

EMERGENCY PLAN FOR TOURISM OPERATORS

This resource is designed to help B.C. tourism businesses and organizations start planning and preparing for emergencies that may impact their staff and guests.

Choose the templates, tools and suggestions that make the most sense for your operation and add to them as needed. One simple step today can make a difference in how effectively you respond to and recover from an emergency. For additional information, review the *PreparedBC: Guide for Tourism Operators* at www.gov.bc.ca/PreparedBC.

RISK AND IMPACT ASSESSMENT

List all the hazards your tourism business might face, including their likelihood and estimated impact.

Sample:

Hazard	Probability	Level of Impact	Potential Impacts
Wildfire	Likely	Severe	<ul style="list-style-type: none"> ■ Injury ■ Damage to business infrastructure ■ Disruption to transportation network

Probability = How likely a hazard is to occur (very unlikely, unlikely, possible, likely, very likely)

Impact = How big an impact a hazard might have (negligible, low, moderate, significant, severe)

Hazard	Probability	Level of Impact	Potential Impacts

EMERGENCY RESPONSE TEAM

Consider forming an emergency planning team. Include people with a collective knowledge of your operation to ensure all assets and processes are covered. Create a list of your team members and contact information. For small tourism businesses, it may make more sense for a single person (e.g. the owner) to work on the plan.

Sample:

Full Name	Team Position/Role	Phone	Email

CORE BUSINESS FUNCTIONS

Create an inventory of critical assets and processes that are essential to keeping your business operating. Some examples are computers, credit/debit machines, back-up power sources, reservation lists, satellite phones, bank records and food security.

Keep copies of important records in waterproof, fireproof and portable containers both on-site and off-site. You can also utilize cloud storage or USB sticks. Be sure to perform regular computer back-ups to ensure your critical information is always saved and current.

Sample:

Critical Assets / Processes	Location	Last Checked / Updated

CRITICAL CONTACT LISTS

Don't be left scrambling. Build key emergency contact lists and ensure they are easily accessible.

Sample:

Safety Services	Contact Name	Phone / Cell / After Hours	Email	Website	Social Media
<i>Police</i>					
<i>Fire</i>					
<i>Hospital</i>					
<i>Local government emergency program</i>					

Infrastructure Services	Contact Name	Phone / Cell / After Hours	Email	Website	Social Media
<i>BC Hydro</i>					
<i>Fortis BC</i>					
<i>BC Ferries</i>					
<i>Airport</i>					
<i>Local Road / Hwy Contact</i>					
<i>Local Port (if applicable)</i>					

EMERGENCY PLAN FOR TOURISM OPERATORS

Critical Contact Lists, continued

Business Services	Contact Name	Phone / Cell / After Hours	Email	Website	Social Media
<i>Destination Marketing / Management Organization (DMO)</i>					
<i>Area Visitor Centre</i>					
<i>Key suppliers</i>					
<i>Key contractors</i>					

EMPLOYEE EMERGENCY CONTACT INFORMATION

Sample:

Name:	Name:
Phone: Alternate Phone:	Phone: Alternate Phone:
Email:	Email:
Embassy (if applicable):	Embassy (if applicable):
Name:	Name:
Phone: Alternate Phone:	Phone: Alternate Phone:
Email:	Email:
Embassy (if applicable):	Embassy (if applicable):

SUPPLIERS AND CONTRACTORS

Sample:

Company Name:	Company Name:
<i>Contact Name:</i>	<i>Contact Name:</i>
<i>Account Number:</i>	<i>Account Number:</i>
<i>Address:</i>	<i>Address:</i>
<i>Phone:</i> <i>Fax:</i>	<i>Phone:</i> <i>Fax:</i>
<i>Email:</i>	<i>Email:</i>
<i>Materials / Service Provided:</i>	<i>Materials / Service Provided:</i>
Company Name:	Company Name:
<i>Contact Name:</i>	<i>Contact Name:</i>
<i>Account Number:</i>	<i>Account Number:</i>
<i>Address:</i>	<i>Address:</i>
<i>Phone:</i> <i>Fax:</i>	<i>Phone:</i> <i>Fax:</i>
<i>Email:</i>	<i>Email:</i>
<i>Materials / Service Provided:</i>	<i>Materials / Service Provided:</i>

PREPARING YOUR PROPERTY

Prepare emergency supplies and ensure they are easily accessible. You should have enough supplies to last a minimum of three days. A week to two weeks is better. Be prepared for the possibility that your tourism business might serve as a temporary shelter for employees or guests. Consider creating a checklist of workplace emergency supply basics then customize it to meet your needs.

