

London Regional Children's Museum
PERSONNEL REGULATIONS
A Handbook for Employees and Volunteers

POLICIES AND PROCEDURES
EMERGENCY & SECURITY

November 2011

OVERVIEW

The Children's Museum is committed to providing a safe environment for employees, volunteers and visitors, and to providing a timely and organized response when emergencies occur.

Terms of Reference

Duty Staff

- Children's Museum employees who assume responsibility for any incident or emergency response.
- Duty Staff responsibilities are rotated among trained designated employees.
- The designated Duty Staff must be available to respond to emergency situations during regular business hours.
- If the Duty Staff must leave the building or is engaged in activities that prevent immediate response to an emergency (i.e. delivering programs), the Duty Staff must designate an alternate qualified staff and identify this person to the Front Desk Staff.

After-Hours Response Staff

- Employees designated to respond to after-hours alarm calls.
- A current list of the After-Hours Response Team will be maintained by the Director of Operations and shared with the alarm company.

EMERGENCY PROCEDURES

NOTE: For all of these incidents the Executive Director needs to be contacted via text message. For children in our care, if a parent, guardian or emergency contact cannot be reached, the child will remain in our care. If building must be evacuated, the children will be walked to Kiwanis Senior Community Centre (78 Riverside Drive, 519 661-5740) until such time that the parent, guardian or emergency contact can be reached and pick up arranged.

Training

- All employees and volunteers are required to read and understand the Emergency and Security Policy before assuming active duty.
- All new employees and volunteers will receive emergency and security training during the orientation provided by their immediate supervisor.
- All employees and volunteers will receive a yearly emergency and security re-training session provided by their immediate supervisor.
- All employees will receive periodic training on the use and location of fire extinguishers.
- All Duty Staff will receive First Aid and CPR certification training as well as an orientation to alarm systems provided by the Facilities Manager.

Documentation

- The Fire Plan is located at the Front Desk in the red binder.
- Duty Staff will be responsible for documenting all serious occurrences using the Incident Report Forms, available at the Front Desk. Other employees and/or volunteers who witnessed the incident may also be required to complete an Incident Report Form, at the discretion of the Duty Staff.
- Duty Staff will be responsible for documenting all fire alarms in the Fire Alarm Logbook, available in the Incident Report Forms binder at the Front Desk.
- All completed incident reports will be submitted to the Executive Director for any follow up and filing.

Equipment

- First Aid Kits are located on each floor:
 - Basement – FACILITIES OFFICE (grey tool cabinet)
 - First Floor – FRONT DESK in a red tool box (under desk)
 - Second Floor – STAFF ROOM in a white tin box (above mailboxes)
 - Third Floor – STORAGE ROOM in a blue clear box (shelving by bay window)
- First Aid Kits will be checked and re-stocked on a monthly basis by the JHSC.
- Fire Extinguishers are located on each floor:
 - Basement
 - First Floor – front entrance area, side stairwell entrance (outside of multi-purpose room)
 - Second Floor – side stairwell entrances (outside of Street Where You Live gallery and outside of VE office), and beside Jellyfish Junction
 - Third Floor – side stairwell entrances (within Space gallery and within Arctic gallery), and beside the Annex
- Fire Alarms are located on each floor:
 - Basement

- First Floor – front entrance area, caves entrance area (at exit door), side stairwell entrance (outside of Dino gallery), Atrium, New Atrium (near exit door), side stairwell entrance (outside of multi-purpose room) and outside of washrooms.
- Second Floor – side stairwell entrances (outside of Street Where You Live gallery and outside of VE office), beside Child Long Ago gallery and beside Jellyfish Junction
- Third Floor – side stairwell entrances (within Space gallery and within Arctic gallery), beside entrance into the Arctic gallery and beside the Annex
- Fire Alarm Control Panel is located in the electrical room in the basement.
- Fire Alarm Panel is located on the west wall of the main entrance area.
- Smoke Detectors are located in the Atrium and New Atrium.
- A Sprinkler System runs throughout the entire building, on every floor.
- Emergency Exits are located in the east and west stairwells between the first and second floors, the main staircase between the first and second floors and the cloakroom.
- Two-way radios are located at the Front Desk on the first floor, Visitor Experiences Office on the second floor and Staff Room on the third floor.

