

WESTERN CANADIAN PLACE FLOOR WARDEN PROCEDURES





WESTERN CANADIAN PLACE,
245, 801- 6th Street SW Calgary, Alberta T2P 3V8

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PERSONNEL DESCRIPTIONS

Floor Wardens (FW)

Floor Wardens are responsible for the supervision of the occupants in an orderly evacuation of their assigned space to the recommended assembly area, either within the building or outside, should an evacuation or relocation be ordered by the authorities or the Building Incident Commander. They are also responsible for communicating with the Building Incident Commander / Assembly Area Coordinator on the status of their space, the disposition of any persons requiring assistance to evacuate, and any missing occupants. Floor Wardens report directly to the Building Incident Commander. Should any of the members of the Floor Warden team (Deputy Floor Wardens, Assistance Monitors) be unable to fulfill their duties as outlined in this manual, the Floor Warden shall advise the Fire & Life Safety Director of the vacancy.

Deputy Floor Wardens (DFW)

Deputy Floor Wardens are responsible for assisting the Floor Warden with the initiation of an evacuation of occupants, should an evacuation or relocation be ordered by the Floor Warden. They will assume the role of Floor Warden in the Floor Warden's absence and will advise the Fire & Life Safety Director if the Floor Warden is no longer able to perform the duties outlined in this manual (e.g., employment terminated or permanent reassignment to another floor or facility). They are also responsible for communicating with the Floor Warden on the status of their assigned space, the disposition of any persons requiring assistance to evacuate, and any missing occupants. Deputy Floor Wardens report directly to the Floor Warden.

Assistance Monitors (AM)

Assistance Monitors are responsible for assisting persons requiring assistance to a safe area beside or within the stairwells to await assistance from the authorities, should an evacuation or relocation be ordered by the Floor Warden. They are also responsible for communicating with the Floor Warden on the disposition of any persons requiring assistance to evacuate, and for providing that assistance should the emergency force an evacuation prior to assistance arriving. Assistance Monitors report directly to the Floor Warden. This position will be activated during any emergency involving the relocation or evacuation of persons requiring assistance to evacuate. If there is a new person requiring assistance in an Assistance Monitor's area of responsibility or if there is a change of status of a person requiring assistance to evacuate (e.g., a broken ankle heals), the Assistance Monitor will advise the Fire & Life Safety Director so that the *Persons Requiring Assistance to Evacuate* list within the Fire Safety and Evacuation Plan can be updated.

FLOOR WARDENS – FIRE PROCEDURES

A) At the sound of a fire alarm, the Floor Wardens shall immediately:

- 1) Put on your identification, if readily available, and quickly check the integrity of the exits.
- 2) If you hear an alert fire alarm signal, stand by for further instructions over the emergency voice paging system. If there is a continuous alarm present and the exits are safe, instruct the occupants to evacuate into the stairwells and down to the safest crossover floor that is at least two floors below the fire floor, where you will re-enter the floor space and await further instructions (unless a full building evacuation has been ordered). Those starting evacuation from the 5th floor or below are to evacuate out of the building to the recommended assembly area west of the building along the east sidewalk of 7 Street SW between 8th Avenue and 9 Avenue SW with overflow in the parking lot across 7 Street SW.
- 3) Do a quick check of the offices and washrooms. After the occupants have evacuated the floor instruct your Deputy to vacate the floor. Ensure that all persons requiring assistance are being cared for by the Assistance Monitors.
- 4) Proceed via the nearest safe stairwell or exit to the recommended assembly area or crossover floor. If you have relocated, use the fire phone to contact the Building Incident Commander and report on the status of your floor. If you have evacuated out of the building, check in with the Assembly Area Coordinator and report on the status of your floor; then rejoin your group or relocate your group as directed by the Assembly Area Coordinator.
Note: For persons requiring assistance to evacuate, please refer to the Assistance Monitor procedures.

