

	<h1>LANGLEY CITY</h1>		
Department:	LANGLEY CITY		
Procedure Title:	2.10 Emergency Procedures Manual		
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1.0 PURPOSE

The purpose of this Emergency Procedures Manual is to ensure the health and safety of all City of Langley employees. This manual sets out plans and emergency procedures to be followed in the event of fire, gas leak, bomb threat or other emergency, including the procedures to be followed should evacuation be necessary.

2.0 POLICY

2.1 In any emergency situation or event all City employees will take care of their immediate health and safety and the health and safety of employees around.

2.2 *All emergency situations* or events located on City property **must be reported to 911 and to a director/ manager/supervisor;**

- | | |
|--------------------------------------|----------------|
| • Suspicious packages/parcel | • Fire |
| • Violence or potential for Violence | • Bomb threats |
| • Active Shooter | • Gas leak |
- (to name a few examples)*

2.3 *Employees must never leave work without informing their manager/supervisor.* In the event of an evacuation report to your director/manager/supervisor at the Emergency Assembly Area. This is done so in the event of an emergency everyone is accounted for.

3.0 RESPONSIBILITY

3.1 It is the director/manager/supervisors responsibility to ensure employees are trained/have read the emergency procedures.

3.2 Employees are responsible for reading, knowing, understanding, and following the emergency procedures.

4.0 EMERGENCY COMMUNICATION

4.1 A 911 EMERGENCY is when someone's health, safety or property is threatened and that person needs the immediate assistance of the Police, Fire, or Ambulance.

- Immediate Firefighting assistance is needed when reporting a fire.

- Immediate Ambulance assistance is needed when immediate medical attention or transport is needed for victims of serious accidents or illness.
- Immediate Police assistance is needed when reporting a crime in progress or a life-threatening or violent situation.
- **When in doubt... call -911-** (some phones require you dial 9 prior to 911)
- **Some facilities have panic buttons** that go directly to the RCMP. If safe to do so and when it is necessary push the panic button.

5.0 **EVACUATIONS**

5.1 If an employee(s) comes upon a hazard that they feel warrants an evacuation they should immediately inform their **Fire Safety Director** who will assess the situation and if necessary initiate the evacuation process by informing the **Floor Wardens** (*Please see Appendix A for a list of the Fire Safety Director's and their Designates*).

5.1.1 The **Fire Safety Director(s)** will declare an evacuation by either pulling the fire alarm (**fires only**) OR will verbally initiate an evacuation, in cases such as a natural gas leak, a violent situation or other situations that warrant verbally contacting the **Floor Wardens** to do floor sweeps & evacuations.

5.1.2 Once at the Emergency Assembly Area employees will report to their director/manager/supervisor who will account for their employees.

5.2 The Director/Manager/Supervisor will report to the **Fire Safety Director** if anyone is missing.

5.3 The **Fire Safety Director(s)** will report to the Incident Command in charge (RCMP, FIRE or other) and will inform them the number of missing employees.

5.4 If necessary, the **Fire Safety Directors'** (or designate) will contact all other facilities and let the Manager/Supervisor know to inform all staff to stay away from the affected building until further notice.

5.5 If an event occurs in the field, operations and park staff will use broad notification over 2 way radios to inform all field staff to stay away from the area and will inform the Superintendent/Manager. (*Please see Appendix D for Radio Protocol*)

6.0 **PROCEDURES**

6.1 The following pages contain the City of Langley Emergency Procedures.

6.2 Please fill out City of Langley Personal Safety Checklist found in Appendix B and post at your desk/truck/office/etc. so in the event there is an event or someone is covering your desk/you/they will have a quick reference.

GENERAL BUILDING EVACUATIONS



Every department has an EMERGENCY ASSEMBLY AREA for evacuations.

(Please see Appendix A).

No employee will leave work or the Emergency Assembly Area without informing their Director/Manager/Supervisor.

