defibrillator - Eye wash station | | Location - Back linen supply room - Laundry room or kitchen |
| | First Aiders | | |
| | Morning shift Annie R and Julie B | Afternoon shift Harper W and Daniel S | Night shift Sean M and Gene O |
| | Transportation plan Call 9-1-1 for ambulance | | |
| List and location of emergency facilities (e.g. fire station, hospital, police) | Facility name | | Address/distance |
| | City Hospital | | 101 Hospital Ave - 2 km |
| | Fire Station #3 | | 422 Grand Blvd - 4.5 km |
| | Police | | 10 Centre Ave - 5 km |

Emergency response plan (sample)

| | |
|---|---|
| <p>Alarm and emergency communication requirements</p> | <p>In the event your alarm goes off, call 9-1-1 even if your alarm system has a direct connection with the fire department.</p> <ul style="list-style-type: none"> - Audible signal is intermittent beeps - Visible signal is flashing emergency lighting throughout the building - Automatic vocal instructions to evacuate <p>Notification of lockdown/shelter in place</p> <ul style="list-style-type: none"> - When a lockdown is initiated (by security or local police), a pre-recorded message will be sent to all company phones, cell phones and computers. All corporate devices will receive an email and/or text message. - The message will also be communicated and repeated over the public address (PA) system. - When the situation is under control, security will send out an "all clear" message followed by a PA announcement. |
| <p>Rescue and evacuation procedures</p> | <p>Procedures</p> <ul style="list-style-type: none"> - Call 9-1-1 for police or fire department if workers or others require rescue. - Emergency wardens must put on their emergency vest and hard hat and gather their clipboard with pen and paper, first aid kit, portable radio and whistle. - Emergency wardens will remain calm, take control and direct workers and others to the predetermined exit routes. - All workers and others will evacuate and meet at muster point in the northeast corner of the parking lot across the street. Freezing weather - muster point is inside the entrance to the main level of the underground parkade next door. |

| | | | | | |
|--|---------------------|---------------|--------------------------|--|-----------|
| Emergency response procedures (Detailed procedures to be followed for each identified emergency) | Emergency situation | | Procedures | | |
| | - Kitchen fire | | - Shut off gas | | |
| | Emergency situation | | Procedures | | |
| | - Power outage | | - Start backup generator | | |
| Emergency response training and requirements (list the positions or names of workers trained to use each type of emergency equipment and those trained in rescue and evacuation procedures) | Emergency situation | | | Procedures | |
| | - Robbery | | | - Trigger panic button (silent alarm) - Cooperate with the robber's demands - If possible, seek shelter in a secure (locked) location (i.e. manager's office) - Call 9-1-1 when safe to do so | |
| | Position or name | | | Training received | Frequency |
| | AM shift | PM shift | Night shift | | |
| Front desk | Front desk | Night auditor | Fire extinguisher | Annual refresh | |
| General manager | Floor manager | Night auditor | Standard First Aid | Every 3 years with annual CPR | |
| Maintenance | Room attendant | Night auditor | Emergency Warden | Annual refresh | |

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Emergency response plan (template)

Emergency response plan

| | |
|---|--|
| Company | |
| Address | |
| Completed by (your name) | |
| Date (today's date) | |
| Potential emergencies (e.g. power outage, flood, fire, robbery, pandemic) | |
| Refer to your hazard assessment to determine which hazards could require rescue or evacuation | |

List and location of emergency equipment and facilities:

| Emergency equipment including fire protection requirements (e.g. alarms, fire extinguishers, hoses, fire doors) | Equipment | Location | Operating procedures |
|--|---------------------|------------------|----------------------|
| | | | |
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| | | | |
| First aid (e.g. first aid kit – type and location; blankets, first aiders/shift, transportation) | First aid kit | Location | |
| | First aid supplies | Location | |
| | First Aiders | | |
| | Morning shift | Afternoon shift | Night shift |
| | Transportation plan | | |
| List and location of emergency facilities (e.g. fire station, hospital, police) | Facility name | Address/distance | |
| | | | |
| | | | |

| | | | | | |
|--|---------------------|----------|-------------------|--|-----------|
| Alarm and emergency communication requirements | | | | | |
| Rescue and evacuation procedures | Procedures | | | | |
| Emergency response procedures (Detailed procedures to be followed for each identified emergency) | Emergency situation | | Procedures | | |
| Emergency response training and requirements (list the positions or names of workers trained to use each type of emergency equipment and those trained in rescue and evacuation procedures) | Position or name | | Training received | | Frequency |
| | AM shift | PM shift | Night shift | | |
| | | | | | |
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| | | | | | |

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STEP 8: Train the emergency response team

STEP

The individuals identified in your emergency response plan will need to be trained in their roles.