B) If you encounter fire or are informed of a fire on your floor:

- 1) Get everyone out of the room or area, activate the nearest manual pull station and close any doors behind you. This may help to control the fire by cutting off its oxygen supply, as well as limiting the spread of smoke to adjacent areas.
- 2) Assist the Deputy in evacuating the occupants of your floor into the nearest safe stairwell and down to the safest crossover floor that is at least two floors below the fire floor, where you will re-enter the floor space and await further instructions (unless a full building evacuation has been ordered). Those starting evacuation from the 5th floor or below are to evacuate out of the building to the recommended assembly area west of the building along the east sidewalk of 7 Street SW between 8th Avenue and 9 Avenue SW with overflow in the parking lot across 7 Street SW.

3) Do a quick check of the offices and washrooms, and after the occupants have been evacuated, instruct your Deputy to vacate the floor. Ensure that all persons requiring assistance are being cared for by the Assistance Monitors.

4) Proceed via the nearest safe stairwell or exit to the recommended assembly area or crossover floor. If you have relocated, use the fire phone to contact the Building Incident Commander and report on the status of your floor. If you have evacuated out of the building, check in with the Assembly Area Coordinator and report on the status of your floor; then rejoin your group or relocate your group as directed by the Assembly Area Coordinator.

Note: If you ever have to open a closed door and you are suspicious that a fire condition may be present, feel the door first to see if it is hot. If it is hot to the touch, do not open that door.

C) Defend In Place:

In the event that the stairwells are inaccessible because of fire or smoke, follow these instructions:

- 1) Calmly get all the people into one area of the complex least affected by the fire.
- 2) Dial **911** on the nearest telephone and advise the Fire Department of your suite and floor number and location, whether you are in immediate danger, and anything else that may assist the Fire Department to effect a rescue.
- 3) Close any doors leading into the room or area, and then take cloth, paper, strips of clothing, etc. and wedge them into the cracks around the doors (and wherever else smoke may enter the room).
- 4) Stand by for rescue by the Fire Department.

Note: The primary purpose of a fire extinguisher is to serve as an escape mechanism, in case a fire is blocking your only means of egress and knocking the fire down temporarily will aid the evacuation process. The fire extinguisher is not there to empower untrained individuals to become firefighters.



FIRE DRILL REPORT

To be completed by Floor Warden

Date:

Your Name:
Company: Suite #
Building Name:
Building Address:
Floor(s) of Responsibility:
Time Bells Started: Time Your Floor Cleared Building:
Time Reporting Floor Status: Time Advised Safe to Return:
Reported to: Senior Fire Official:
Building Incident Commander:
Assembly Area Coordinator:

Y N N/A

- Was alarm clearly heard in all areas?
- Was announcement heard in all areas?
- Was announcement understandable?
- Were any doors wedged open or blocked?
-
- Were any evacuation or suppression operations hindered?
- Did all occupants know where the assembly area was?
- Is training/review required?
- Did occupants have a positive attitude towards the drill?
- Did occupants comply with the fire drill?

COMMENTS:

DEPUTY FLOOR WARDENS

Evacuation Procedures (Single Tenant Floors)

At the sound of a fire alarm or upon being informed of an emergency or an evacuation order, the Deputy Floor Warden shall:

- 1) If the Floor Warden is not present on your floor, you shall assume the duties of the Floor Warden and assign someone to the position of Deputy Floor Warden.
- 2) Systematically check each area to ensure that occupants are evacuating their areas, if an evacuation has been ordered. Take note of any persons requiring assistance to evacuate at the exits.
- 3) Report back to the Floor Warden, provide an evacuation status report, and then stand by for further instructions.