EVACUATIONS:

1. If an employee(s) come upon a hazard that they feel warrants an evacuation they should immediately inform their [Fire Safety Director](#) who will initiate the evacuation process by informing the Floor Wardens.
2. The [Fire Safety Director\(s\)](#) will declare an evacuation by either pulling the fire alarm (**fire only**) OR by verbally contacting the Floor Wardens to do a verbal floor sweep.
3. Employees must evacuate immediately alerting others as they go.
4. Employees are encouraged to take their personal belongings (purse, wallet, keys) with them as they leave the building if it is safe to do so (i.e. if they are in the vicinity of their belongings).
5. All Employees will gather at the Emergency Assembly Area. Once at the Emergency Assembly area the [Fire Safety Director or designate](#) will immediately call 911.
6. One of the [Fire Safety Directors'](#) duties is to inform other City buildings (or designate someone to do this) by contacting each facility front desk so that person can let their Supervisor know. The Supervisor will inform all staff to stay away from the affected building until further notice.
7. **IF** safe to do so, [Floor Warden](#) (s) will ensure all exit points are controlled on their way out (a small distance away from the building as to not put themselves at risk) so staff and the public cannot re-enter the building until it is safe to do so.
8. Director/Manager/Supervisors will report to the [Fire Safety Director](#) if there are any missing employees.
9. The [Fire Safety Director\(s\)](#) will report to the Incident Command in charge (RCMP, FIRE or other) and will inform them the number of missing employees.

FIRE



Know the location of fire extinguishers and fire alarms and fire exits in your area .

1. Activate the closest fire alarm pull station.
2. Evacuate the building and go to the assembly area.

UPON DISCOVERY OF A SMALL FIRE (SIZE OF A BASKETBALL):

You may use a portable fire extinguisher only:

1. If the fire alarms pull station has been activated.
2. If the area is evacuated or evacuation is well underway.
3. If the Fire Department has been notified.
4. If the fire is small and not obstructing your way out of the area/room; do not trap yourself behind the fire, always have your back to an exit doorway.
5. If you have been trained on the use of a fire extinguisher and are comfortable in using one, remember PASS:
 - P – Pull the pin.
 - A – Aim the nozzle at the base of the flames.
 - S – Squeeze the trigger.
 - S- Sweep the nozzle back and forth across the base of the flames.

UPON DISCOVERY OF A LARGE FIRE:

1. Activate the fire alarm and verbally alert others.
2. Evacuate the building, alerting people as you go. Seek and assist persons in your area who are limited in their mobility or who may need some additional assistance in evacuating.
3. **DO NOT USE ELEVATORS.**
4. Close all doors leading to main hallways.
5. Once outside, proceed to the EMERGENCY ASSEMBLY AREA.
6. Once at the Emergency Assembly Area call 911
7. Do not re-enter the building until Emergency Response Personnel give an all-clear. The silencing of the alarm bells is not an all-clear to re-enter the building.

EXPLOSION/EARTHQUAKE



IF OUTDOORS:

1. IF YOU ARE OUTSIDE, STAY OUTSIDE. Move away from trees, signs, buildings, electrical poles and wires. Protect your head with your arms from any falling debris.
2. Move away from any fire or smoke.
3. Move at least 300 feet away from any affected buildings. Proceed to the EMERGENCY ASSEMBLY AREA or if unable to do so in a timely manner call/radio into your Manager/Supervisor to inform them of your location and status.
4. Be alert for any other safety hazards (fires, electrical, gas leaks, etc.).
5. DO NOT use telephones or use roadways unless absolutely necessary. These could pose additional hazards in this environment. If you have a City radio, radio into your Supervisor to report your status and get direction.
6. In the case of earthquakes be prepared for aftershocks.
7. Cooperate with emergency personnel, keep informed, and remain calm.