Fire Evacuation

(NOTE: the fire alarm automatically contacts the Fire Department)

Most Senior or Duty Staff

- Coordinates immediate response upon hearing the fire alarm, designates floor monitors, retrieves a two-way radio and reports to playground.
- Upon exiting, checks smoke detectors in Atrium and checks fire panel on the west wall of the main entrance to determine the origin of the fire alarm.
- Assigns two staff members to communicate with visitors to ensure all members of a group or family are accounted for.
- Liaises with emergency personnel and informs the fire officer of the conditions of the building.
- Completes Incident Report and submits it to Executive Director.
- Completes Fire Alarm Logbook at the Front Desk.
- If it is determined beyond a reasonable doubt that the alarm has been triggered by a pull station that was accidentally pulled, call the Fire Department at 519-661-5615 to notify them of the false alarm.
- If there has been another fire alarm within one month, call fire department at 519-661-5615 to notify there is a problem with our alarm system and we are addressing it, and notify both the Executive Director and the Facilities Manager that the call has been made.
- For all children in our care, these children will remain in our care. If building must be evacuated, the children will be walked to Kiwanis Senior Community Centre (78 Riverside Drive, 519 661-5740) until such time that

the parent or emergency contact can be reached and pick up arranged.

Floor Monitors

- Report to their designated floor, retrieve two-way radios and begin evacuation.
- Instruct visitors to leave the building through the nearest emergency exit.
- If there is someone who is unable to exit the building through emergency exits due to extreme mobility issues, accompany them to an area of safe refuge and notify duty staff (See instructions for non-ambulatory occupants and areas of safe refuge).
- Check all washrooms, galleries, offices, stairwells, and accessible storage areas, and close doors after rooms are checked.
- Check for indications of fire or smoke while evacuating the floor and report to Duty Staff.
- If a fire is found, use the fire extinguisher ONLY if safe to do so. NEVER FIGHT A FIRE ALONE AND ALWAYS HAVE THE EXIT BEHIND YOU FOR SAFE EVACUATION.

Front Desk Staff

- Make announcement, instructing visitors to exit through the nearest emergency exit and proceed to playground.
- Bring the Policy Binder, First Aid Kit and the employee, volunteer and visitor sign-in sheets to the playground and ensure all employees, volunteers and visitors are accounted for.

Other Employees and Volunteers

- Employees and volunteers delivering a program will accompany their group to the playground and await further instruction from Duty Staff.
- During special events and holidays (ie: March Break) when Food Services are available, employees or volunteers will turn off ovens, proceed to playground and await further instruction from Duty Staff.
- All other employees and volunteers will proceed to playground and await further instruction from Duty Staff.

Non-Ambulatory Occupants – Require Assistance to Evacuate

- Elevators cannot be used during fire alarm evacuation. People in wheelchairs and strollers are to be carried down the stairs.
- If extreme mobility issues (scooter, weight, medical condition) make it impossible to evacuate a person down the stairs, the Floor Monitor will take the person to a safe location and notify Duty Staff via two-way radio to indicate the exact location and conditions.
- The Floor Monitor must stay with the person(s) who are not able to evacuate. If at any time the conditions change or the occupants move

to another area, immediate communication to the Duty Staff via two-way radio is required.

Areas of Safe Refuge

- Second Floor – SW staircase near the Annex (formerly the VE office) please make this change whenever the VE office is mentioned. is the preferred safe location; the NE staircase near the Sifton Street Where You Live Gallery is the alternate safe location.
- Third Floor – the Planetarium is the preferred safe location; the NE staircase in the Arctic Gallery is the alternate safe location.
- When using staircases as an area of safe refuge, those not being evacuated shall wait until the staircase is clear and then move into the stairwell.

EVERYONE IS TO REMAIN AT THE PLAYGROUND UNTIL THE FIRE DEPARTMENT ARRIVES AND INSPECTS THE BUILDING BEFORE WE CAN SILENCE THE ALARMS AND REOPEN THE BUILDING.

Winter Weather Warning

- When there is a winter weather warning issued for the City of London, the Executive Director will instruct all scheduled employees and volunteers to prepare for the Winter Weather Closing Procedures.
- Monday through Friday, and when possible, schools with programs booked or day camp registrants will be called by the Visitor Services & Member Relations Coordinator and put on notice that pending weather conditions they should call the Front Desk Staff prior to leaving to see if the Children's Museum will be open to facilitate their visit.
- All day camp parents/guardians will be notified during drop off that the possibility of closure exists and to be available should this occur.
- Friday evening and weekends, and when possible, Birthday Party families will be called by the Visitor Services & Member Relations Coordinator and put on notice that pending weather, they should call the Front Desk Staff prior the morning of their Birthday Party to see if the Children's Museum will be open to facilitate their party.
- By 9:00 am on Saturday and Sunday, the Visitor Services & Member Relations Coordinator will leave a message on their direct in-coming line to advise all Birthday Party families of the pending Children's Museum closure.