An employer must ensure that designated rescue and emergency workers are trained in emergency response appropriate to the work site and the potential emergencies identified in the emergency response plan.

Occupational Health and Safety Code, Part 7, Section 117(2)

Training alone is not enough. Workers must be able to demonstrate the required knowledge and skills.



According to the *Occupational Health and Safety Act*, to “train” means to give information and explanation to a worker with respect to a particular subject-matter and to require a practical demonstration that the worker has acquired knowledge or skill related to the subject-matter.

The Alberta Fire Code also requires supervisory staff to be properly trained.



Supervisory staff shall be trained in the fire emergency procedures described in the fire safety plan before they are given any responsibility for fire safety.

Alberta Fire Code, Division B, Section 2.8.1.2

Figure out who needs what training.



Keep training relevant to the individual roles assigned. For example, the worker who will be responsible for shutting off the gas needs to know where the shutoff valve is located and how to use it. That worker probably doesn't need to be specially trained in crowd management or public relations.



Individuals designated to provide first aid services to workers at a work site must be trained by a training agency approved by Alberta Occupational Health and Safety. For a list of approved first aid training agencies visit ohs-pubstore.labour.alberta.ca/fa018.

Decide who will provide the training.

Proper training goes beyond asking workers to read through the emergency response plan. Affected workers must receive targeted training.

You may have access to in-house expertise, or you may want to consider contracting out.



in-house training



external consultants



video training (online)

Consider asking local emergency response organizations to share their expertise. They might be able to provide insight and/or feedback as you work to ensure an effective training program.



fire



police



EMS



local search and rescue

Training must be ongoing and frequently refreshed.

The hospitality industry experiences a high rate of worker turnover. Workers, the work environment and emergency response roles will change.



new staff



new neighbour



expanded operations

Even if everything remains unchanged in the workplace, worker training needs to remain current. Certifications can lapse and safety standards evolve.

Keep track of training provided.

Recording who receives what kind of training and when will make it easier to ensure workers have what it takes to be effective in an emergency situation.

Good training records can:



help identify if there are any gaps



signal when workers are due for refresher training



confirm expectations of worker competency

STEP 8: Train the emergency response team

Summary record of training for emergency response team (template)

| | | | | | | | | |
|---------------|--------------------------|-----------|-----------------------|------------------|-------------------|-------------------------|-------|------|
| Company | | | Completed date | | | | | |
| | | | Reviewed date | | | | | |
| Address | | | | | | | | |
| | Training completion date | | | | | | | Date |
| | Standard first aid | | Rescue and Evacuation | Emergency Warden | Fire Extinguisher | Emergency Response Plan | Other | |
| | Initial | Recertify | | | | | | |
| Worker's name | Initial | Recertify | Rescue and Evacuation | Emergency Warden | Fire Extinguisher | Emergency Response Plan | Other | Date |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
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STEP 9: Communicate emergency response plan and procedures to all workers



All health and safety information must be made readily available to workers and the joint work site health and safety committee or the health and safety representative, if there is one. **Any report, plan or developed procedures required under the *Occupational Health and Safety Act* must be in writing.** A paper or downloaded or stored electronic copy must be readily available for reference at the affected work site.



In addition to providing access to the written emergency response plan, **employers must ensure workers are adequately trained in all matters necessary to protect their health and safety.** This includes training workers in emergency response. Employers must consider including information about the emergency response plan and procedures during orientations, job-specific training and regular staff meetings. Always keep a record of training that workers have received.

Workers have the right to know about health and safety information in the workplace.



Among other things, **everyone needs to know** who has assigned responsibilities during an emergency and what those are.

