



Fisheries and Oceans
Canada

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Canada

EMERGENCY PROCEDURES MANUAL FOR HARBOUR AUTHORITIES

Quebec Region

Updated: January 2023

Canada 

TABLE OF CONTENTS

EMERGENCY RESPONSE TELEPHONE NUMBERS	4
1. INTRODUCTION	5
2. PURPOSE	6
3. APPLICATION	6
4. DEFINITIONS	6
5. GUIDELINES	7
6. EMERGENCY ITEMS	10
8. PROCEDURES.....	12
8.1 FIRE	12
8.2 DROWNING AND SERIOUS INJURY.....	14
8.3 SERIOUS CRIME.....	15
8.4 CONFINED SPACE EMERGENCY.....	16
8.5 EARTHQUAKE OR SEISMIC ACTIVITY.....	18
8.6 TSUNAMI	20
8.7 BOMB THREAT	21
8.8 VESSEL COLLISIONS.....	22
8.9 VESSEL SINKING.....	24
8.10 HAZARDOUS MATERIAL SPILL	25
8.11 WEATHER	26
8.12 DEMONSTRATION OR OCCUPATION.....	28
ANNEX A – EMERGENCY COMPONENTS LIST	29
ANNEX B – CONTRACTOR TELEPHONE NUMBERS	31
ANNEX C – ACCIDENT / INCIDENT REPORT	33

EMERGENCY RESPONSE TELEPHONE NUMBERS

RESPONDER	CONTACT PERSON	TELEPHONE NUMBER
FIRE DEPARTMENT		9-1-1 (where available or equivalent emergency service)
AMBULANCE		9-1-1 (where available)
POLICE DEPARTMENT		9-1-1 (where available)
COAST GUARD	General Hotline (including Search and Rescue)	1-800-463-4393 VHF 16 or *16 on cellphone
	Spill Hotline	1-800-363-4735
HARBOUR MANAGER		
HARBOUR AUTHORITY SPOKESPERSON		
SMALL CRAFT HARBOURS		
POLICE SERVICES	Provincial Coastal Watch/ Suspicious Vessels	
	Non urgent phone line	
PROVINCIAL POLLUTION/SPILL RESPONSE	Provincial Spill Hotline	
PROVINCIAL GAS COMPANY	Leaks and Odours	
PROVINCIAL HYDRO COMPANY	Provincial Hydro Outage	
PROVINCIAL POISON CONTROL CENTRE		
PROVINCIAL CRISIS CENTRE	Emotional distress	
PROVINCIAL EMERGENCY PROGRAM	Earthquakes, dangerous goods spills, floods, tsunamis, etc.	

This Emergency Response Procedures Manual is a template and can be adapted to meet the needs of your harbour(s). It is to be used as a guide to help you prepare for emergency situations in your harbour(s).

1. INTRODUCTION

A number of emergency situations can occur in your harbour that could require an immediate response. Calling 9-1-1 (where available) may be appropriate in some instances, but Harbour Authority intervention will also be required in nearly every situation. Without planning, important steps can be overlooked, but having a reference guide can produce better outcomes. Harbour Authorities have a duty to protect the harbour users, staff and general public. They must have a contingency plan on-hand before a minor or major emergency occurs.

INITIAL ACTIONS FOR ANY EMERGENCY

TELL SOMEONE

Call 9-1-1, VHF 16, shout, use an air horn, or whatever means possible to raise the alarm.

TAKE YOURSELF AND OTHERS TO SAFETY

Quickly ensure that no one is or is likely to be injured.

MITIGATE, REMEDY OR STAND BY

Do what you can to mitigate or remedy the situation. If it is too much to handle, stay on scene to assist arriving responders and agencies.

2. PURPOSE

To provide a plan that guides Harbour Authority staff, volunteers, security personnel and users on the appropriate actions to take in emergency situations to minimize the loss of life and property damage.

3. APPLICATION

The emergency procedures outlined in this manual apply to all harbour volunteers, staff, security personnel and users. To clarify how emergency procedures are to be interpreted by the Harbour Authority of _____ the areas under the jurisdiction of Small Craft Harbours, include the land and water-covered land situated within _____ in the Province of Quebec, including the buildings, facilities, structures, equipment and other works in, on or within the said land and/or water lots.

