

# Event Emergency Response Planning Guide

<b>INTRODUCTION &amp; GUIDE</b>	<b>1</b>
SECTION 1 - EVENT DETAILS	1
Event Description	1
Site Map/Details	1
SECTION 2 - CONTACT INFORMATION	3
Internal Resource Contacts:	3
External Resource Contacts	3
SECTION 3 - COMMUNICATION PLAN	3
Staff Training & Communicating	3
SECTION 4 - HAZARD & RISK IDENTIFICATION	4
Site Specific Hazard Assessment	4
Plan Activation and Response	4
SECTION 5 - FIRST AID / MEDICAL PLAN	5
Small Injuries to Medical Emergencies	5
SECTION 6 - FIRE SAFETY PLAN	5
SECTION 7 - CROWD MANAGEMENT	6
SECTION 8 - VEHICLE & TRAFFIC MANAGEMENT	6
Moving Events - Considerations	7
SECTION 9 - SECURITY PLAN	7
SECTION 10 - SITEWIDE EVACUATION	7
<b>ADDITIONAL GUIDELINES</b>	<b>8</b>

# Event Emergency Response Planning Guide

## INTRODUCTION & GUIDE

This document serves as a sample guideline for developing your Event Emergency Response Plan. The completed plan is intended for distribution to your event staff, security, and volunteers, as well as to your Festival & Events Liaison (FEL) for sharing with relevant internal partners. Note that additional emergency response procedures or information may be necessary, contingent upon the specific activities and infrastructure involved in your event.

Additional information can be found in the [Emergency Response Planning for Community Events](#) on the Alberta Emergency Management Agency (AEMA).

**TEMPLATE** - An Emergency Response Plan (ERP) must include all elements highlighted in this guide. Organizers should use the template provided template or verify their existing ERP covers all requirements below. [EMERGENCY RESPONSE PLAN TEMPLATE](#)

## SECTION 1 - EVENT DETAILS

This information is **mandatory** for all events.

### Event Description

This section should include the following information:

- Event name, date(s), time(s), and location(s).
- Event Description/Purpose of the Event, including planned event activities (eg, food, alcohol, races, fireworks, etc.)
- Expected number of attendees and any relevant demographic information (eg, is the event intended for families or are minors prohibited)

### Site Map/Details

A site map must be included in the Emergency Response Plan. The map and corresponding legend should clearly show the following as needed:

- Event Location and Infrastructure:
  - Overall event site
  - Locations of tents, including the size of each tent and the intended purpose (ie: medical tent, volunteer, cooking tent, etc.)
  - Food truck locations
  - Washroom facilities/Portable Toilets

- Designated activity areas
- Routes for walks, runs, and cyclists that include marshal locations
- Routes that include road closures and/or arterial roadways may be required to have marshals and/or Edmonton Police Services at key locations. This information will be shared in the Traffic Accommodation Plan (TAP) by your Festivals & Events Liaison
- Key Safety Locations:
  - First aid stations
  - Lost person meeting point
  - Evacuation routes and Muster point(s)
  - Designated emergency response vehicle access route through the site (minimum of 3 meters driving width is required)
  - Fire extinguisher locations
  - Fire hydrant locations and connection points
- Road Closures:
  - Clearly mark any road closures and the alternative route to avoid the closure

## Site Map - Sample



Sample made using [Google MyMaps](https://www.google.com/maps) an easy-to-use tool for making site maps.

## SECTION 2 - CONTACT INFORMATION

This information is **mandatory** for all events.

### Internal Resource Contacts:

In this section, include:

- key event personnel, including role/key responsibilities, first & last name, and event day contact phone number.
- Any relevant vendor information (eg, tent installers, electrical/gas contractors, waste services, etc.) should be readily available. It can be included in this section, or as a separate table with all vendors/contractors.

### External Resource Contacts

In this section, add:

- Relevant external agency information, such as nearby hospitals, municipal agencies, doctors, weather information services, and news media

## SECTION 3 - COMMUNICATION PLAN

This information is **mandatory** for all events.