IF INDOORS:

1. Immediately take cover under tables, desks, or other such objects for protection against flying debris.
2. If you are not near a sturdy object, make yourself as small as possible and cover your head and neck.
3. Avoid overhead fixtures, windows, tall furniture, bookcases and heavy objects that could fall or shatter.
4. If possible turn off electrical equipment.
5. **DO NOT** light matches and **DO NOT** turn lights on or off.
6. After the effects have subsided, evacuate the immediate area and proceed to the EMERGENCY ASSEMBLY AREA.
7. Do not re-enter the building until Emergency Response Personnel give an all-clear.

UTILITY FAILURE



FLOODING

1. If flooding occurs because of a plumbing failure or other problem, STOP USING ALL ELECTRICAL DEVICES.
2. Turn off water supply
3. Notify: Building Maintenance Supervisor
4. As necessary, evacuate the area.

NATURAL GAS LEAK

1. A natural gas leak will smell like rotten eggs.
2. Cease all operations immediately and inform the [Fire Safety Director](#) who will initiate a verbal evacuation process by informing the Floor Wardens.
3. Evacuate the area as soon as possible, notifying others as you leave.
4. Do not pull the fire alarm and do not use phones.
5. DO NOT switch lights on or off. DO NOT take time to open windows or close doors.
6. Go to the Assembly Area
7. Once at the Assembly Area the [Fire Safety Director](#) or designate will call 911.

PEOPLE TRAPPED IN AN ELEVATOR

1. If you are trapped, use the emergency phone in the elevator or push the alarm button and wait for help.
2. If you discover trapped persons, call 911 for help.
3. Talk to them and try to keep them calm until help arrives.

LIGHTNING / POWEROUTAGE



LIGHTNING

1. Stop all work activities if you are outside and hear thunder / lightning and go to a safe shelter immediately – either inside a building or in a vehicle. Report to your supervisor immediately.
2. Get out of the water and don't stand in puddles of water, even if you are wearing rubber boots.
3. If you can't get to a shelter, avoid trees. Crouch in the open, keeping twice as far away from a tree as it is tall.
4. Avoid metal. Stay away from fences, exposed sheds and electrically conductive elevated objects.
5. Stay several meters away from all other people.

POWEROUTAGES

1. **Shut off ALL equipment that has a power supply (electricity).**
2. Shut off the machine/tool and make sure that all moving parts will not move when the power comes back on.
3. Find the electrical source, and disconnect the machine from the power supply.

CHEMICAL / BIOLOGICAL SPILLS

Hazardous materials (chemicals) may cause serious health problems in employees or hazardous situations like fires. Each hazardous product must have a symbol and a label on the container and will have a safety data sheet. Labels identify the product's hazards and precautionary measures. Safety data sheets provide more detailed information such as safe work procedures that explain how to clean-up spills, personal protective equipment (PPE) and first aid instructions.



MAJOR CHEMICAL SPILL – If you come across a spill or cause a spill:

1. **STOP - THINK! Do not rush in.**
2. If it is a major spill or you do not know where the substance/container came from (i.e. abandoned material), **evacuate, let others know as you go and call 911.**
3. State your name, location, chemical(s) involved (if known), and the amount spilled (if known).
4. Wait in a safe area away from the spill or abandoned material for the response team; your knowledge of the area will assist the team.
5. Do not allow unauthorized personnel to enter the contaminated area.
6. If the chemical is known and if it is safe to do so, consult the Safety Data Sheet.
7. Report the incident to your supervisor immediately.

MINOR CHEMICAL SPILL

1. **STOP - THINK! Do not rush in.**
2. If at City Hall or a Recreation Centre call a BSW who will refer to the SDS (Safety Data Sheet- BSW Room) & determine appropriate clean up procedures and PPE for the material.
3. If in Operations/Park please refer to the SDS (Safety Data Sheet) & determine appropriate clean up procedures and PPE for the material.
4. Eliminate all ignition sources if flammable material is involved.
5. Confine the spill to a small area. Do not allow the material to spread. Dike, block or contain spread of liquid spill as per the SDS (Safety Data Sheet).
6. Carefully remove other materials, containers, equipment from path of the spill.
7. Dispose of all cleanup materials as stated on SDS Sheet.
8. After removal of spilled material, if the chemical is soluble in water, the area should be washed with warm, soapy water to remove any remaining residue.