(Name of Harbour Authority)

(Site location)

4. DEFINITIONS

COORDINATING AGENCIES	Refers to the various responders that may be called upon during an emergency situation. This can include, but is not limited to, police services, fire department or emergency medical services.
EMERGENCY	A present or imminent event which requires prompt coordinated action to protect the health, safety and welfare of people or to limit damage to property. Essentially any event that causes the implementation of an emergency response procedure.
EMERGENCY OPERATIONS CENTRE	An area of sufficient size, established away from the emergency site that can accommodate emergency personnel and vehicles, and serve as a temporary emergency headquarters. This is where responding personnel report for briefings and/or assignment of duties. For some Harbour Authorities, there may be more than one location, depending on the emergency.
EMERGENCY PROCEDURES	Procedures developed as a guideline to assist the Harbour Authority staff or volunteers in their duties during any type of emergency.
EMERGENCY RESPONSE LEAD	The lead officer of the responding agency; usually the fire department or the police, or perhaps an environmental response agency.
EVACUATION	The movement of persons and the removal of personal property from an area where danger exists or where there is a threat of danger.

HARBOUR AUTHORITY LEAD	The Harbour Authority Lead is the most senior staff or volunteer at the site at the time the emergency. This person is relieved of their responsibility as soon as the Harbour Manager or the person designated by the Board of Directors arrives on site. Once the Harbour Manager or Board designee is on site, they become the Harbour Authority Lead for the duration of the emergency.
HARBOUR AUTHORITY SPOKESPERSON	Harbour Authority volunteer or staff member responsible for communications, including the role of media liaison. The spokesperson should be identified in advance.
HARBOUR MANAGER	The senior Harbour Authority officer responsible for the overall management of the harbour(s). If there is no Harbour Manager, the Board of Directors must designate a contact person in the event of an emergency.
MEDIA	Any press, TV, radio, or Internet service personnel.

5. GUIDELINES

A. Emergency Operation Centre

The harbour office, if there is one on site, will be the Emergency Operation Centre, unless the office is affected or threatened by the emergency. The Emergency Response Lead will determine an alternate site if the office is not usable, or if there is no harbour office on site. The alternate site should be close to the emergency site, while maintaining a safe distance. If possible, the site should be equipped with a telephone and/or be in a good cellphone reception area. Remember that cellphone services can be affected in emergencies or periods of bad weather. The location, as well as an alternate site should be identified in advance, if at all possible.

B. Personnel

All harbour personnel or volunteers who were notified of the emergency should remain at their place of work or designated evacuation site and await the instructions of the Harbour Authority Lead or Emergency Response Lead.

The Board of Directors should designate a person to be responsible for leading emergencies. This is usually the Harbour Manager responsible for the overall management of the harbour(s) or can be another person designated by the Board of Directors.

Depending on the scale of the emergency, a rotation of designated volunteers and/or employees should be considered.

If responding to an emergency, **DO NOT PLACE YOURSELF AT RISK!**

C. Access Routes

Police services and/or other emergency response agencies may be contacted to respond. Priority should be given to clearing access routes until the emergency has been declared over by the Emergency Response Lead.

D. Restricted Access

After cordoning off the emergency area, police services, with assistance of the Emergency Response Lead, may limit access to the emergency area to the following authorized persons and vehicles:

- Emergency Services Equipment and Personnel
- Emergency Health Services, Social Services as appropriate
- Small Craft Harbours and the Harbour Authority Lead
- Any additional person authorized by the Emergency Response Lead

Other persons, including media, must be authorized to enter the emergency area by police services or the Emergency Response Lead. Depending on the nature of the emergency, this may involve closing roads leading to or near the harbour.

E. Vessels in Harbour

In the event of a major emergency involving a vessel moored within the limits of the harbour, every effort must be made by the Harbour Authority Lead or Harbour Manager to advise adjacent vessel owners of the emergency. Depending on the emergency, they will be instructed to take actions to protect themselves and their property. An updated list of vessels and current owner contact information should be readily available.

Should an emergency involve a vessel moored within the harbour limits, the vessel must be secured. Remember that depending on the emergency, the vessel may be a crime scene. It may be necessary to tow adjacent vessels away from the emergency site without the owners' consent. It may also be necessary to tow the affected vessel away for public safety or to prevent damages to property or infrastructure.

TOWING SHOULD NEVER BE ATTEMPTED IF IT PUTS HARBOUR AUTHORITY STAFF OR VOLUNTEERS AT RISK!

F. Media

In the event of an emergency that attracts media attention, the designated Harbour Authority Spokesperson shall be the only source of information, and the person to whom inquiries should be directed. **Under no circumstances shall other staff or volunteers speak to the media.** If members of the media arrive, they should be assembled in a suitable location away from the emergency and the Emergency Response Lead and the Harbour Authority Lead should be advised. The media are not permitted to access the site without authorisation and can be refused entry. If necessary the police services or security can enforce the order to remain off site.

