



## FRASER VALLEY REGIONAL DISTRICT POLICIES AND PROCEDURES

### **POLICY: To Obtain Assistance in an Emergency Situation at the Deroche Office**

**Date Issued: January 1, 2008**

**Date Amended: December 2011  
June 2012  
April 2015**

### **PURPOSE**

To ensure staff working alone in the Deroche office are able to obtain assistance in an emergency situation due to health, injury or safety concerns.

### **POLICY**

If the situation allows, it is preferable for the staff member to make a direct call on 9-1-1 to report the circumstance specifically. In the event that is not possible, however, two other back-up systems have been implemented:

1. A medallion that is to be used to send an alarm for an ambulance due to a medical situation, and
2. Two (2) panic buttons which are to be pushed to alert police where personal safety is endangered.

Both systems will be tested at least once a month to ensure they are working properly. (See Panic Alarm Testing Procedures)

### **PROCEDURE**

The medallion is designed to be worn around the neck, and it be worn by the staff person at all times they are working alone. If medical assistance is required, simply push the button on the medallion.

There are two (2) buttons: one located at the front counter behind the phone and next to the brochure rack, and the other is located at the front work station next to the top desk drawer.

When the button is pushed on either the medallion or the panic button, it rings through to the alarm monitoring company. The alarm monitoring company immediately notifies the appropriate emergency service, as well as the FVRD Fire Dispatch Centre. The Fire Dispatch Centre will immediately make contact, as appropriate, with the parties listed below to address the situation and ensure appropriate response:

1. RCMP Mission Detachment

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2. North Fraser Volunteer Fire Department
3. BC Ambulance Service

Once the Emergency Services on the above list have been contacted to attend to the situation, E-9-1-1 Fire Dispatch personnel must call the following people to report the incident:

- |                      |    |                      |
|----------------------|----|----------------------|
| 1. Margaret Thornton |    |                      |
| Office: 604-702-5004 |    |                      |
| Cell: 604-316-6513   |    |                      |
| 2. Randy Castle      | or | Janice Mikuska       |
| Office: 604-702-5013 |    | Office: 604-702-5031 |
| Cell: 604-991-7222   |    | Cell: 604-798-7306   |