

## **MS Bike Emergency Communication Plan**

Only Event Manager (Lori Anne McNulty/Sarah Mann) should speak to the media.

In the event of an emergency please release the following statement:

***“We have an emergency situation that we are in the process of taking care of. We will be able to provide you with details as they become available.”***

### **In an Emergency Situation – first phone call should be to 911.**

#### **1. Hazard Identification**

Potential threats based on the route and venues:

- a. Inclement Weather – our event goes rain or shine; however, we will monitor all news reports for predictions of severe weather and communicate (via email, social media tools) to participants regarding any potential event impacts (start time, length, etc).
- b. External Threats (Bomb/Fire)
- c. Major Emergency (Medical Emergency/Accident)

#### **2. Roles and Responsibilities**

The Communications Lead and Manager, MS Bike works with volunteers, staff and first aid providers to ensure any emergencies are properly communicated and dealt with. Once emergencies are identified the first person on scene will contact first aid, or call 911 if that is deemed appropriate. Once first aiders have tended to the situation, they will communicate to Communications Lead the details of occurrence.

- a. Contact list:
  - i. Communication Lead – Stuart Ewing – 519.860.0883  
Responsible for receiving details of first aid emergency, and assessing protocol in other emergency situations.
  - ii. Event Manager – Sarah Mann – 519.777.6927  
Works with Communication Lead
  - iii. Event Coordinator- Amanda Travnicek – 226.268.1211  
Responsible in place of Event Manager if she is unable to respond.
  - iv. For a complete list of staff contacts please see Appendix 1.
- b. Checklist:
  - i. Ensure immediate safety of area/secure area of concern
  - ii. Contact 911 if it is an immediate emergency
  - iii. Contact/liaise with onsite First Aid if required to triage any immediate injuries
  - iv. Remain calm and composed. Control the surrounding crowd/area if required.
  - v. Designate a spokesperson (Event Manager/ Manager to deal with media/public inquiries)

- vi. Continue liaising with First Aid/Emergency Responders where appropriate until the emergency is resolved

### 3. External Resources

Possible external resources to contact in case of emergency and to get the word out regarding changes/emergent conditions at event:

- a. **Emergency Responders (Fire/Police/EMS) – 911**

- b. **Hospitals**

- I. University Hospital - 339 Windermere Road, London, ON N6G 2V4 (519) 685-8500  
<http://bit.ly/1JQ8JOB>
- II. South Huron Hospital 24 Huron St W, Exeter, ON N0M 1S2 (519) 235-2700  
<http://bit.ly/1JTImVW>

- c. **Police Services**

- I. Emergency - 911
- II. OPP - 1-888-310-1122
- III. London Police - (519) 661-5670

### 4. Site Plans –

- a. **General Principles**

- i. In the event of an emergency (weather, external threat) the Communications Lead and Event Manager will liaise with local Police Services to ensure safety of all patrons.
- ii. Emergency shutdown procedures: In the case of an emergency PA systems (microphone and amplifier) will be used to control participants/crowds and advise of next steps
- iii. Emergency escape equipment: Several Voyageur Patient Transport Service vehicles are along route that could be redeployed if necessary. Rental cube vans for storage and supply transportation are also available although they are not appropriate for large scale evacuations. If required and where appropriate participants will evacuate by foot.

### 5. Medical, Safety and Security Plans

MS Bike partners with several (St. Johns, Voyageur etc) to provide onsite First Aid care to our patrons in emergent situations. They are stationed along the route at reststops, and at finish line(s). In the event of an emergency outside of their scope 911 will/should be called.

## 6. **Communication Plan**

Emergency contact information and all contact lists (key volunteers, event coordinator) will be kept with Communications Lead and Event Manager on event day. Should an emergency arise the Communications Lead will be responsible for notifying appropriate emergency personnel, or delegating this responsibility to another party. All emergencies will be communicated quickly and effectively via PA systems and (where appropriate) media channels and MS Society internal communications processes (social media updates).

## 7. **Plan Activation and Response**

The Emergency Response Plan will be activated, under the authority of the Communications Lead and Event Manager and in consultation with key volunteers, under the following conditions:

- a. Ongoing severe weather (thunderstorm with lightening, severe high winds, fog)
- b. External threat (bomb, fire)
- c. Major emergency (medical emergency/accident)

Should an emergency arise, the Communications Lead and Event Manager, in conjunction with other event staff & key volunteers where appropriate will liaise with local Police Services responders to ascertain next steps (event postponement/cancellation, notifying public/participants, etc.)

**Appendix 1: Staff and Committee Contact Information**

<b>Name</b>	<b>Position</b>	<b>Phone Number</b>
<b>Stuart Ewing</b>	<b>Communications Lead</b>	<b>519.860.0883</b>
<b>Lori Anne McNulty</b>	<b>Event Director</b>	<b>519.281.1849</b>
<b>Sarah Mann</b>	<b>Event Manager</b>	<b>519.777.6927</b>
<b>Amanda Travnicek</b>	<b>Event Supervisor</b>	<b>226.268.1211</b>
<b>Sabrina Poirier</b>	<b>Volunteer Coordinator</b>	<b>519.902.8152</b>
<b>Breanna Thompson</b>	<b>Event Coordinator</b>	<b>519.280.4774</b>
<b>Candice Hamel</b>	<b>Event/Logistics Staff Lead</b>	<b>416.604.0786</b>
<b>Jeff Holymard</b>	<b>MOJO Lead</b>	<b>705.794.2931</b>
<b>Steve Farroq</b>	<b>MOJO Lead</b>	<b>416.917.9034</b>
<b>Damien O’Neill</b>	<b>Voyageur Lead</b>	<b>226.377.2891</b>

**Appendix 2: Venues and Support Contacts**

<b>Location</b>	<b>Contact</b>	<b>Phone Number</b>	<b>Address/Legal Land Description</b>
<b>UWO</b>	<b>Ruth Harland</b>	<b>519.808.2548</b>	<b>UWO - London</b>

### **Appendix 3: Communication Flow for Medical Incidents**

#### Non Emergent Issue –

- I. First Aid responder to tend to medical situation as appropriate
- II. Complete incident report form for submission to Event Manager at completion of event

#### Hospital Transportation –

- I. First call should be to 911 if deemed an emergency then Communications Lead
- II. First Aid responder should gather as much information as possible prior to ambulance arrival/departure of participant: bib number of participant, name of participant if possible, names/information of onsite contacts/emergency contacts, witness names and information
- III. First Aid responder should (attempt) find out which hospital patient is being transported to – make arrangements for team/partner of patient to be transported if necessary
- IV. Event Manager to ensure belongings of participant are gathered, determine if there is anyone (team member, family) who need to be notified of incident, does a staff member need to go to hospital or bring participant back to start location.

## MS Bike - Incident Report

<b>MS Bike - Incident Report</b>	
Event:	
Name of Person Involved:	Date of Birth:
Bib Number:	
Date of Incident:	Time of Incident:
Location of incident:	
Description of Incident:	
Injury Description:	
Immediate Action Taken: (note if emergency services were called, by whom)	
Corrective Action Taken/Required:	
Witness Information:	
Name:	Date of Birth:
Address:	
Phone Number:	Alt. Phone Number:
Reporting Information:	
Person Reporting Incident:	Report Date:
Title:	Phone Number:
Signature:	

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