G. Lawyers

All communication from lawyers must be forwarded to the designated Harbour Authority Spokesperson. Lawyers should be informed that the Harbour Authority Spokesperson will respond to them in a timely manner.

H. Site Evacuation Procedures:

- a) All Harbour Authority staff and volunteers should familiarize themselves with the harbour's emergency plan for escape routes and locations of all safety equipment (i.e. fire extinguisher, ladders, life rings, etc.)
- b) Where possible, notification of evacuation should be made to harbour users, staff and volunteers simultaneously.
- c) Staff, volunteers and harbour users are to leave the site in a safe and orderly manner. All personal belongings should be left behind to ensure swift evacuation. Depending on the situation, vehicles may have to be left behind.
- d) The predetermined Emergency Operations Centre, unless directly impacted by the emergency, is the designated muster point for Harbour Authority staff and volunteers. From there, access to the site can be monitored and emergency response agencies can be met.
- e) Harbour users should muster at the _____ or such point as designated for their safety by the Emergency Response Lead.
(Muster point location)
- f) A headcount of all harbour personnel and volunteers should be taken by the Harbour Authority Lead as soon as possible after an evacuation. Have a list of all harbour staff, volunteers, boat owners, and visitors on site, if possible.
- g) Arrangements must be made with the Emergency Response Lead to ensure it is safe to return to the site.

6. EMERGENCY ITEMS

Ensure that you include in this document a map of the harbour, on which you clearly identify key emergency items.

You can make a list of these items in Annex A. Items may include, but are not limited to:

- Assembly or muster point location
- Emergency operation centre(s), access route(s) and refuge area(s)
- Fire extinguishers, fire hydrants, alarm systems, sprinkler control room, and dewatering pumps
- Life rings and escape ladders
- Electrical, fuel, and water shutoffs
- Communications: radio and telephones
- Other possible emergency items can include, if applicable:
 - Hazmat storage areas
 - Camera
 - Video and audio recorder
 - Vests (for persons with designated roles)
 - Portable work lights
 - Generator(s)
 - Portable flash light(s)
 - Clean tarps or plastic sheeting
 - Warning tape
 - “KEEP OUT” or “CAUTION” notices
 - Signage with emergency numbers
 - Chain and locks
 - Grapnel with 40' of aircraft cable
 - Traffic cones
 - Disposable coveralls
 - Gloves
 - Hardhats
 - Radios for emergency use and chargers (for vehicles)
 - Vehicles with designated emergency lights and sirens (amber or red)

7. MANUAL SETUP

Below is the description for each tabs in this Emergency Procedures Manual. They are colour coded to represent the level of severity and/or the urgency of the situation.

NOTE: While the colour indicates the general level of severity or urgency, each case must be judged by the actual situation. What is serious at one place and time may be less so at another, or vice versa.

RED TABS

Life-threatening emergencies - require immediate attention

YELLOW TABS

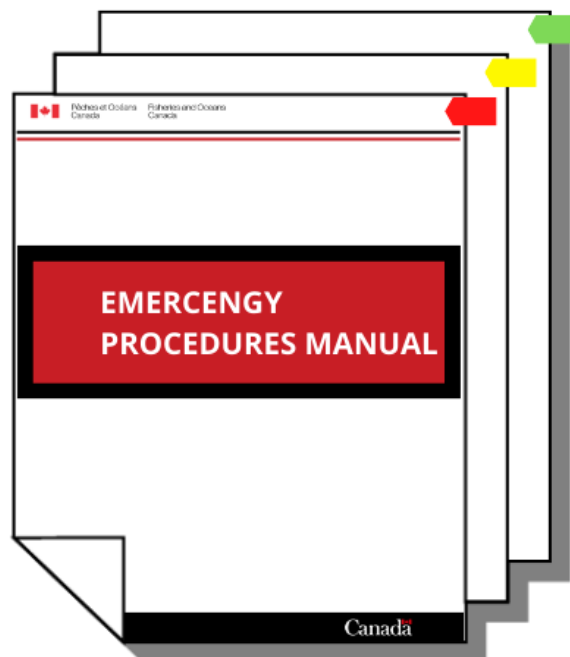
Situations that have the potential to be emergencies and environmental situations

GREEN TABS

Unusual and less common situations

For example:

RED TABS
Fire
Drowning and serious injury
Serious crimes
Confined space
Earthquakes
Tsunami
Bomb Threat
YELLOW TABS
Vessel collision
Vessel sinking
Hazardous material spills
GREEN TABS
Weather
Demonstration or occupation



8. PROCEDURES

8.1 FIRE

A fire can be caused by various means, including an explosion, a vessel collision, on purpose (crime) or other. The emergency response could vary depending on the cause of the fire.