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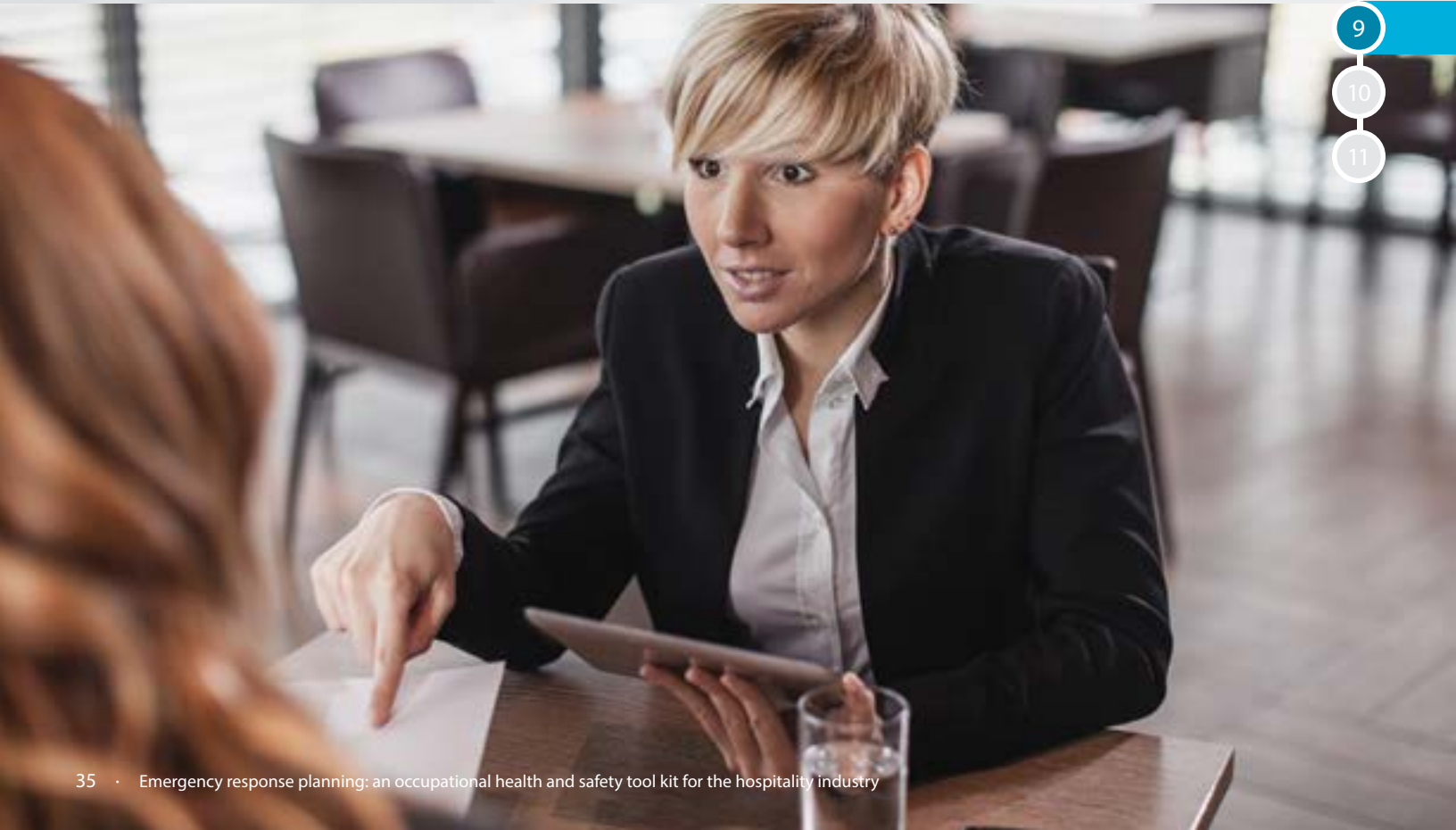
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STEP 10: Practise drills

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In an actual emergency there won't be time for everyone to read through your emergency response plan. Know what the plan is ahead of time, and practise the planned response(s) with drills.