ASSISTANCE MONITOR EVACUATION PROCEDURES

At the sound of a fire alarm or upon receiving an evacuation order within the complex, the Assistance Monitors shall perform the following:

- 1) Proceed to your designated person requiring assistance to evacuate and assist the individual to the exit.
- 2) If you are unable to locate your designated individual, report your findings to the Floor Warden.
- 3) If the person is mobile but slowed as a result of his or her condition, wait until other occupants from your floor and the floors above you have descended past your floor, and then assist the person into the exit stairwell and down the stairs to the safest crossover floor that is at least two floors below the fire floor or to the exterior assembly area (if evacuating from the 5th Floor or below).
- 4) If the person cannot negotiate the stairs (e.g., in a wheelchair), wait beside the stairwell for assistance from the Fire Department. If it is dangerous to remain beside the stairwell, move the person requiring assistance into the stairwell and, if necessary, down two floors; then use a fire phone at the nearest crossover floor below the fire floor to advise the Building Incident Commander of the status of the person requiring assistance.

DEFEND IN PLACE

In the event that the stairwells are inaccessible because of fire or smoke, follow these instructions:

- 1) Calmly get the person requiring assistance into one area of the complex least affected by the fire.
- 2) Dial **911** on the nearest telephone and advise the Fire Department of your suite and floor number and location, whether you are in immediate danger, and anything else that may assist the Fire Department to effect a rescue.
- 3) Close any doors leading into the room or area, and then take cloth, paper, strips of clothing, etc., and wedge them into the cracks around the doors (and wherever else smoke may enter the room).
- 4) Stand by for rescue by the Fire Department.

INSTRUCTIONS TO OPERATE FIRE EXTINGUISHERS

IMPORTANT The primary purpose of a fire extinguisher is to serve as an escape mechanism, in case a fire is blocking your only means of egress and knocking the fire down temporarily will aid the evacuation process. The fire extinguisher is not there to empower untrained individuals to become firefighters. It is highly recommended that you take a hands-on fire extinguisher training program prior to using a fire extinguisher. Prior to using a fire extinguisher, make sure the Fire Department is notified of the fire and ensure that you have your back to an exit. Fire extinguishers work only on small fires. Contact your emergency representative to set up fire extinguisher training.

Before Using a Fire Extinguisher:

- Activate the fire alarm to evacuate the building, and then call **911**.
- Ensure that you have an available evacuation route.
- Advise someone that you are going to try to use the fire extinguisher (Buddy System).
- Check that you are using the right fire extinguisher for the type of fire (**A** – Ordinary Solid Materials / **B** – Flammable Liquids / **C** – Electrical Fire / **D** – Combustible Metals).

If the fire is still small and not spreading, ONLY THEN use the P.A.S.S. technique outlined below:

PULL: Pull the pin. This will break the tamper seal.

AIM: Aim low. Point the hose a few inches in front of the base of the fire. If you are right-handed, hold the extinguisher in your left hand and the end of the hose in your right. This will give you better control of the discharge path. **CAUTION:** Do not touch the discharge horn of a CO2 extinguisher as the CO2 can damage your skin.

SQUEEZE: Squeeze the handle to release the extinguishing agent.

SWEEP: Sweep from side to side as you aim the discharge path from the bottom of the fire to the top and back again until the fire appears to be out, and then evacuate the area immediately.

NOTE You have approximately 10 seconds to knock the fire down once you begin to discharge the extinguishing agent. If you are unable to knock the fire down enough to allow you to evacuate, defend in place until help arrives.

FIRST AID PROCEDURES

Emergency First Aid

The following instructions deal with only the most likely injuries to occur after a disaster. The following does not include every type of injury, nor is it intended to substitute for a qualified first aid person.

1. THE ABCs OF RESUSCITATION

These instructions are for conventional adult CPR. If you've never been trained in CPR and the victim collapsed in front of you, use hands-only CPR.