A. INITIAL RESPONSE

Upon discovery of the emergency, take control until relieved by the Harbour Authority Lead or Emergency Response Lead.

1. **SOUND THE ALARM BY ACTIVATING ONE OF THE FIRE ALARM PULL STATIONS**, if an alarm exists.
2. **Call 9-1-1** (where available), if there are any situations requiring emergency services regardless if a pull station has been activated or not. **Provide slowly and carefully:**
 - ✓ A brief description of the occurrence
 - ✓ The location of the occurrence and the site address
 - ✓ Your name
 - ✓ Your telephone number

The fire department will assume the role of Emergency Response Lead. They will be in control of the situation and will issue instructions to harbour personnel.

3. Attempt to use a fire extinguisher if the fire is small and not beyond the capabilities of the nearest fire extinguisher. When alone, the priority is to alert emergency responders.

IMPORTANT:

- ✓ **DO NOT place yourself at risk**
- ✓ **DO NOT allow the fire to come between yourself and an exit**
- ✓ **If the fire is on a vessel, attempt to isolate the burning vessel by moving other vessels**
- ✓ **DO NOT attempt this procedure if you are alone or if the fire is out of control**

4. Ensure that the fire lanes and access roads to the site of the fire are clear.
5. Contact the Harbour Manager or the person designated by the Board if they are not on site and advise them of the situation. Upon arrival at the scene, the **Harbour Manager or the person designated by the Board will assume the duties of the Harbour Authority Lead during the emergency.**

Harbour Authority Lead Role: Meet with any coordinating agencies. Receive instructions issued by the Emergency Response Lead as to how the Harbour Authority staff or volunteers can be of assistance. Delegate duties to other staff members or volunteers. Inform Small Craft Harbours and, if necessary, the Canadian Coast Guard (see important phone numbers on page 12).

8.1 FIRE (CONTINUED)

Small Craft Harbours (Quebec Region)	1-418-649-6569
Coast Guard - Spill Hotline (Quebec)	1-800-363-4735

B. FOLLOW-UP

1. The emergency shall be considered over when:
 - ✓ The fire fighters depart the site and declare all is secure
 - ✓ The affected structure appears stable and, if mobile, is in a location where it will not impact the operation of the harbour
 - ✓ If arson is suspected, or if there are injuries or death, police will need to clear the harbour from being a crime scene
2. Record all events, times and locations in a notebook or tape recorder and transfer to the daily log, taking pictures and/or video whenever possible.
3. Complete the Harbour Incident Report (refer to Annex C), including statements and contact information from witnesses, security personnel and others and forward to Small Craft Harbours. If appropriate, send to the fire department investigations officer and the police.

8.2 DROWNING AND SERIOUS INJURY

A. INITIAL RESPONSE

Upon discovery of the emergency, take control until relieved by the Harbour Authority Lead or Emergency Response Lead.

1. Perform whatever lifesaving skills you are trained in and capable of. **DO NOT PLACE YOURSELF AT RISK.**

If you are unable to perform lifesaving skills, proceed with the following steps. If you are performing lifesaving skills, instruct someone to carry out the following steps and report back to you as soon as possible.

2. **Call 9-1-1** (where available) **or channel VHF 16** if there are any situations requiring emergency services. **Provide slowly and carefully:**
 - ✓ A brief description of the occurrence
 - ✓ The location of the occurrence and the address
 - ✓ Your name
 - ✓ Your telephone number
3. The coordinating agency will ensure that divers are called if appropriate.
4. Cordon off the area to ensure easy access for coordinating agencies and meet them at the harbour entrance.
5. Contact the Harbour Manager or the person designated by the Board if they are not on site and advise them of the situation. Upon arrival at the scene, the **Harbour Manager or the person designated by the Board will assume the duties of the Harbour Authority Lead during the emergency.**

Harbour Authority Lead Role: Meet with any coordinating agencies assisting in the emergency. Receive instructions issued by the Emergency Response Lead as to how the Harbour Authority staff or volunteers can be of assistance. Delegate duties to other staff members or volunteers.

6. Keep the person warm and bring them to a shelter on site, if they are safely out of the water, until help arrives.

B. FOLLOW-UP

1. Record all events, times and locations in a notebook or tape recorder and transfer to the daily log taking pictures and/or video whenever possible.
2. Complete the Harbour Incident Report (refer to Annex C), including statements and contact information from witnesses, security personnel and others and forward to Small Craft Harbours. If appropriate, send to the fire department investigations officer and the police.

