

# CONTRACTOR'S AIRPORT EMERGENCY RESPONSE PLAN

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## GENERAL

The Contractor's Airport Emergency Response Plan is to be followed in the event of any emergency occurring on airport property. This plan is issued under the authority of the Vice President, Airport (VP, Airport).

The Plan outlines the procedures contractors must follow during various airport emergencies or incidents. Effective preservation of life and property during such events requires the full cooperation and coordination of all responding emergency agencies and contractors.

The VP Airport or designate, assumes overall responsibility for coordinating emergency response functions at the airport. When incidents fall under the jurisdiction of external agencies, the Airport will provide full cooperation to support their operations.

### Hours of Airport Operations

- a) Billy Bishop Toronto City Airport is operational seven days a week including statutory holidays. The following are the hours of operations:
  - (a) Landing and take off hours: 06:45-23:00;
  - (b) Passenger Hours: 05:15 - 00:07;
  - (c) Ferry Hours: 05:15 - 00:07;
  - (d) Emergency Response Service Staffing Hours: 06:25 - 23:00;
  - (e) Airport Operations Control Center (AOCC) – 24/7; and
  - (f) **NOTE:** Maintenance, construction crews, cleaning, ORNGE, and tenant staff may be present on site after operating hours.

### General Airport Capabilities

- a) The airport has a full time professional Fire & Emergency Services (FES) that is staffed seven days a week from 06:20 to 23:00 hrs. The Airport FES will respond and provide emergency services for the following emergencies:
  - (a) Medical emergencies
  - (b) Structural Fire
  - (c) Vehicle accidents and fires
  - (d) Ice and cold water rescue
  - (e) Hazardous Material Spill response
  - (f) Aircraft fire and rescues.
  - (g) Wildland firefighting
  - (h) Elevator rescue

- b) The Airport also has Enforcement Officers and Conflict Resolution Guards (CRG) available to respond to any security threats seven days a week 24 hours a day. They are available to respond to:
  - (a) Security breaches
  - (b) Violence in the workplace
  - (c) Active assailant
  - (d) Bomb threats
  - (e) They will also investigate all incidents at the airport.

### CONTRACTOR'S RESPONSIBILITIES

1. Follow the items outlined in the Contractor's Emergency Response Plan when dealing with any type of emergencies.
2. Prior to commencing work at the airport, the contractors will ensure they develop and submit a site specific safety plan that aligns with this plan.
3. The contractor will assign a site specific emergency lead(s).
4. Ensure all emergency responsibilities and actions are clearly communicated to their staff.
5. Ensure emergency communication methods are accessible to all personnel regardless of language, literacy, or disability.

## EMERGENCY RESPONSES

### 1. Medical Emergencies

- (a) Follow your own company's health and safety procedures
- (b) Provide First Aid at the level you are trained to.
- (c) Call the AOCC Emergency line at (416) 203-1910
  - i. **NOTE:** Calling 911 directly will delay emergency response.
- (d) One person will be assigned to guide emergency services to the location of the medical emergency.

### 2. Fires

- a) In the event of a fire within your workplace or a fire is noticed at a location near your workspace, follow the following procedure:
  - (a) Follow your own company's health and safety procedures.
  - (b) If safe to do so and you are trained, utilize a fire extinguisher to attempt to extinguish the fire.
  - (c) Call the AOCC Emergency line at (416) 203-1910
    - ii. **NOTE:** Calling 911 directly will delay emergency response.
  - (d) Evacuate the area to your predetermined gathering area and await the fire service. Tell the fire officer if everyone has evacuated and indicate the exact location of the fire.
  - (e) One person will act as the spokesperson for the company and talk to the Fire Captain once they arrive.
  - (f) Personnel will only be allowed back into the area once cleared by the airport fire service or Toronto Fire Services after hours.