### Staff Training & Communicating

In this section, include:

- Volunteer and Staff Orientation: the plan for ensuring all staff and volunteers know and understand emergency procedures.
- Communication: the methods of communication between staff (eg, radios, cell phones, runners, PA system).
  - If using radios, clearly identify which key personnel are to be equipped with a radio and the radio channels that should be used for each role or situation
  - If using cell phones, event organizers should have a complete contact list of all volunteers.
  - Clear and comprehensive contact information is essential for all staff, volunteers, and contractors in case of an emergency. Communication flow charts are effective tools to ensure everyone understands the appropriate communication channels.
  - Incident Reporting: [Online Template](#) (sample)

## SECTION 4 - HAZARD & RISK IDENTIFICATION

This information is **mandatory** for all events.

### Site Specific Hazard Assessment

List likely hazards from these general categories and outline the event's response for each situation, including a plan for evacuating the site:

1. Human:
  - a. Medical emergencies
  - b. Vehicle vs. pedestrian traffic
  - c. Crime-related emergencies
  - d. Lost person
2. Inclement Weather:
  - a. Extreme heat or cold
  - b. Hailstorms, lightning, high winds
  - c. Heavy rains and flooding
  - d. Air quality
3. Activities that are taking place:
  - a. Dangers inherent to the activities at your event (eg, inflatables, extreme physical demands, other extreme sports, races, etc.)
  - b. Alcohol service-related (eg, impaired driving risk, intoxications, sexual assault risk, etc.)
4. Mechanical or Technical:
  - a. Infrastructure failures, such as a tent collapse
  - b. Loss of power
  - c. Environmental spills
5. Venue/Site:
  - a. Pinch points due to infrastructure
  - b. Wildlife encounters

### Plan Activation and Response

Complete the chart below for each identified risk for your event; duplicate the chart to include additional risks.

Risk (List the risk)
Activation (Identify what triggers the plan to take effect)
Notification (List who/what agencies need to be notified)
Communications (Detail the message that needs to be provided to event staff, public, and emergency responders)

Safety (Describe the protective actions that need to be taken)
Reporting (Explain how to document details and response actions for future reference)

## SECTION 5 - FIRST AID / MEDICAL PLAN

This information is **mandatory** for all events.

### Small Injuries to Medical Emergencies

Outline the plan for dealing with common injuries and medical injuries. Considerations:

- The type of activities at the event
- The demographics and special needs of attendees
- The ability of staff and volunteers to provide first-aid services
- Location of first aid support and how it is identified i.e. signage, identified on site map, flag, visible first aid cross on top of the tent
- Training and certification of first aid providers
- Level of first aid responders required for the event, for example: volunteer, paid medical
- Shelter location for casualties while waiting for the emergency response to arrive
- Transportation through the event site (how to get the patient to first aid or vice versa)
- Emergency access routes (for emergency response vehicles)
- Plan for how routine medical emergencies will be dealt with (cuts, scrapes, heat stroke, heart attacks, slips/trips/falls, breaks and sprains)
- For first aid kit requirements, refer to the [Canadian Red Cross](#).

## SECTION 6 - FIRE SAFETY PLAN

This information is **mandatory** for all events.

The complexity of this plan depends on the size and scope of the event, ranging from a single fire extinguisher for small events to a more detailed document for complex events involving activities like cooking, fireworks, or fire performances.

Considerations:

- Identify potential fire hazards specific to the event, outline procedures to minimize these hazards, and plan how you will respond.
- Is there cooking on site? What kind of cooking? Deep Fryer, BBQ, Hot Plate, Open Flame, etc.
- Are there Fire Pits? Do the Fire Pits meet the [requirements](#) of the Community Standards Bylaw?
- Are there Open fire Burns? Fire Performers? Fireworks?
- Where are the fire extinguishers on-site? Who is trained to use them? Who is responsible?
- What type of fire extinguishers do you need?

- Where are the fire hydrants on site? Are they accessible?
- What is the evacuation plan?

Review [Edmonton Fire Rescue Services Permit Requirements](#) and [City of Edmonton Public Spaces Bylaws](#) for more information.

## SECTION 7 - CROWD MANAGEMENT

This information is **mandatory** for all events.

The objective of crowd management is to manage attendee movement, capacity and safety of event attendees in and around the event site in a safe manner.

Considerations:

- Where are the entrances and exits? Are they well-marked?
- What is the capacity of the event site? What actions will be taken if capacity is reached?
- Does the event site plan allow for a free flow of people? Are there any pinch points?
- Will line control be required? If yes, where and how will it be set up and monitored?
- Will security be required for crowd control, including during an emergency, across all phases of an event ( before, during, and after)?
- How will staff be briefed on strategies or concerns regarding crowd management?