8.3 SERIOUS CRIME

For the purposes of this manual, serious crimes include, but are not limited to:

- ✓ Death by violence
- ✓ Aggravated assault
- ✓ Break and enter/theft (Over \$1000)
- ✓ Malicious damage to vessel or property (Over \$1000)
- ✓ Discharging a firearm in the harbour

A. INITIAL RESPONSE

If safe to do so, upon discovery of the emergency, take control until relieved by the Harbour Authority Lead or Emergency Response Lead.

1. **Call 9-1-1** (where available). **Provide slowly and carefully:**
 - ✓ A brief description of the occurrence
 - ✓ The location of the occurrence and the address
 - ✓ Your name
 - ✓ Your telephone number
2. Attempt to secure the occurrence site and deny access to everyone until the arrival of the police.
3. Contact the Harbour Manager or the person designated by the Board if they are not on site and advise them of the situation. Upon arrival at the scene, the **Harbour Manager or the person designated by the Board will assume the duties of the Harbour Authority Lead during the emergency.**

Harbour Authority Lead Role: Meet with any coordinating agencies assisting in the emergency. Receive instructions issued by the Emergency Response Lead as to how the Harbour Authority staff or volunteers can be of assistance. Delegate duties to other staff members or volunteers.

B. FOLLOW UP

1. The emergency shall be considered over when the police declare the site secured.
2. Record all events, times and locations in a notebook or tape recorder and transfer to the daily log, taking pictures and/or video whenever possible.
3. Complete the Harbour Incident Report (refer to Annex C), including statements and contact information from witnesses, security personnel and others, as well as the police file number, and forward to Small Craft Harbours.

8.4 CONFINED SPACE EMERGENCY

Part XI of the Canada Occupational Health and Safety Regulations sets standards for working in confined spaces.

For the purpose of this manual “confined space” means an enclosed or partially enclosed space that:

- a. Is not designed or intended for human occupancy except for the purpose of performing work;
- b. Has restricted means of entry and exit; and
- c. May become hazardous to an employee entering it due to:
 - Its design, construction, location or atmosphere,
 - The materials or substances in it, or
 - Any other conditions relating to it.

Some examples of confined spaces are:

- Manholes
- Sewers
- Boilers
- Tunnels
- Pipelines
- Wells
- Fuel tanks
- Ballast tanks
- Storage tanks
- Tank cars and tank trucks
- Vats
- Process vessels
- Septic tanks
- Sewage lift stations
- Silos
- Trenches
- Ventilation
- Exhaust duct

Although some of these are easily recognized as confined spaces, others may not be.

A. INITIAL RESPONSE

Upon discovery of the emergency, take control until relieved by the Harbour Authority Lead or Emergency Response Lead.

1. Make a preliminary assessment of the emergency.
2. **Call 9-1-1** (where available), if there are any situations requiring emergency services. **Provide slowly and carefully:**
 - ✓ A brief description of the occurrence
 - ✓ The location of the occurrence and the address
 - ✓ Your name
 - ✓ Your telephone number
3. Establish ventilation if possible, but **DO NOT ENTER THE SPACE.**
4. Ensure that people entering the emergency area are aware of the risks. You must ensure that people entering the emergency area remain outside the space. People will want to assist and will not realize the danger.

8.4 CONFINED SPACE EMERGENCY (CONTINUED)

5. Contact the Harbour Manager or the person designated by the Board if they are not on site and advise them of the situation. Upon arrival at the scene, the **Harbour Manager or the person designated by the Board will assume the duties of the Harbour Authority Lead** during the emergency.

Harbour Authority Lead Role: Meet with any coordinating agencies assisting in the emergency. Receive instructions issued by the Emergency Response Lead as to how the Harbour Authority staff or volunteers can be of assistance. Delegate duties to other staff members or volunteers.

6. Notify the owner, if the emergency is on a vessel, and ask that they come to the scene as soon as possible, if they are not already onsite. If possible, determine the best course of action with the vessel owner present.

B. FOLLOW-UP

1. Record all events, times and locations in a notebook or tape recorder and transfer to the daily log, taking pictures and/or video whenever possible.
2. Complete the Harbour Incident Report (refer to Annex C), including statements and contact information from witnesses, security personnel and others and forward to Small Craft Harbours. If appropriate, send to the fire department investigations officer and the police.

8.5 EARTHQUAKE OR SEISMIC ACTIVITY

A. INITIAL RESPONSE

At the time of the emergency, take control until relieved by the Harbour Authority Lead or Emergency Response Lead.