BIOLOGICAL SPILL AND SHARPS

Blood and/or Body fluids and/or Sharps (needles or other)



- **DO NOT** clean up blood and/or body fluids or sharps unless you have been trained and have equipment and PPE.
 - **If you have not been trained please call a BSW designated for your facility.**
 1. Put on disposable first aid gloves. Restrict access to the area.
 2. Please see the following document on the Safe Work Procedure for dealing with Biohazard and Bloodborn Pathogens and Sharps. [Doc. # 54329 SWP 3.2 - BIOHAZARDS AND BLOODBORNE PATHOGENS.](#)
 3. Have clean up material ready (PPE, dilute bleach or a germicide, disposable towel, and water proof garbage bags and sharps container if necessary.).
 4. Wear disposable first aid gloves and if necessary other PPE, such as a face shield and a gown, and surgical mask to act as a barrier against contact with blood and body fluids.
 5. Dispose of sharp as per Safe Work Procedures using a biohazard container.
 6. Wipe up visible material first with disposable towels. Dispose of the material and paper towels in garbage bags.
 7. After you have carefully removed all the obvious material, decontaminate the area by carefully pouring a germicide approved for use as disinfectant, or a fresh solution of household bleach and water. Leave the solution on for 10 minutes, and then wipe it up with disposable towels. Discard the towels in the garbage bags.
 - Disinfect the area with a fresh bleach solution. A solution of 1 part of common household bleach to 100 parts of water (1:100 ratio) will kill HIV and the hepatitis B and C viruses except with spills involving a large amount of blood. Leave the solution on for about 10 minutes.
- Caution: Do not mix cleaning chemicals such as bleach and ammonia.**
8. Decontaminate all soiled equipment, supplies and shoes with germicide.
 9. Remove disposable gloves and put on a new pair.
 10. Properly discard the garbage bag by labeling it “Biohazard” and dispose of at the Fire Department or Operations yard’s main Biohazard container
 11. Properly remove and dispose of your gloves. Wash your hands.

BOMB THREAT

IF A BOMB THREAT IS RECEIVED OVER THE TELEPHONE, TAKE THE FOLLOWING ACTIONS:



1. Stay calm.
2. If possible, have a co-worker or another person contact the police (911) (*For example, write a note telling a coworker to call 911 and why*).
3. Write information down as the caller speaks and have the co-worker (if possible) relay information to police.
4. Try to keep the caller on the phone. Listen for any background noises, voice inflection or accents, and /or anything that would help.
5. **Call 911 and follow the instructions of the operator.**

IF you are told by the 911 operator to evacuate:

1. **Follow the 911 operator's instructions.** DO NOT pull the fire alarm unless you are told to do so by the operator.
2. Initiate the evacuation by immediately informing the Fire Safety Director who will verbally initiate the evacuation process by informing the Floor Wardens.
3. As you evacuate, alert others along the way.
4. Be aware of your surroundings as you evacuate. Avoid and DO NOT touch suspicious or unfamiliar items.
5. Take personal belongings when you leave if it will not delay your departure.
6. Leave doors and windows open. DO NOT turn on or off lights.
7. DO NOT USE ELEVATORS.
8. Go to the EMERGENCY ASSEMBLY AREA.

Do not re-enter the building until Emergency Response Personnel give an all-clear.

