



## North Vancouver Recreation Commission

### Ice Users Emergency Procedures

#### First Aid Emergency

If an emergency where first aid is required occurs and no arena staff are on duty then:

- check with the pool for a first aid attendant
- if no pool staff are on duty then locate the nearest payphone (no money necessary to call 911)
  - **at Harry Jerome** - pay phone is in the hallway outside the pool or on the upper level near the front desk
  - **at KM** - payphone is located at the north end of the lobby
  - **at Ice Sports** - payphone is located next to the downstairs concession stand

#### Emergency Telephone Procedures

- 1) Go to the payphone and dial **911**
- 2) Speak clearly and slowly – request **FIRE, POLICE** or **AMBULANCE**
- 3) Provide
  - a) Your name
  - b) Your location within the facility (ie. the arena)
  - c) The facility location as follows –

“This is the **Harry Jerome rec Centre** at **123 East 23<sup>rd</sup> Street, North Vancouver**. We have a confirmed (Fire, Incident, or Injury) in the room/arena.”

**OR**

“This is the **Karen Magnussen rec Centre** at **2300 Kirkstone Rd., North Vancouver**. We have a confirmed (Fire, Incident, or Injury) in the room/arena.”

**OR**

“This is the **Ice Sports North Shore** at **2411 Mt. Seymour Parkway, North Vancouver**. We have a confirmed (Fire, Incident, or Injury) in the room/arena.”
  - d) “The number to call back is \_\_\_\_\_.” (the # on the payphone)
  - e) For Ambulance Services  
“We have \_\_\_\_\_ (# of people), approximate Age \_\_\_\_, with \_\_\_\_\_ (state the problem/condition). We are treating \_\_\_\_\_ (state form of treatment). Do you need any further information?”
  - f) Hang up **after** 911 dispatcher.

**\*\*\* 4) It is essential you contact the pool staff, front desk, or maintenance staff person and advise that you have called 911.**

- 5) Meet the emergency vehicles to provide directions.

## **Facility Evacuation**

### **Harry Jerome Arena**

In the event that the building must be evacuated, arena participants must follow the directions of arena staff and **immediately** evacuate:

- 1) through the zamboni exit to the rear parking lot near the Silver Harbour Senior's Centre
- 2) **if this is not a possible exit** then evacuate up the stairs and through the doors to 23<sup>rd</sup> Street
- 3) please remember to walk, not run as the concrete surfaces can be slippery with skates on

### **Karen Magnussen Arena**

In the event that the building must be evacuated, arena participants must follow the directions of arena staff and **immediately** evacuate:

- 1) through the arena lobby doors to the north tennis Courts above the arena
- 2) **if this is not a possible exit** then evacuate through the main doors (next to the front desk) to the south end of the main parking lot
- 3) please remember to walk, not run as the concrete surfaces can be slippery with skates on

### **Ice Sports North Shore**

In the event that the building must be evacuated, arena participants must follow the directions of the arena staff and evacuate **immediately**:

- 1) through the main doors to the south end of the parking lot (away from the building)
- 2) **if this is not a possible exit** then evacuate through the nearest side door and go to the south end of the parking lot
- 3) please remember to walk, not run as the concrete surfaces can be slippery with skates on

## When to Evacuate

### Bomb Threat

Evacuate **immediately** to the primary evacuation point listed previously for the building (see maps posted within the facilities for further guidance)

### Fire

Evacuate **immediately** to the primary evacuation point listed previously for the building (see maps posted within the facilities for further guidance)

### Earthquake

Organize/consider building evacuation if required (determine the most secure route)

### Flood

Organize/consider building evacuation if required (determine the most secure route)

### Hurricane/Tornado

- Assemble and account for population at a meeting point within the facility (please follow the directions of the arena staff)
- Sit tight

### Power Failure

- Clear all participants from the ice surfaces
- Organize/consider building evacuation if required
- Await instructions from building staff

### Gas Leak

Evacuate the building **immediately** to primary evacuation point listed previously for the building (see maps posted within the facilities for further guidance)

### Building Security and Disturbances

- Telephone RCMP emergency 911 in the event of:
  - Break-in
  - Theft
  - Vandalism
  - Drunk and disorderly
  - Fighting
  - Riot
- Give name, position and location of disturbance
- Notify arena staff, front desk or pool staff

## Evacuation Procedures For Harry Jerome Arena

In the event that the building must be evacuated, arena participants must follow the directions of facility staff and **immediately** evacuate:

- 1) Through the zamboni exit to meet in the rear parking lot near the Silver Harbour Seniors Centre
- 2) **If this is not a possible exit** then evacuate up the north stairs and through the doors to meet on 23<sup>rd</sup> Street
- 3) Please remember to **walk, not run** as the concrete surfaces can be slippery with skates on

## Evacuation Procedures for Karen Magnussen Arena

In the event that the building must be evacuated, arena participants must follow the directions of facility staff and **immediately** evacuate:

- 1) through the arena lobby doors to the north tennis courts above the arena
- 2) **if this is not a possible exit** then evacuate through the main doors (next to the front desk) to the south end of the main parking lot
- 3) please remember to walk, not run as the concrete surfaces can be slippery with skates on