1. If you are **indoors**:
 - ✓ Drop, cover and hold, preferably under a sturdy desk or table
 - ✓ Stay away from windows, doorways and falling debris
2. If you are **outdoors**:
 - ✓ Get into an open area or field
 - ✓ If driving, bring the vehicle to a safe stop, clear of potential falling objects, and remain in the vehicle until it is safe to exit
3. If you wish to exit the building or vehicle, check around you for hazards before moving from a position of safety.
4. **Once the shaking has subsided** – keep in mind that there could be potential aftershocks:
 - ✓ Make a preliminary assessment of the emergency
 - ✓ Direct staff, volunteers and users to the designated safe muster point and take a headcount
 - ✓ Check for fires
5. Be aware of the potential for a tsunami. **IF A TSUNAMI WARNING OR ALERT IS ISSUED, IMMEDIATELY EVACUATE THE HARBOUR AND PROCEED TO HIGH GROUND.** (See page 23 for Tsunami procedures).
6. **Call 9-1-1** (where available), if there are situations requiring emergency services. Note that telephone services may be disrupted. **Provide slowly and carefully:**
 - ✓ A brief description of the occurrence
 - ✓ The location of the occurrence and the address
 - ✓ Your name
 - ✓ Your telephone number
7. Contact the Harbour Manager or the person designated by the Board if they are not on site and advise them of the situation. Upon arrival at the scene, the **Harbour Manager or the person designated by the Board will assume the duties of the Harbour Authority Lead during the emergency.**

Harbour Authority Lead Role: Meet with any coordinating agencies assisting in the emergency. Receive instructions issued by the Emergency Response Lead as to how the Harbour Authority staff or volunteers can be of assistance. Delegate duties to other staff members or volunteers.
8. Respond to requests for assistance from others on site, if possible.
9. Monitor local radio stations and the VHF 16 channel.
10. Check structures and buildings for damage, carefully, after all the aftershocks have subsided and it is safe to do so.

8.5 EARTHQUAKE OR SEISMIC ACTIVITY (CONTINUED)

B. FOLLOW-UP

1. Record all events, times and locations in a notebook or tape recorder and transfer to the daily log, taking pictures and/or video whenever possible.
2. Complete the Harbour Incident Report (refer to Annex C), including statements and contact information from witnesses, security personnel and others and forward to Small Craft Harbours. If appropriate, send to the fire department investigations officer and the police.

8.6 TSUNAMI

A tsunami is a huge sea wave, caused by a submarine disturbance such as an earthquake or volcanic eruption. It can cause widespread flooding and damage to low-lying land and most vessels, whether at sea or in harbour.

A. INITIAL RESPONSE

At the time of the emergency, take control until relieved by the Harbour Authority Lead or Emergency Response Lead.

1. Evacuate all employees, volunteers and users from harbour to higher ground as soon as the warning is issued, even if the harbour appears normal, as tsunamic events are still possible.
2. Turn off electrical power mains if gas service is in use.
3. **DO NOT** turn off gas unless it is leaking. In the event of a leak, have an adjustable wrench handy for turning off gas.
4. Check the site for injured persons and damaged property, **only after the Tsunami has completely subsided—be aware that there may be several waves.**
5. **Call 9-1-1** (where available) if there are situations requiring emergency services. Note that telephone services may be disrupted. **Provide slowly and carefully:**
 - ✓ A brief description of the occurrence
 - ✓ The location of the occurrence and the address
 - ✓ Your name
 - ✓ Your telephone number
6. Monitor local radio stations and the VHF 16 channel.
7. Contact the Harbour Manager or person designated by the Board if they are not on site and advise them of the situation. Upon arrival at the scene, the **Harbour Manager or the person designated by the Board will assume the duties of the Harbour Authority Lead during the emergency.**

Harbour Authority Lead Role: Meet with any coordinating agencies assisting in the emergency. Receive instructions issued by the Emergency Response Lead as to how the Harbour Authority staff or volunteers can be of assistance. Delegate duties to other staff members or volunteers.

B. FOLLOW UP

1. Record all events, times and locations in a notebook or tape recorder and transfer to the daily log, taking pictures and/or video whenever possible.
2. Complete the Harbour Incident Report (refer to Annex C), including statements and contact information from witnesses, security personnel and others and forward to Small Craft Harbours. If appropriate, send to the fire department investigations officer and the police.

8.7 BOMB THREAT

A. INITIAL RESPONSE

The Harbour Authority employee or volunteer who receives the bomb threat will take control of the situation until relieved by the Harbour Authority Lead or Emergency Response Lead.