Winter Weather Closing

- The Executive Director will determine whether the Children's Museum will open late, or not at all, due to inclement weather.
- The Executive Director will also determine if an early closure of the Children's Museum is necessary.

- If the Executive Director is unavailable, the Director of Visitor Experiences will make the determination.
- Employees and volunteers scheduled to work on a day where there is severe inclement weather will call the Front Desk to receive recorded information.
- If it is determined that the Children's Museum will be closed, the Social Media & Marketing Coordinator will notify radio media and post appropriate messages on Children's Museum social media outlets and website.
- All office staff with direct dial-in telephones will change their telephone greeting, which should identify the Children's Museum as "closed, due to inclement weather."
- The Visitor Services & Member Relations Coordinator will change the main telephone greeting to identify the Children's Museum as "closed, due to inclement weather."
- If a closure if possible all staff will check their email by 7:30am. The Executive Director will have sent an email to indicate whether the Children's Museum is closed or not. If the Children's Museum is open, possible exceptions may include those staff
- For children in our care, if parent/guardian and emergency contact cannot be reached the child will remain in our care. If building must be evacuated, the children will be walked to Kiwanis Senior Community Centre (78 Riverside Dr. 519 661-5740) until such time that the parent or emergency contact can be reached and pick up arranged.

Tornados

- In the event of a tornado warning, requiring people to take immediate cover, the boiler area of the basement has been designated as the safe area for this situation.

Injuries and Medical Emergencies

- The first employee or volunteer to become aware of an injury or medical emergency delegates another person to notify a full-time employee and, if qualified administers First Aid as required.
- Once informed, the full-time employee assumes responsibility for coordinating response including designating another full time employee to provide reassurance to any children or adults involved
- If person is unresponsive or requires emergency medical attention, the attending employee instructs the nearest employee, volunteer or visitor to telephone 911.
- The attending employee liaises with emergency medical service personnel and the most senior role accompanies the injured person to the emergency room when appropriate.
- All employees and volunteers who were involved send text message to

the Executive Director if not onsite and complete electronic Incident Report as soon as possible and submit via email to the Executive Director.

- The Executive Director will save the Incident Report as a PDF and store in a read only file on the portal.

Lost Child (child cannot find accompanying adult)

- The first employee or volunteer to become aware of a lost child takes the child to the Front Desk and notifies or delegates another person to notify Duty Staff or full time staff.
- Once informed, Duty Staff or full time Staff Designate assumes responsibility for coordinating response.
- Duty Staff or full time Staff Designate remains with the child.
- Front Desk Staff makes an announcement asking the child's caregiver to report to the Front Desk.
- If adult does not respond to the announcement, the Duty Staff or full time Staff Designate walks through the building with the child to locate the caregiver.
- If caregiver is not found, another announcement is made.
- If there is still no response from an adult, the Duty Staff or full time Staff Designate telephones the police.
- If police are called, Duty Staff or full time Staff Designate sends a text message to the Executive Director and completes an Incident Report and submits it to the Executive Director using the parameters listed above.

Missing Child (adult cannot find child)

- The first employee or volunteer to become aware of a missing child signals other employees and volunteers by using the telephone paging system; pressing one tone for a missing child on the first floor, two tones for the second floor and three tones for the third floor AND contacts the Front Desk Staff with a description of the missing child.
- The Front Desk Staff attends to the front door and does not allow any visitors to leave the building until the child has been located.
- All available employees and volunteers report to the floor indicated. The designated areas include the Front Desk and the tops of the main stairwells on the second and third floors.
- Once informed, the first full time staff on the scene assumes responsibility for coordinating response by obtaining and sharing a description of the child with other employees and volunteers.
- Front Desk Staff monitors front entrance and back garden entrance and the full time Staff Designate coordinates a member of the team to monitor the emergency exit between the first and second floor and in the side stairwells to ensure a child matching the description does not leave the building.

- When the child is found, the Duty Staff or full time Staff Designate informs other employees and volunteers to end the search by using the telephone paging system by pressing four tones.
- If the child is not found after a thorough search of the building, Duty Staff or full time Staff Designate instructs all employees and volunteers to continue searching within the building and designates two employees to search the grounds, parking lot, vehicles, walking trail and immediate neighbourhood.
- If the child is still not found after two thorough searches of the building, the Duty Staff or full time Staff Designate telephones 911, requests police assistance, and locks down the building until police arrive.
- If the police are called, the Duty Staff or full time Staff Designate send a text to the Executive Director and completes an Incident Report and submits it to the Executive Director using the parameters listed above.