These are the steps to perform CPR on an adult:

- 1) Ensure that emergency response personnel have been notified. Try to wake the victim. If the victim is not breathing (or is just gasping for breath), go to step 2.
- 2) Begin chest compressions. If the victim is not breathing, place the heel of your hand in the middle of the victim's chest. Put your other hand on top of the first with your fingers interlaced. Compress the chest at least 2 inches (4-5 cm). Allow the chest to completely recoil before the next compression. Compress the chest at a rate of at least 100 pushes per minute. Perform 30 compressions at this rate (this should take you about 18 seconds).
- 1) If you are not trained in CPR, continue to do chest compressions until help arrives or the victim wakes up.
- 2) It's normal to feel pops and snaps when you first begin chest compressions –
- 3) DON'T STOP! You're not going to make the victim worse.
- 4) Begin rescue breathing. If you have been trained in CPR, after 30 compressions, open the victim's airway using the head-tilt, chin-lift method. Pinch the victim's nose and make a seal over the victim's mouth with yours. Use a CPR mask if available. Give the victim a breath big enough to make the chest rise. Let the chest fall, then repeat the rescue breath once more. If the chest doesn't rise on the first breath, reposition the head and try again. Whether it works on the second try or not, go to step 4.
- 5) If you don't feel comfortable with this step, just continue to do chest compressions at a rate of at least 100 per minute.
- 3) Repeat chest compressions. Do 30 more chest compressions just like you did the first time.
- 4) Repeat rescue breaths. Give 2 more breaths just like you did in step 3 (unless you're skipping the rescue breaths).
- 5) Keep going. Repeat steps 4 and 5 for about 2 minutes (about 5 cycles of 30 compressions and 2 rescue breaths).
- 6) After 2 minutes of chest compressions and rescue breaths, stop compressions and recheck the victim for breathing. If the victim is still not breathing, continue CPR starting with chest compressions.
- 7) Repeat the process, checking for breathing every 2 minutes (5 cycles or so), until help

arrives. If the victim wakes up, you can stop CPR.

2. BLEEDING

Serious bleeding occurs with severed blood vessels and deep cuts.

A) Apply Direct Pressure to the Wound:

1. Remove clothing around the wound to expose the wound.
2. Cover the wound with sterile clean cloth.
3. Apply firm pressure directly over the wound with your hand. Use your bare hand if no dressing is available.

B) Continue Pressure until Bleeding Stops (this may take 15 to 20 minutes)

1. Assist the victim to lie down.
2. Elevate bleeding extremity, unless the bone is broken.
3. When bleeding stops, apply a further dressing on top of the original dressing and bandage firmly.
4. Should blood soak through the initial dressings, apply additional dressings and bandage more firmly.

C) Broken Bone, Objects or Glass Protruding Through Skin:

1. Do not remove imbedded objects from the wound(s).
2. Apply pressure close to the wound, without pressing on the object or broken bone.
3. Place sterile dressing around the wound and cover.
4. Maintain pressure and prevent movement of the object by bandaging bulky pads in place around the object.

3. EYE INJURIES

A) Puncture Wounds:

1. Puncture wounds are serious and require immediate medical attention.
2. Cover both eyes lightly and bandage.

B) Foreign Body in the Eye:

1. Do not try to remove imbedded foreign bodies (never rub the eye).
2. Cover both eyes lightly with bandages.

C) Chemicals in the Eye:

1. Wash the eye immediately with large amounts of cold running water for at least 15 minutes or longer, if the situation requires it.

4. SEVERE BURNS AND SCALDS:

1. Cool the burnt area with cold water to relieve pain.
2. Remove rings and bracelets from the affected area before the part starts to swell.
3. Cover the area with a clean cloth and secure lightly with bandages.
4. For burns and scalds with areas larger than a quarter, ensure that the victim receives hospital treatment.
5. Never touch, breathe on, or cough on a burn.
6. Leave blisters alone.
7. Never remove clothing on or around a burn.
8. Never apply medications, ointments or greasy substances to a burn area.

5. BONE AND JOINT INJURIES:

1. Ensure that the victim's breathing is normal.
2. Control bleeding around a protruding bone by applying pressure close to the wound but not pressing directly upon the broken bone.
3. Suspect that the bone is broken if the injured limb is painful or swollen or shows deformity.
4. When in doubt, treat joint and bone injuries as broken:
 - a) Immobilize the injured area:
 - i) Place pillows, sand bags or clothing on both sides of the injured limb, or hold it with your hands to keep it in position.
 - ii) For neck or back injuries, keep the victim still, supporting head and neck, until help arrives.
5. Relieve pain by applying cold (not heat) to the injured bones and joints.