SUSPICIOUS PACKAGE

A parcel or letter is considered suspicious when it has more than one of the following characteristics. Start by paying close attention to the Shape, Look, and Address and Packaging of parcels and letters, also be aware of:

- no return address (or fictitious or unverifiable return address),
- sealed with tape (or with excessive tape),
- excessive postage,
- handwritten or badly typed address, misspelled words,
- oily stains, discoloration, or crystallization (including powders),
- strange odors,
- unusual weight given size, lopsided or oddly shaped, protruding wires,
- dusted with a light coating of a powdery substance.

SUSPICIOUS PACKAGES OR LETTERS

1. If a suspicious package is delivered or found in a City Facility or on City property: **DO NOT TOUCH IT!**
2. Leave it undisturbed, and advise others not to touch it.
3. Have everyone leave the area immediately and notify a manager/supervisor.
4. Call 911 or designate some to.
5. If you touched the package, set it down and then wash your hands right away (avoid touching door handles or others when you do).
6. **DO NOT** operate any power switches. **DO NOT** activate the fire alarm.
7. **DO NOT** re-enter the area the package was discovered until Emergency Response Personnel give an all-clear.
8. Follow the instructions you will receive from Police or other recognized authorities.

WHITE POWDER or UNKNOWN SUBSTANCES

1. **DO NOT** try to clean up the powder. Gently cover the spilled product immediately with a garbage container. Call 911.
2. Leave area immediately and isolate the area so that others are not exposed.
3. Have affected employee (s) stay in one area so they do not spread the substance to other employees.
4. Wash your hands with soap and water. (Avoid touching your face, door handles or other people).
5. Remove heavily contaminated clothing as soon as possible and place in a plastic bag or a container that can be sealed. Ensure bag or container is given to police for proper handling.
6. Shower with soap and water as soon as possible. (Do not use bleach or other disinfectant on your skin).

*****NOTE:** You will be directed by Emergency Responders at the scene on procedures for decontamination yourself.

WEAPONS, FIREARMS, OR OTHER BROUGHT TO COUNTER TO TURN IN

If a member of the public brings a fire arm, ammunition, grenades, dynamite, knife or any other weapon into a City building to hand over/relinquish please take the following steps:

1. Remain calm.
2. Ask the person to place whatever weapon (s) they are bringing in on the floor in front of the immediate front counter. DO NOT TOUCH OR HANDLE ANYTHING OF THIS NATURE.
3. If the person has already placed the weapon (s) on the counter leave them where they have been placed. DO NOT TOUCH OR HANDLE. (*The less they are handled the less chance of an accidental release.*)
4. Calmly and discreetly ask the person to have a seat somewhere where the person will remain in your eye sight but far enough away from the area so the situation can be dealt with professionally. Let them know you need to take a few minutes to make arrangements.
5. While discretely calling 911 let a Manager/Supervisor (if not possible a co-worker) know at the same time what the circumstances are and let them know to evacuate the area.
6. The Manager/Supervisor (if not possible the co-worker) will then immediately and discretely have employees move away from the immediate area until police arrive.
7. The Manager/Supervisor will then block access to the immediate area (still not touching or handling the weapon (s)) until police arrive.
8. When 911 is called let them know that a member of the public has brought in a weapon (s) and you would like an officer to immediately respond to collect them.

PSYCHOLOGICAL CRISIS

A psychological crisis exists when an individual is threatening harm to themselves or others or is out of touch with reality. Uncontrollable behavior and/or hallucinations could be manifested.

If a psychological crisis occurs:

1. **STAY CALM**
2. **Keep your distance. If possible put an object such as a counter or piece of equipment between you and the person. If that is not possible try and keep at least 2 meters away from the person. Imagine/determine an escape route in case one is necessary.**
3. Let the person know you need to get a Supervisor to assist with the issue. Get the assistance of the Supervisor if safe to do so AND/OR take the opportunity to call 911.
4. If you can call 911 then do. If not, have someone else call 911. Or push the panic button if one is available.
5. Until help arrives, keep your distance; be pleasant, considerate and understanding to avoid aggravating the situation.
6. **DO NOT argue** with the individual. **DO NOT confront/detain.**
7. If the situation escalates, take all personal safety pre-cautions and evacuate the area warning people as you go.