Drills are important. They:

- reinforce emergency response training
- create an opportunity for workers to demonstrate competency
- prevent panic
- help to identify gaps in the emergency response plan
- help keep workers and others at the work site safe
- promote ongoing worker engagement.



The training ...must include exercises appropriate to the work site that simulate the potential emergencies identified in the emergency response plan. ...[Training exercises] must be repeated at the intervals required to ensure that the designated rescue and evacuation workers are competent to carry out their duties.

Occupational Health and Safety Code, Part 7, Section 117(3-4)

Practise for success

Drills are an integral part of your ongoing emergency response training program. Legislation dictates that fire drills be conducted at least once a year. Holding drills for other types of emergencies is equally important.



Fire drills...shall be held at intervals not greater than 12 months for the supervisory staff.

Alberta Fire Code, Division B 2.8.3.2

In the hospitality sector, where worker turnover is high and public exposure is an everyday reality, you may want to hold drills more frequently.



Communicating with the public

It's important to give the public a heads-up about any scheduled emergency response drills. It should be made clear that their participation is voluntary. You can communicate the information by:

- telling the public when they arrive/check in
- placing notices on front doors, elevators, under suite doors
- using PA system to inform workers/the public
- distributing the information with entry passes/bracelets, menus, room keys.

Choose the style of drills that work for you

A full-scale evacuation or operational shutdown isn't always practical. There are drill options for every size and structure of an organization.

Figure out what type of drills will be the most practical and effective for your operations:



Full-scale drills: involve many workers, active testing of the emergency response plan, complete shut down of operations and testing of alarms. May engage off-site expertise (e.g. fire, emergency medical services, police). Focus is on worker response.



Role play drills/mock emergency exercises: staging a realistic emergency situation and enacting each step of the emergency response plan. Can be a surprise drill or planned and performed with worker knowledge that it is a drill. (Avoid sparking panic by making it seem too real.) Focus is on worker response.



Table top drills: a boardroom style exercise involving as many workers as possible in a step-by-step evaluation of emergency response procedures. Does not set off any alarms or require an actual evacuation. Could be specific to one department. Can be effective for a department meeting. Focus is on problem solving rather than worker response.



Learning engagement exercises: meant as a quick review during stand-up meetings with workers. Can include discussion about possible emergency situations — what workers would do if... Spend time to discuss the situation and answer any questions. Focus is on raising awareness and problem solving.

Practise with purpose

Holding the same type of drill over and over again could prove ineffective. The point is to practise your emergency response procedures to build competence and confidence, not complacency.

Run different types of drills to train for different types of emergencies.

Document your drills

Keep records of what drills you have when, and what you learned from each exercise.

- How long did it take to get everyone to the muster point?
- What went well?
- What needs improvement?



Opportunities for improvement:

- Did you identify any gaps in your emergency response plan?
- Were there any areas where additional training would be helpful?
- How can you use what you learned to improve your emergency response plan?

STEP 10: Practise drills

Emergency response plan – Record of drill (template)

| | | |
|---|-------------|--|
| Leader conducting drill | | |
| Department | Drill date | |
| Type of drill (e.g. evacuation, table top, role play) | | |
| Participants | | |
| Evacuation time | | |
| Items done well | | |
| Items requiring improvement | | |
| Corrective actions | Assigned to | Target date |
| Scheduled date of next drill | | |
| Comments | | |
| Reviewed by | | Date |
| <hr/> <p style="text-align: center;">Name</p> | | <hr/> <p style="text-align: center;">Signature</p> |

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STEP 11: Update your plan and repeat

Make your drills count.



Communicate the results of each drill with all affected workers.



Use what you learned to update your plan.



Once updates to your emergency response plan are made, and any newly identified training requirements are met, you're ready to start planning your next drill.



Your emergency response plan must be kept up to date. To be effective, it needs to reflect your current environment and business operations. Changes to your service offerings, renovations to your building, changes in your neighbourhood (e.g. new business neighbours, road construction/traffic patterns), or even changes to Alberta's occupational health and safety legislation could make it necessary to adjust your plan.