6. HEART ATTACK:

A) Heart Attack Warning Signals May Include the Following:

1. The feeling of squeezing pain or heavy pressure in the chest, jaws, or arms.
2. Shortness of breath, sweating, pale skin and weakness.
3. Vomiting or nausea.
4. Abdominal discomfort (with belching or indigestion).
5. Anxiety, apprehension, or fright.
6. The denial that the victim is experiencing a heart attack.

B) Action to be Taken When You Suspect a Heart Attack:

1. Help the victim to rest in a semi-sitting position.
2. If the victim requires medication for his or her condition, assist the victim in taking it.
3. Ensure prompt medical attention, and then reassure the victim that help is on the way.
4. Loosen belts, collars, or other tight clothing.
5. Keep the victim quiet.

7. STROKE:

A) Stroke Warning Signals May Include the Following:

1. Sudden numbness or weakness of the face, arm or leg, especially on one side of the body.
2. Sudden confusion, or trouble speaking or understanding.
3. Sudden trouble seeing in one or both eyes.
4. Sudden trouble walking, dizziness, loss of balance or coordination.
5. Sudden, severe headache with no known cause.

B) Action to be Taken When You Suspect a Stroke:

1. Ask the individual to smile.
2. Ask the individual to raise both arms.
3. Ask the individual to speak a simple sentence.
4. If the individual has trouble with any of these tasks, call **911** immediately and describe the symptoms to the dispatcher.

PERSONS REQUIRING ASSISTANCE

In the event that a person requires assistance to evacuate, the Floor Wardens will be responsible for ensuring that assistance is provided by pre-assigned Assistance Monitors, or by assigning floor occupants to that individual should Assistance Monitors not be present. In most cases, the individual will have some means by which his or her evacuation may be facilitated. However, if that means becomes unavailable, or if the individual's condition is due to injury caused either directly or indirectly by the fire condition, occupants may have to manually assist the person to the nearest safe exit. The following are examples of some techniques that may be used to transport a person requiring assistance to the exits.

Two-Person Carries

(1) *Interlocking Wrist Carry*

a) Facing your fellow rescuer, grab your right wrist with your left hand.



b) Grab your fellow rescuer's free wrist, forming a seat.

c) Both rescuers slide the seat between the back of the chair and the person's back and under his or her buttocks.



d) Both rescuers then lift simultaneously and carry the person to safety.



(2) The Chair Lift



- a) Lay the person on his or her back and slide a chair under his or her buttocks, until the person is in a sitting position but still lying on the floor.
- b) Put the person's hands on his or her lap, and slowly raise the chair to a vertical position.

c) Rescuers may then pick up the chair (either side-by-side, or front and back) and proceed to safety.



(3) Gravity Assist Method (Heavy Persons)

- a) Assist the person requiring assistance to a sitting position at the top of the stair.
- b) One rescuer gets below the person and holds the person's legs off the stair while the other rescuer reaches under the person's arms.



c) Both rescuers then lower the person one step at a time until the person is safe.



FACILITY DESCRIPTION

General Description of the Complex

Western Canadian Place consists of a 31 story (south) and a 41 story (north) tower with approximately 1,420,341 square feet of space constructed in 1983, and is currently managed by QuadReal Property Group. The complex is located at 801 - 6 Street SW, on the west side of 6 Street SW, between 8th Avenue and 9 Avenue SW.

The building has a designated Incident Command Post located **at the Main Floor security desk**, from which a building response to an emergency may be coordinated by the Building Incident Commander, provided that area is still safe.

The complex is composed of two towers that share the Parking Garage and the Main Floor to the 3rd Floor retail space.