THEFT & ARMED HOLD UP

THEFT

If you suspect that someone is stealing...

- *Play it safe.* Don't be a hero; your safety is more important than money, merchandise or items.
- Don't accuse the person of stealing.
- Don't try to physically stop the suspect. This can quickly lead to violence
- Don't lock the door to keep the suspect from leaving. A person who feels trapped is more likely to panic and become violent.
- Stay at least two meters away from the suspect.
- Don't chase the suspect. This can quickly lead to violence.
- Call 911.
- Get help when it's safe to do so. Alert your supervisor or any other employees who can help you.

ARMED HOLD UP

Your safety is the first rule during an armed hold-up. Protect yourself; not money or goods.

Follow the steps listed below during an armed hold-up.

1. REMAIN CALM

2. **STAND STILL:** Keep your hands where they can be seen and do not make any sudden or quick moves. If you have to move or move your hands let the robber know what you are doing and why. The telephone must not be used.
3. **OBEY THE ROBBER'S INSTRUCTIONS:** Do exactly what you are told. Allow the robber(s) to leave. The sooner they leave the safer you will be.
4. **REMAIN CALM AND QUIET:** Speak only when spoken to. Avoid shouting or provoking the robber(s). Be submissive and avoid drawing attention to yourself. Avoid staring at the robber(s) and/or making direct eye contact.
5. **OBSERVE, IF YOU CAN, SAFELY:** Make a mental note of the robber's appearance including hair colour, height, weight, clothing, race, age and type of weapon (assess height markings on the doorway). Look for identifying characteristics including scars, tattoos and speech patterns. If it is safe to do so, write down the license number and the make, model, colour and year of the get-away car.

6. **STAY OUT OF THE DANGER AREA:** The robber(s) is/are in control - Do not try to outsmart them. During the hold- up, do not investigate out of curiosity or bravado.
7. **STAY WHERE YOU ARE. DO NOT CHASE:** Leave this to the police. Observe the direction of departure and getaway car details only if safe to do so.
8. **CALL THE POLICE OR PUSH PANIC BUTTON:** When it is safe call the police 911. Make a full report to the police before discussing the hold-up with other staff.
9. **SEAL OFF THE HOLD-UP AREA:** Evidence must not be touched. Any interference may destroy vital clues.
10. **ASK WITNESSES TO REMAIN:** Ask all witnesses to remain until the police arrive.

ACTIVE SHOOTER

Shooting incidents are unpredictable. Your immediate response will depend on the specific situations. The following steps are general recommendations.

RUN – HIDE – DEFEND – as soon as you hear or see anything that would indicate an active shooter:

1. **If safe to do so, RUN (get out)** and advise others along the way.
 - **Do not pull the fire alarm.**
 - Advise others not to enter the area you are leaving.
 - Keep hands visible.
 - Call 911 when you are safe.

2. **HIDE if you cannot escape the area.**
 - Hide in an area out of view.
 - If possible turn off lights, lock door.
 - If safe to do so, quietly call 911.
 - Mute your phone and remain quiet.

3. **DEFEND – fight as a last resort** and only when your life is in imminent danger and you cannot run or hide.
 - Anything you do or do not do becomes a life or death decision only you can make.

4. **When Police Arrive:**
 - Remain calm and follow instructions.
 - Raise hands and keep hands visible at all times.
 - Avoid pointing, screaming, yelling or asking a bunch of questions.