Power Outage

- Duty Staff or most senior staff person is notified via phone call and takes responsibility for response.
- If an immediate cause cannot be determined internally, Duty Staff or Staff Designate contacts London Hydro 519 661 - 5555
- Front Desk Staff will ask arriving visitors to wait in front lobby until the problem is resolved.
- Duty Staff or Staff Designate determines whether or not to evacuate visitors to the Atrium depending on the length of the outage and the light and temperature conditions.
- If the outage is prolonged and light and temperature conditions are not conducive to a safe visitor experience, Duty Staff or Staff Designate informs employees, volunteers and visitors that the building is to be closed and programs rescheduled and sends text message to Executive Director. Front Desk staff will provide free day passes for a return visit to all visitors as they exit the building.
- For camp and school program refunds all inquiries will be managed by the Visitor Services and Member Relations Coordinator.
- For children in our care, if parent/guardian and emergency contact cannot be reached the child will remain in our care until such time that the parent or emergency contact can be reached and pick up arranged.
- Duty Staff or Staff Designate completes an Incident Report and submits it to the Executive Director.

Water Outages

- Duty Staff or most senior staff person is notified and takes responsibility for response.

- If an immediate cause cannot be determined internally, Duty Staff or Staff Designate contacts City of London 519 661-4739 and follow prompts.
- If the outage is prolonged longer than one hour the Children's Museum will be closed. Duty Staff or Staff Designate informs employees, volunteers and visitors that the building is to be closed and programs rescheduled and sends text message to Executive Director. Front Desk staff will provide free day passes for a return visit to all visitors as they exit the building.
- If the outage will be resolved in less than one hour, the Duty Staff or Staff Designate will make an announcement informing employees, visitors and volunteers of the situation and informing them that all bathrooms will be closed until such time as water service is restored.
- For camp and school program refunds all inquiries will be managed by the Visitor Services and Member Relations Coordinator.
- For children in our care, if parent/guardian and emergency contact cannot be reached the child will remain in our care and walked to Kiwanis Senior Community Centre Riverside Dr. 519 661-5470 until such time that the parent or emergency contact can be reached and pick up arranged.

Suspicious or Threatening People or Situations

- All visitors entering the building must report to the Front Desk, show photo ID and sign in on Visitor Sign In Sheets. A guest badge provided to them by the Front Desk Staff.
- All children and adults visiting exhibits, participating in programs or attending birthday parties must receive a hand stamp.
- All employees and volunteers are asked to be vigilant and notify Most Senior or Duty Staff immediately about any suspicious people or activity on Children's Museum property.
- Emergency exit doors are not to be propped open and left unattended at any time.
- Emergency exit alarms must be on at all times, except when the exit is open and being attended to.
- Should an employee require police assistance and are not in a position to call or to notify someone else directly to call, they may give direction to other employees directly or via the paging system to call "Mr. Blue, please call the Front Desk."
- Employees hearing this instruction are to call 911 immediately and request police assistance.
- If the employee is not aware of the nature of the issue, police can be told that another employee has issued a distress call.
- If 911 has been called, the Staff Designate will contact the Executive Director via text message and complete and Incident Report using the parameters listed above.

- Full-time employees hearing a “Mr. Blue” call will monitor all stairwells and deny access to the Children’s Museum until police arrive.
- Employees will know a “Mr. Blue” distress call is in the clear once they hear 4 beeps over the paging system, which must be done by the employee who issued the initial “Mr. Blue” call.
- At this time, all employees will await further instruction from the police, the Executive Director or other senior staff.

Robberies

- If the Front Desk Staff is confronted by an individual with a weapon, or who states they have a weapon, the Front Desk Staff will follow these procedures:
 - Remain calm.
 - Use common sense and don’t aggravate the individual.
 - Listen closely to what the individual is asking and give them what they want (ie: cash).
 - Take a good look at the individual (suspect). Note any details that will help the Police.
 - Memorize any details, such as tattoos, scars, outstanding or prominent physical features.
 - Note hair colour and clothing, keeping in mind that outer clothing is easily discarded or changed so try to concentrate on physical characteristics.
 - Try to identify the type of weapon being used.
 - Do not discuss the crime with any other staff before speaking to the Police.
 - If 911 has been called, the Staff Designate will contact the Executive Director via text message and complete an Incident Report using the parameters listed above.
 - Under no circumstances should any staff answer questions from the media. Only the Executive Director will deal with all media questions and enquiries.
- After the Robbery:
 - Call or page the Most Senior or Duty Staff. Notify the Police immediately. Tell them you are calling from the London Children’s Museum, 21 Wharnccliffe Road South and you were robbed. Speak slowly and clearly, answering their questions as best you can.
 - All employees and volunteers will be notified by the most Senior or Duty Staff and the front entrance doors locked.
 - While waiting for the police to arrive, the most senior or Duty Staff will encourage the employee involved in the robbery to recount the situation and document their experience.