Fire Alarm System

The complex has a two-stage supervised fire alarm system, equipped with a central alarm and control facility. Upon alarm activation, the floor of alarm activation will sound a full general evacuation alarm, the rest of the tower and the adjoining zone will sound in alert. If the alarm is not acknowledged after 5 minutes, the floors in alert will sound a full general evacuation alarm and all other zones will go into alert alarm.

An alert alarm signal sound is 20 tones per minute. A full general evacuation alarm signal sound is 60 tones per minute.

Upon alarm activation, automated voice messages are broadcast over the emergency voice paging system to those floors ringing in alarm, instructing Floor Wardens to start evacuating their occupants.

Each tower is independently zoned. When one tower goes into alarm, the other tower does not unless the 5 minute acknowledgement period has passed, and it then goes into alert. The zones are as follows:

- Zone 1 – Parkade North
- Zone 2 – Fitness Centre
- Zone 3 – The Main, 2nd and 3rd Floors
- Zone 4 – North Tower
- Zone 5 – South Tower

Exit System

There are seven above-grade exit stairwells located **in the central core of each tower (two each) and throughout the retail floors**. Each stairwell has its own code to identify it from another so that a reference may be made in the event that one stairwell is contaminated by smoke and is unusable. The stairs exit the building as follows:

- Burgundy Stair (North Tower) and Blue Stair (North Tower) exit to the north side of the building onto 8th Avenue
- Burgundy Stair (South Tower) and Blue Stair (South Tower) exit to the south side of the building onto 9 Avenue SW

Floors are numbered inside the stairwells. The 4th, 7th, 9th, 12th, 16th, 19th, 24th, 28th, 32nd, 37th and 41st Floors (North Tower) and the 4th, 8th, 12th, 16th, 21st, 26th and 31st Floor (South Tower) have been designated as crossover floors, in that access can be gained from one stairwell to another on these floors.

The Korq Winehouse and Kitchen Restaurant stairwell doors, and passage way stairwells on the 6th to 8th Floors and 17th to 21st Floors of the South Tower and the passage way stairwells on the 34th to 38th Floors of the North Tower, which are normally kept open for occupant convenience, close automatically upon activation of the fire alarm system to keep smoke and fire from spreading to adjacent areas.

The recommended assembly area for fire evacuation is **west of the building along the east sidewalk of 7 Street SW between 8th Avenue and 9 Avenue SW with overflow in the parking lot across 7 Street SW**.

Communications

Emergency Voice Paging System

There is an emergency voice paging system contained within the complex that is capable of addressing all areas of the complex.

Firefighters' Telephone

There is **one** firefighters' telephone per floor. Firefighters' telephones are located **in the freight elevator lobby on each floor**. The fire phones provide two-way communications and are for the use of the Fire Department and complex supervisory staff.

Emergency Power

In the event of a power failure, emergency power is provided by **two** generators.

Elevators

The complex has **twenty-six** elevators to serve its occupants.

The elevator cars descend automatically upon alarm activation to **the Main Floor**, where they are locked out until either the alarm system is reset, or the automatic grounding is bypassed by a special Fire Department key.

In the event that the fire alarm was initiated on the Main Floor, the elevators are programmed to recall to the bottom of the elevator rise as an alternate destination, so those within the elevators at the time of an alarm are not brought to the fire floor. The south elevator of the west bank (#1 - North) and the north elevator of the west bank (#17 - South) have been designated as the firefighters' elevators and are identified with a firefighter's hat symbol on the frame of the main lobby elevator bank. These elevators are full firefighters' elevators.

Fire Equipment

Sprinklers

Wet sprinklers have been installed to provide automatic fire suppression within **the entire complex except the telephone room and loading areas**. Dry sprinklers are used in **the telephone room and loading areas** to ensure that the sprinklers will function in cold weather.

Fire Extinguishers

There are **multiple 10 lb. ABC dry chemical** fire extinguishers per floor. The extinguishers have labels with instructions describing how to operate them, their age, serial number and the type of fire against which they can be used.