5. **Information to provide to 911 Operator:**
 - Location of active shooter if known
 - Your location
 - Number of shooters
 - Physical description of shooters

Appendices:

Appendix A: EMERGENCY ASSEMBLY AREA FOR ALL CITY BUILDINGS

Appendix B: PERSONAL SAFETY CHECKLIST

Appendix C: 2 WAY RADIO PROTOCOL

Appendix A:

The Fire Safety Director for each facility are as follows:

Facility	Fire Safety Director	Deputy Fire Safety Director
Timms	Front Counter CT3	Supervisor/Director
DRC	Front Counter CT3	Supervisor
AAMP	Supervisor on shift	
City Hall	Kim Hilton	James Filkov
Parks	Manager	
Operations Centre	Manager	Superintendent
Fire Hall	Management Staff	

Emergency Evacuation Assembly Area Locations per Facility:

Facility	Assembly Area
Douglas Recreation Centre (DRC)	Spirit Stage
TIMMS	North West parking area
City Hall/LYFS/CPO	North West parking area
Operation Centre (Ops) and Parks	South East Side of Building (front lawn)
Fire Hall	North West area outside of fence
Al Anderson Memorial Pool	South West Field

Personal Safety Checklist

Please fill out and send a copy to HR and post a copy at your workstation

Name: _____ Dept.: _____ Date: _____

1. Location Of (please write where each exists for your Dept.):

Fire Alarm:	Fire Extinguishers:	Fire Exits:

2. The **Fire Safety Director/ Deputy Fire Safety Director** is:

Fire Safety Director: _____ Phone: _____

Deputy Fire Safety Director: _____ Phone: _____

3. **Evacuation Assembly Area** is: _____

4. **OH&S** – Safety board/information: _____

5. The **First Aid Attendants** for this area (*list of attendants is in the first aid room/area*):

Name: _____ Phone: _____

Name: _____ Phone: _____

Name: _____ Phone: _____

6. The **Material Safety Data Sheets** (MSDS) Binder for chemicals is located:

Operations: First Floor Hallway All other Facilities: BSW Maintenance Room

7. The **Safety Committee Representative** is:

Name: _____ Phone: _____

8. If I want to **Report a Hazard or Safety concern** my Supervisor is: _____

9. If I want to report Violence **in the Workplace Report** the forms are:

10. Police, Fire, Ambulance: 911 (*you must dial 9 and then 911 on City of Langley phones*)

911 Non - Emergency Line: 604-532-3200

Department's Address: _____

**if you do not know the answers to the above ask your Supervisor.*

Appendix C:

2 WAY RADIO PROTOCOL

The purpose of this document is to train staff in the proper use of the City's 2 way radio system. Throughout this document the 2 way radios in City vehicles and equipment as well as portable radios operating on the same frequency will be referred to as "radios".

- Radios in vehicles and equipment that are in use, are to be kept on during the entire shift.
- Radio volume must be loud enough to be heard over all other noises.
- Radios are to be the only method of communicating with others while driving.

Using the radio:

- Before using wait to ensure all communications are complete. **Do not talk over others.**
- Begin your communication by identifying yourself, by stating your employee number, then say "to" and then identify the person you need to speak with by stating their employee number. For example, 348 to 825.
- Wait approximately 15 seconds for the person to answer, if no answer, call again.
- Try calling no more than three times, if the person you need to speak to does not answer, identify yourself using your employee number and say "out". This indicates to others needing to use the radio that you are finished and the radio is available for others to use.
- At the ends of all conversations say "out" to signal to others that the radio is available.
- Radio use is for business only and should be brief, concise and easily understood.

In the event of an emergency and the radio is required immediately, broadcast "**Code 4**". **Code 4** is standard radio protocol that indicates "radio silence" is required. All radio communication must stop. When the radio is clear call Base 5, the Operations Center or Base 1, Engineering and provide the following information; the nature of the emergency, location and what is needed. For example:

"Code 4", wait for radio silence. When Base 5 acknowledges your "348 to Base 5", wait for acknowledgement.

"There has been a motor vehicle accident at 200 Street and the Langley Bypass and emergency personnel are required"

When the emergency has been dealt with end the **Code 4**. The final radio transmission is "Code 4 clear"