1. **If you receive the threat by telephone**, try to keep the caller on the phone line. Ask for the location of the bomb and time set to detonate (explain possible loss of life if detonated). Write down as much of the message as possible. Use bullets to remember key points. Be alert for speech patterns, accents, voice gender, distinguishing characteristics, background noises, etc.
2. **If you receive the threat in writing** (i.e. letter, note, mail, text message, message on social media, etc.) do not throw away or delete the information. Keep it safely to share with Harbour Authority Lead or Emergency Response Lead and coordinating agencies once they arrive onsite.
3. **EVACUATE THE HARBOUR AND SURROUNDING AREA IMMEDIATELY!**
4. **Call 9-1-1** (where available), from a strategically safe location. **Provide slowly and carefully:**
 - ✓ A brief description of the occurrence
 - ✓ The location of the occurrence and the address
 - ✓ Your name
 - ✓ Your telephone number
5. Contact the Harbour Manager or the person designated by the Board if they are not on site and advise them of the situation. Upon arrival at the scene, the **Harbour Manager or the person designated by the Board will assume the duties of the Harbour Authority Lead during the emergency.**

Harbour Authority Lead Role: Meet with any coordinating agencies assisting in the emergency. Receive instructions from the Emergency Response Lead as to how the Harbour Authority staff or volunteers can be of assistance. Delegate duties to other staff members or volunteers.

6. **DO NOT SEARCH for or TOUCH anything on your own.** The police and/or Bomb Disposal Unit will conduct a search, if necessary.

B. FOLLOW-UP

1. The emergency shall be considered over when the police declares the site secured.
2. Record all events, times and locations in a notebook or tape recorder and transfer to the daily log, taking pictures and/or video whenever possible.
3. Complete Harbour Incident report (refer to Annex C), including statements and contact information from witnesses, security personnel and others, as well as the police file number, and forward to Small Craft Harbours.

8.8 VESSEL COLLISIONS

Vessel colliding with the harbour's structure or collision between vessels in or near the harbour.

A. INITIAL RESPONSE

Upon discovery of the emergency, take control until relieved by the Harbour Authority Lead or Emergency Response Lead.

1. **Call 9-1-1** (where available) **or the VHF 16 channel** if there are any situations requiring emergency services. **Provide slowly and carefully:**
 - ✓ A brief description of the occurrence
 - ✓ The location of the occurrence and the address
 - ✓ Your name
 - ✓ Your telephone number

2. Contact the Harbour Manager or the person designated by the Board if they are not on site and advise them of the situation. Upon arrival at the scene, the **Harbour Manager or the person designated by the Board will assume the duties of the Harbour Authority Lead during the emergency.**

Harbour Authority Lead Role: Meet with any coordinating agencies assisting in the emergency. Receive instructions from the Emergency Response Lead as to how the Harbour Authority staff or volunteers can be of assistance. Delegate duties to other staff members or volunteers.

3. Conduct a preliminary assessment of the damage to vessel(s) and/or structure – **DO NOT put yourself at risk.**
4. Ensure that there is no potential spill, discharge, emission or escape of oils, fuel or other hazardous substances from the vessel(s). If there is a spill, try to contain it and refer to the Environmental Emergency Response Plan (EERP) for more information. If not already done, contact the following resource persons:

Small Craft Harbours (Quebec Region)	1-418-649-6569
Coast Guard - Spill Hotline (Quebec)	1-800-363-4735

5. Ensure that the vessel(s) involved are stable and will not sink. Take vessel personnel ashore, if possible, for medical treatment, if required, and for identification and statements.
6. **If the vessel(s) are sinking:** Determine the best course of action to keep the vessel(s) afloat. (i.e. pumps, beaching, or flotation bags) – **DO NOT put yourself at risk.**
7. Make temporary repairs to structure(s), if possible to do so safely. Cordon off emergency area.

8.8 VESSEL COLLISIONS (CONTINUED)

B. FOLLOW-UP

1. Record all events, times and locations in a notebook or tape recorder and transfer to the daily log, taking pictures and/or video whenever possible.
2. Complete the Harbour Incident Report (refer to Annex C), including statements and contact information from witnesses, security personnel and others and forward to Small Craft Harbours. If appropriate, send to the fire department investigations officer and the police.

8.9 VESSEL SINKING

A. INITIAL RESPONSE

Upon discovery of the emergency, take control until relieved by the Harbour Authority Lead or Emergency Response Lead.