EVACUATION PLANNING

Emergency officials may ask you to evacuate your property if it is at risk. There are three evacuation stages in British Columbia – alert, order and rescind. Learn more about each stage on www.gov.bc.ca/PreparedBC.

Before an evacuation:

- Identify routes and exits from your building and business site.
- Identify a post-evacuation assembly area (Note: This may change if your assembly area is inside an evacuation zone).
- Develop a system for accounting for personnel and guests.
- Confirm emergency shut-off procedures for utilities, equipment, processes, etc.
- Confirm procedures for assisting guests with disabilities or those requiring additional help.
- Ensure that employees are aware of the evacuation plan and all emergency exits.
- Ensure that guests are aware of evacuation procedures and evacuation routes.

During an evacuation:

- Move quickly and calmly and follow instructions provided by emergency officials.
- Carry out emergency shut-off procedures for utilities, equipment, etc.
- Take your business and individual grab-and-go bags.
- Assist those with mobility issues or disabilities.
- Account for personnel and guests after evacuating.

After the evacuation:

- Listen carefully to emergency officials. They will advise you when it is safe to return and if there is anything you need to do to ensure the safety of guests and staff.

SHELTER-IN-PLACE PLANNING

For some emergencies, such as a hazardous material spills, it may be safer to stay inside your facility. This is called sheltering-in-place and may only last a few hours. You will be instructed by emergency officials when you need to shelter-in-place.

Before:

Pre-select an interior room(s) with the fewest windows or vents, such as conference rooms, storage rooms or hallways. Extra considerations:

- Room(s) should have adequate space for everyone to sit down.
- Ideally the room should have an adjoining bathroom.
- Avoid rooms with mechanical equipment like ventilation blowers or pipes.
- If possible, identify rooms with a hard-wired telephone.

Prepare a shelter-in-place kit containing:

- A standard emergency kit (supplies, food and water).
- Plastic sheeting (preferably, pre-sized and cut to cover windows and doors).
- Duct tape for sealing cracks around doors and windows.
- Enough towels to block the bottoms of each door in the room(s).
- Shelter-in-place signs to post at all entrances.

During:

- Announce to staff there is a shelter-in-place emergency and inform staff to stay.
- Ask guests, clients and customers to stay, not leave.
- Instruct everyone outside to come inside immediately.
- Direct staff and guests to the designated shelter-in-place room(s).
- Close all doors, windows and any openings to the outside.
- Shut down air handling equipment (e.g. heating, ventilation, air-conditioning, etc.).
- Account for all employees and guests.
- Seal doors, windows and vents with plastic sheeting, tape and towels.
- Remain in the shelter-in-place room(s) until an “all clear” is issued by emergency officials.

After:

- When the “all clear” is issued, have all staff and guests leave the shelter-in-place room(s).

COMMUNICATIONS PLANNING

Clear communication is critical during an emergency. The following checklist will help you develop an effective communication plan to keep staff and guests informed.

Determine roles and responsibilities:

- Appoint primary decision-maker/co-ordinator.
- Appoint a media spokesperson.
- Appoint back-up decision-maker(s).
- Outline roles and responsibilities for additional participants.

Determine who to communicate with:

- Employees and their family members.
- Local officials and stakeholders, including tourism agencies.
- Guests and their emergency contacts.
- Media

Determine, document and publicize your emergency communications plan:

- Phone/email tree (include employee spouses/family).
- Update all staff, including seasonal/temporary staff with your plan.
- Website emergency messaging system.
- Be aware of key information you'll need during an emergency, such as incident, time and number of staff and guests affected.
- Phone/voicemail messaging system.
- Social media

TEST, REVIEW, UPDATE, REPEAT

Regularly test and review your plan to determine if it needs improvements or updates. It is ideal to schedule tests at different times of year—high season, low season and shoulder season—to gauge your capacity and ensure new employees are up to speed.

We will review and update our emergency plan on this date:

TOURISM
INDUSTRY
ASSOCIATION OF

BC



This resource was developed in partnership with PreparedBC and the Tourism Industry Association of BC, along with various tourism industry partners, including the BC Hotel Association, Tourism Tofino, Destination British Columbia and the Cariboo Chilcotin Coast Tourism Association.