- All visitors who are in the Children's Museum are to remain and any person wanting access into the Children's Museum will be denied until the Police arrive.
- When the Police arrive:
 - Answer their questions, telling them only what you saw or know. Do NOT exaggerate when describing your experience.

Bomb Threats

- Whenever there is a bomb threat of a "specific" or "non-specific" nature, the Children's Museum treats it as a credible threat.
 - SPECIFIC – these types of threats are the least common but the most credible. The caller will provide detail on location, appearance, time set for activation and the motive behind the device.
 - NON-SPECIFIC – Information in a statement that a bomb has been placed. No other information is given.
- The employee or volunteer who receives the threat will immediately record the time of the threat. Remember to **REMAIN CALM!**
- The employee or volunteer who receives the threat will announce over the PA using the code "Mr. Black please call Front Desk." This will alert all employees and volunteers to the bomb threat. Office employees will understand this announcement as a notice of lock down.
- The employee or volunteer who receives the threat will call the Police immediately after issuing distress code.
- Most Senior or Duty Staff will begin evacuation procedures by searching all evacuation routes prior to the evacuation process. The employee or volunteer who received the threat will complete the Bomb Threat Form.
- All employees and volunteers will report to the Front Desk for lock down instruction and will use the fire plan procedures to lock down.
- The Visitor Services & Member Relations Coordinator will make a PA announcement: "Attention Museum visitors, due to circumstances beyond our control, we are locking down the building immediately. Please remain calm. Children's Museum employees are located throughout the building to assist you. Thank you."
- The Staff Designate will contact the Executive Director via text message and complete an Incident Report using the parameters listed above.

After-Hours Burglary Alarm

- If the alarm at the Children's Museum is activated after hours, the alarm company contacts After-Hours Response Staff.
- After-Hours Response Staff asks alarm company operator if the source of the activated alarm is an outside door and if movement has been tracked in the building.

- If an entry door alarm has been set off or if a lot of motion has been detected within the building, After-Hours Response Staff calls police and requests an officer meet him/her at the Children's Museum.
- If one motion detector within the building is activated but no entry door alarms have been activated, After-Hours Response Staff will request the alarm company to dispatch a security service to meet them at the Children's Museum.
- Once arriving at the Children's Museum, the After-Hours Response Staff with a security guard or police officer inspects the exterior of the building for any signs of entry. If there are none, the staff may enter the building and reset alarm.
- If there are signs of entry, the After-Hours Response Staff telephones 911 and requests police assistance. The After-Hours Response Staff stays outside of the building until the police arrive, observing any movement within the building or suspicious activities in the area.
- If police have been called, The After-Hours Response Staff contacts the Executive Director and completes an Incident Report and submits it to the Executive Director using the parameters listed above

Allegation of Criminal Activity or Persons in Distress

- Any time there is an allegation of "criminal activity" on Children's Museum property staff will immediately call the Police, depending on the nature of the crime.
- Most Senior or Duty Staff will be responsible for dealing with the matter in cooperation with the Police.

Suspected Shoplifting

- Shoplifting is a serious offence, and all Children's Museum employees and volunteers are expected to aid in loss prevention in the Explore Store.
- When an incident of shoplifting is suspected, the Front Desk Staff or other employee who witnesses the event Will:
 - Call for Most Senior or Duty Staff to assist in the Explore Store.
 - The witness will inform the assisting Staff of the situation, being sure to recount exactly what they witnessed.
 - The suspected shoplifter should be approached by either the Staff Designate and asked if they need assistance. If assistance is declined, the suspected shoplifter's actions will be monitored. If assistance is accepted, the employee(s) will help as needed.
 - Should the suspected shoplifter attempt to leave, the Staff Designate should attempt to approach the shoplifter and ask if they need to pay for anything. This attempt should only be made in the presence of a second Children's Museum employee.
 - Employees who were involved complete Incident Report, ensuring to note a description of the suspect, the timeline involved, names of

any assisting staff, item(s) believed to have been shoplifted, and as many other details as can be recalled and submit it to Executive Director using the parameters listed above.