### 3. Person in Water or Ice

- a) All personnel working within 2 meters of the water or seawall will be equipped with a personal flotation device (PFD). In the event an employee accidentally falls in the water, the following procedure will be followed:
  - (a) Follow your own company's health and safety procedures.
  - (b) If safe to do so, locate and throw a Kisbey Ring next to the person in the water, making sure you hold on to the end of the rope. Once the person has the Kisbey ring, pull them into shore or the nearest ladder.
  - (c) Instruct someone to call the AOCC Emergency line at (416) 203-1910
    - i. **NOTE:** Calling 911 directly will delay emergency response.
  - (d) One person will be assigned to wait for emergency services and direct them to the exact location.

#### 4. Natural Disaster

- a) In the event of a natural disaster, stop work, gather in the predetermined gathering area and await instructions from the Duty manager or other airport representative. If needed, seek shelter indoors.
- b) Whenever a lightning event occurs near the airport, all outdoor work must stop and personnel must seek shelter indoors until cleared by the airport duty manager or their representative.

#### 5. Plane Crashes or other Major Emergencies.

- a) In the event of a plane crash at the airport or other major emergency affecting the operation of the airport, the Duty Manager or a representative will give very specific instructions to the contractors as to whether or not the work may continue or needs to be shut down.
- b) Be aware that during a major emergency, the ferry will prioritize emergency services over other vehicles and access to the ferry might be suspended for non emergency vehicles for a period of 30 minutes to a few hours, depending on the severity of the emergency.

#### 6. Access to Airport During Emergencies

- a) Aside from Emergency vehicles and responders, only select personnel and vehicles are authorized to board the ferry during an emergency. Depending on the severity of the emergency, the tunnel might also be unavailable to non-airport staff.

#### 7. Security Event

- a) Strictly follow instructions of Toronto Port Authority Security Staff, or Toronto Police. If an evacuation of the island is required, you will be directed to either take the Ferry or the tunnel across to the mainland. In the event neither of these options are available, Airport Security or Toronto Police will guide you to an appropriate substitute.

##### ***7.a Bomb Threat & Suspected Explosive Devices***

- (a) Anyone receiving a Bomb Threat will:
  - i. Complete the *Telephone Bomb Threat Checklist (Appendix B)*;
  - ii. Call Airport Emergency Line – (416) 203-1910; and
  - iii. Advise Supervisor immediately.
- (b) Any Staff member discovering an unattended item or Suspected Explosive Device will:
  - i. Call AOCC immediately to report the suspicious package;

- ii. From a safe location call the Airport Emergency Line – (416) 203-1910;
  - iii. Do Not allow anyone to re-enter the area;
  - iv. Take note of suspicious persons;
  - v. Await response of emergency service personnel; and
- (c) As per the Emergency Response Guidebook, attempt to evacuate or shelter in-place to the distances indicated in table 8.1 below:

Table 7.a Isolation distances

Threat Description	Explosive Capacity	Minimum Evacuation	Shelter in-place	Preferred Evacuation
Pipe Bomb	2.3 kg (5 lbs)	21 m (70 ft)	22 – 365m (71-1,199 ft)	366+m (1,200+ ft)
Suicide Bomber	9 kg (20 lbs)	34 m (110 ft)	35 – 518 m (111-1,699 ft)	519+ m (1,700 ft)
Briefcase / Suitcase	23 kg (50 lbs)	46 m (150 ft)	47 – 563 m (151-1,849 ft)	564 + m (1,850+ ft)
Car	227 kg (500 lbs)	98 m (320 ft)	99 – 579 m (321-1,899 ft)	580+ m (1,900+ ft)
SUV / Van	454 kg (1,000 lbs)	122 m (400 ft)	123 – 731 m (401 – 2,399 ft)	732+ m (2,400+ ft)
Small Delivery Truck	1,800 kg (4,000 lbs)	195 m (640 ft)	196 – 1,158 m (641 – 3,799 ft)	1,159+ m (3,800+ ft)
Container or Water Truck	4,536 kg (10,000 lbs)	263 m (860 ft)	264 – 1,554 m (861 – 5,099 ft)	1,555+ m (5,100+ ft)
Semi-Trailer	27,216 kg (60,000 lbs)	475 m (1,570 ft)	476 – 2,834 m (1,571 – 9,299 ft)	2,835+ m (9,300+ ft)

(d) Radio and Mobile Phone Transmissions:

- i. Modern radio-controlled improvised explosive devices (RCIEDs) use radio frequency switches that are susceptible to transmissions from personal communication systems such as mobile phones, handheld radios and remote car starters.
- ii. Any staff member discovering a Suspected Explosive Device will follow minimum safe transmission distances when transmitting from personal communications equipment within the vicinity of the item:
  1. **15 m** – Minimum transmission distance for hand held radios or mobile phones.
  2. **50 m** – Minimum transmission distance for vehicle mounted radios.