## SECTION 8 - VEHICLE & TRAFFIC MANAGEMENT

This information is **mandatory** for events where vehicles and pedestrians may be in contact, such as road closures or pedestrians crossing roadways.

This section must ensure unimpeded access for emergency services, protect attendees from moving traffic and safely control the flow of both public and emergency vehicles during an incident.

It includes considerations for both **Static Events** (monitoring barricades, hardening the perimeter, load in/out plans) and **Moving Events** (using marshals to guide participants and control traffic along the route).

### Static Events - Considerations

- Develop a plan for how staff, volunteers, or security personnel will monitor road closure barricades to prevent people from driving around or moving them.
- Do you need to consider hardening the perimeter of your road closure by adding jersey barriers, cement barriers, vehicles, etc.
- How will vehicles access the closure area for load in/out?

## **Moving Events - Considerations**

- Marshals are responsible for guiding participants along the designated route and controlling traffic at uncontrolled intersections and alleyways to prevent disruptions. At busy intersections, additional marshals, flaggers and/or police to monitor vehicle traffic and pedestrian crossings, when crossovers are possible.
- Marshals should be confident and able to control crowds and local vehicle traffic
- Determine with your assigned liaison if EPS Extra Duty Detail is required

## **SECTION 9 - SECURITY PLAN**

This information is **mandatory** for all events requiring additional security for reasons such as cash on site, stage performances, and alcohol service.

This section should detail personnel roles, access control and emergency procedures. The scope should be proportionate to the event's risks, crowd size and event activities. Hiring a security company is recommended when there are large amounts of cash on site, stage performers, and/or large numbers of attendees. Alberta Gaming, Liquor and Cannabis Commission (AGLC) also requires a security plan for alcohol and/or cannabis consumption, so include these plans in this section, if required.

Considerations:

- What security support is needed and how many? Will they be paid vs volunteer security?
- What are the security hours of operation?
- Where are security members located and what are their roles in an emergency?
- How will you communicate with the security team? Who is the lead?
- Is additional equipment needed? (e.g. flashlights, safety vest, etc.) How will security be easily identifiable?
- Alcohol Service: How will minors be identified? How will overservice be prevented?
- Smoking How will minors be identified? How will access to the smoking area be monitored?

## **SECTION 10 - SITEWIDE EVACUATION**

All events must have an emergency evacuation plan. The scale of the plan should be proportional to the event's size and expected attendance.

An emergency is defined as any unpredictable or unexpected occurrence that deviates from standard operations. These events may require evacuation and include, but are not limited to:

- Extreme weather
- Accidents

- Active intruders
- Bomb threats

Considerations:

- Ensure personal safety (ensure you are safe to initiate emergency procedures)
- At your earliest opportunity, call 911 and follow their directions
- Loudspeaker: For smaller venues, organizers can use a loudspeaker to instruct attendees on evacuation procedures.
- What is the method of communication to activate a site-wide procedure? Radios? Cellphones? PA system? Loudspeakers?
- Keep attendees calm while activating site-wide evacuation procedures

Active Intruder (person actively threatening lives with a weapon)

Response: Run/Hide/Fight:

- Run if possible.
- Hide if running isn't possible.
- Fight only if a confrontation is inevitable.
- Call 911 when possible.

## **ADDITIONAL GUIDELINES**

Enhance the adaptability and resilience of your emergency response plan to unexpected events by following these best practices:

- Focus on flexibility and adaptability: design your plan to be flexible enough to handle a wide range of situations.
- Build in redundancy: Have backup systems and resources in place in case primary systems fail.
- Encourage situational awareness: Train staff to be observant and recognize unusual or potentially dangerous situations. Encourage them to report anything suspicious or out of the ordinary. When in doubt to say something.
- Practice adaptive decision-making: Train your team to make quick and effective decisions in uncertain and rapidly changing situations.
- Foster a culture of learning: After any event, conduct a thorough review to identify lessons learned and improve your plan. Encourage open communication and feedback.
- Stress-test your plan: Regularly test your emergency response plan through drills and simulations. This will help identify weaknesses and areas for improvement and will also help your team become more familiar with the plan.