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STEP 11: Update your plan and repeat

Emergency response plan checklist

Use the following checklist to help you decide whether or not your organization is prepared for an emergency.

| Checklist | YES | NO |
|--|-----|----|
| Is there a written emergency response plan for each work site aligning with the hazards at the site? | | |
| Does this plan include: | | |
| A list of potential emergencies? | | |
| Procedures for dealing with the identified emergencies? | | |
| A list of responsible emergency response personnel? | | |
| Procedures for rescue and evacuation? | | |
| A list of designated rescue and evacuation workers? | | |
| Emergency response training requirements? | | |
| Alarm and emergency communication requirements? | | |
| Fire protection requirements? | | |
| Identification, location and instructions for use of emergency equipment and facilities? | | |
| Emergency contact information? | | |
| Do your first aid supplies and facilities meet legislated requirements? | | |
| Do you have the required number of trained first aiders? | | |
| Do workers understand their responsibilities under the plan? | | |
| Have workers been trained in their individual responsibilities? | | |
| Are emergency response drills conducted regularly? | | |
| Are all records of emergency response activities (including drills) reviewed to identify gaps? | | |
| Is the plan current? | | |

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Additional resources

First aid

Government of Alberta – Developing a first aid plan
ohs-pubstore.labour.alberta.ca/FA012

Government of Alberta – Workplace first aid records
ohs-pubstore.labour.alberta.ca/FA009

Government of Alberta – First aid training
alberta.ca/first-aid-training.aspx

Government of Alberta – Workplace first aiders and legal requirements
ohs-pubstore.labour.alberta.ca/FA011

Health and safety committee and representative

Government of Alberta – Health and safety committees and representatives
ohs-pubstore.labour.alberta.ca/LI060

Health and safety program

Government of Alberta – Health and safety programs
ohs-pubstore.labour.alberta.ca/LI042

Government of Alberta – Do I need a health and safety program?
ohs-pubstore.labour.alberta.ca/LI036-1

Injuries and incidents

Government of Alberta – Reporting and investigating injuries and incidents
ohs-pubstore.labour.alberta.ca/LI016

Government of Alberta – Reporting and investigating potentially serious injuries
ohs-pubstore.labour.alberta.ca/LI016-1

General

Government of Alberta – OHS Publications
ohs-pubstore.labour.alberta.ca

Government of Alberta – Hazard Assessment and Control: a handbook for Alberta employers and workers
ohs-pubstore.labour.alberta.ca/BP018

Other

Alberta Hotel & Lodging Association
ahla.ca

Canadian Centre for Occupational Health and Safety (CCOHS) – Emergency Planning
ccohs.ca/oshanswers/hsprograms/planning.html

Canadian Centre for Occupational Health and Safety (CCOHS) – Hazard Control
ccohs.ca/oshanswers/hsprograms/hazard_control.html

Occupational health and safety legislation

This tool kit is current to October 2020. It references:

Occupational Health and Safety Act, SA 2017 cO-2.1 (current as of June 11, 2018)

Occupational Health and Safety Regulation, AR 62/2003 (with amendments up to and including AR 182/2019)

Administrative Penalty (Occupational Health and Safety Act) Regulation, AR 165/2013)

Occupational Health and Safety Code, AR 87/2009 (with amendments up to and including Alberta Regulation 182/2019)

Occupational Health and Safety Code Explanation Guide

The current occupational health and safety legislation is available on the website at:



alberta.ca/ohs-act-regulation-code.aspx

Official printed versions of the *Occupational Health and Safety Act, Regulations and Code Handbook*, and the *OHS Code Explanation Guide* may be purchased from Alberta Queen's Printer:



qp.alberta.ca



7th floor Park Plaza Building
10611 – 98 Avenue NW
Edmonton, AB T5K 2P7



780-427-4952



780-452-0668



qp@gov.ab.ca

Contact us

Occupational Health and Safety Contact Centre



Edmonton and surrounding area: 780-415-8690

Toll-free in Alberta: 1-866-415-8690

For the deaf or hard-of-hearing (TDD/TTY)



In Edmonton: 780-427-9999

Toll-free in Alberta: 1-800-232-7215

Or connect with us online



Website

alberta.ca/ohs



Download pdf and provide feedback

ohs-pubstore.labour.alberta.ca/BP030