(e) Secondary Devices:

- i. All staff, contractors, stakeholders, and emergency services will pay particular attention for secondary devices. Secondary devices, whether time (delay), command (bomber activated) or victim operated, are intended either to maximize casualties by congesting crowds into secondary or tertiary kill zones, or to maximize casualties amongst emergency responders swarming to the scene following the initial blast.

**7.b Active Assailant or Shooter**

- (a) Any Airport staff, stakeholder, or contractor who identifies an Active Shooter situation should, as soon as possible, call the Airport Emergency Line at (416)-203-1910 and announce the pre-arranged code, "**Code Silver**" to the AOCC operator;
  - i. "Code Silver" is an internationally used and recognized term that identifies that an Active Shooter situation is in progress.
- (b) Airport staff, contractors, or tenants shall provide the AOCC Operator with the following information, if possible:
  - i. Description of suspect(s) and possible location;
  - ii. Number and types of weapons;
  - iii. Suspect('s) direction(s) of travel;
  - iv. Location and condition of any victims; and
  - v. Or anything out of the norm i.e.: Packages, Improvised Explosive Device (IED).
- (c) All actions taken by contractors, staff, and stakeholders will only be completed **if it is safe to do so**. Priority will be given to the protection of life and actions will be taken in the following order:
  - i. **Flee** – If there is an accessible escape path, attempt to evacuate the premises;
  - ii. **Hide** – If evacuation is not possible, find a place to hide where the active assailant is less likely to find you; and
  - iii. **Defend** – If it is not possible to evacuate or hide, consider self-defence by attempting to disrupt and / or incapacitate the active assailant. Only do so if you believe your life is in imminent danger.
- (d) Anyone who identifies an Active Shooter or Assailant situation should, as soon as possible, call the Airport Emergency Line at (416)-203-1910.

**NOTE:** When hiding from an active shooter it is imperative to **silence all phones and radios**, you might have with you.

## 8. After Hour Emergencies

- (a) Any emergencies occurring after 23:00 hrs will be handed by the AOCC. Please call the Airport emergency line at (416)-203-1910.
- (b) Since the Airport FES is not available after 23:00 hrs. the city emergency response services will be responding to the airport via the tunnel and either by a fire boat or police marine unit boat.

APPENDIX A - EMERGENCY TELEPHONE NUMBERS

Airport Emergency Line	(416) 203-1910
Airport Duty Manager (ADM)	(416) 203-6942, ext. 17 (416) 307-2487
Airport Construction Specialist	416.268.7044
Corporate Fire Chief	Cell: (437) 353-2161
Emergency Planning & Operations Deputy Fire Chief	Cell: (437) 979-5534
Director, Airport Operations	(416) 203-6942, ext. 12
Director, Groundside Services	(416) 203-6942, ext. 41
Manager, Airport Operational Communications & Security	(416) 203-6942, ext. 15
Airport Fire Emergency Services (business line)	(416) 203-6965
Mount Sinai	(416) 596-4200
St. Michael's	(416) 360-4000
Sick Kids	(416) 813-1500
Toronto General	(416) 340-3131
Western	(416) 603-2581
Ontario Poison Control Centre (information)	(416) 813-5900 1-(800) 268-9017

APPENDIX B – BOMB THREAT CHECKLIST

# TELEPHONE BOMB THREAT CHECKLIST

**BE CALM - BE COURTEOUS - DO NOT INTERRUPT**

**INCIDENT DATA:**

Time: \_\_\_\_\_ Date: \_\_\_\_\_  
 Name of person receiving call: \_\_\_\_\_  
 Telephone no. call received on: \_\_\_\_\_  
 Recipient's telephone no. (work) \_\_\_\_\_  
 (residence) \_\_\_\_\_  
 Exact wording: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**AIRPORT  
 EMERGENCY  
 DISPATCH:  
 (416) 203-1910**

(use other side of form if necessary)

**CALLER DATA (Check all boxes that apply):**

GENDER		CALL ORIGIN		ACCENT		MANNER	
<input type="checkbox"/> Male	<input type="checkbox"/> Female	<input type="checkbox"/> Internal	<input type="checkbox"/> Local	<input type="checkbox"/> Local	<input type="checkbox"/> Regional	<input type="checkbox"/> Calm	<input type="checkbox"/> Angry
<input type="checkbox"/> Adult	<input type="checkbox"/> Juvenile	<input type="checkbox"/> Cell phone	<input type="checkbox"/> Pay phone	<input type="checkbox"/> Foreign	<input type="checkbox"/> Long distance	<input type="checkbox"/> Rational	<input type="checkbox"/> Irrational
				<input type="checkbox"/> Coherent	<input type="checkbox"/> Incoherent	<input type="checkbox"/> Deliberate	<input type="checkbox"/> Emotional
				<input type="checkbox"/> Righteous	<input type="checkbox"/> Laughing		

  

VOICE		SPEECH		LANGUAGE	
<input type="checkbox"/> Loud	<input type="checkbox"/> High Pitch	<input type="checkbox"/> Soft	<input type="checkbox"/> Deep	<input type="checkbox"/> Fast	<input type="checkbox"/> Slow
				<input type="checkbox"/> Distorted	<input type="checkbox"/> Slurred
				<input type="checkbox"/> Lisp	<input type="checkbox"/> Distinct
				<input type="checkbox"/> Excellent	<input type="checkbox"/> Good
				<input type="checkbox"/> Fair	<input type="checkbox"/> Poor
					<input type="checkbox"/> Foul

  

**BACKGROUND NOISES**

<input type="checkbox"/> Machines	<input type="checkbox"/> Confusion	<input type="checkbox"/> Traffic	<input type="checkbox"/> Office	<input type="checkbox"/> Music	<input type="checkbox"/> Animals	<input type="checkbox"/> Voices	<input type="checkbox"/> Airplanes	<input type="checkbox"/> Quiet	<input type="checkbox"/> Streetcar/Trolley	<input type="checkbox"/> P/A Announcements
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**GENERAL PROCEDURES:**

1. Pretend difficulty with hearing
2. Keep caller talking, if possible
3. Alert someone nearby to contact Supervisor
4. Ask questions:
  - When will it go off? Hour: \_\_\_\_\_ Time remaining: \_\_\_\_\_
  - What does it look like? \_\_\_\_\_
  - Where is it located? \_\_\_\_\_ Area: \_\_\_\_\_
  - What kind of bomb is it? \_\_\_\_\_
  - Where are you now? \_\_\_\_\_
  - How do you know so much about it? \_\_\_\_\_
  - What is your name and address? \_\_\_\_\_

(If your telephone system is equipped with Bell Canada's Call Trace Service, use \*57 to have the caller's telephone number retained for police investigation. NOTE: only the incoming call prior to dialing \*57 will be stored)

**KEEP THIS FORM NEAR YOUR TELEPHONE**

**EVACUATION GUIDELINES**

- Keep calm
- Follow instructions of supervisor
- When evacuating, where possible remove personal property (lunch boxes, purses, briefcases, etc.)

**SEARCH GUIDELINES**

- Search your immediate area without touching anything
- Report any suspicious object
- Identify strange or misplaced objects
- Unlock drawers, cabinets, etc. for search crew

**PRECAUTIONS**

- If suspicious device is discovered:
- Do not touch or move it
  - Do not assume it is the only one
  - Notify your control centre immediately

**EXTRA COPIES AVAILABLE:**

(416) 203-6942 x 17  
 dutymanagers@porttoronto.com