1. Make a preliminary assessment of the emergency – **DO NOT put yourself at risk.**
2. **Call 9-1-1** (where available) **or the VHF 16 channel**, if there are any situations requiring emergency services. **Provide slowly and carefully:**
 - ✓ A brief description of the occurrence
 - ✓ The location of the occurrence and the address
 - ✓ Your name
 - ✓ Your telephone number
3. Inform the Coast Guard by calling the general hotline: 1-800-463-4393.
4. Contact the Harbour Manager or the person designated by the Board if they are not on site and advise them of the situation. Upon arrival at the scene, the **Harbour Manager or the person designated by the Board will assume the duties of the Harbour Authority Lead during the emergency.**

Harbour Authority Lead Role: Meet with any coordinating agencies assisting in the emergency. Receive instructions issued by the Emergency Response Lead as to how the Harbour Authority staff or volunteers can be of assistance. Delegate duties to other staff members or volunteers.

5. Ensure vessels entering the emergency area are aware of the sunken vessel.
6. Ensure that there is no potential spill, discharge, emission or escape of oils, fuel or other hazardous substances from the vessel(s). If there is a spill, try to contain it and refer to the Environmental Emergency Response Plan (EERP) for more information. Contact the following resource persons:

Small Craft Harbours (Quebec Region)	1-418-649-6569
Coast Guard - Spill Hotline (Quebec)	1-800-363-4735

7. Ask the vessel owner to come to the site as soon as possible, if they are not already on site. The Harbour Authority should have an updated list of contacts.
8. Determine the best course of action, with the vessel owner present, to raise the vessel without disrupting harbour operations. Recommend that the vessel owner contacts their insurance agent.

B. FOLLOW-UP

1. Record all events, times and locations in a notebook or tape recorder and transfer to the daily log, taking pictures and/or video whenever possible.
2. Complete the Harbour Incident Report (refer to Annex C), including statements and contact information from witnesses, security personnel and others and forward to Small Craft Harbours. If appropriate, send to the fire department investigations officer and the police.

8.10 HAZARDOUS MATERIAL SPILL

For detailed response to hazardous material spills, refer to the site-specific Environmental Emergency Response Plan (EERP) and/or the Environmental Management Plan (EMP).

Add details for where to find the Environmental Emergency Response Plan and Environmental Management Plan for your Harbour Authority here:

Environmental Emergency Response Plan (EERP)	
Environmental Management Plan (EMP)	

8.11 WEATHER

This includes, but is not limited to, heavy wind, rain, snow and hail, protracted cold, and sudden freezes.

A. INITIAL RESPONSE FOR WEATHER FORECAST WARNINGS

Upon discovery of the emergency, take control until relieved by the Harbour Authority Lead or Emergency Response Lead.

IMPORTANT NOTE: Secure the site for inclement weather as soon as possible, do not wait until the weather emergency has begun. **DO NOT PUT YOURSELF AT RISK.**

1. Check weather forecast at 0800 hours and 1600 hours, and enter the information in the daily log. You can do so by calling an Environment Canada national weather forecast hotlines:

Hello Weather (automated telephone service – toll free number)	English: 1-833-794-3556 French: 1-833-586-3836
Weather One-on-One (consultation service with a weather professional – charges will apply)	1-900-565-5555
Marine Weather (consultation service with a marine weather professional – charges will apply)	1-844-505-2525

2. Ensure fire lanes remain clear.
3. Notify vessel owners if high winds are anticipated and vessels are not secured.
4. Maintain constant patrols of floats, buildings, vessels and access routes. If possible, ensure that all is secure and that vessels do not flood or break free.
5. Keep snow clear from access routes and floats. If snow is more than _____centimetres (depending on region), the Harbour Authority Lead should be notified to arrange for snow removal (where such services are provided).
6. Apply salt to float ramps and approaches, if they are icy.
7. Ensure that materials such as salt, sandbags, plywood, plastic sheets and lumber are on hand, depending on the type of weather forecast. Ensure gas pumps are working and fuel is available.
8. Retain and maintain a portable battery radio, emergency lights, flashlights and a first aid kit. Have access to a radio charger (when and if this is relevant).
9. Keep vehicles fuelled, in case gas stations are not able to operate. If cans of fuel are kept on site, ensure safe storage and add stabilizer to the fuel. Use in rotation so fuel does not become stale.

8.11 WEATHER (CONTINUED)

10. Contact the Harbour Manager or the person designated by the Board if they are not on site before or during the weather event, if damages or injuries are likely occur. Upon arrival at the scene, the **Harbour Manager or the person designated by the Board will assume the duties of the Harbour Authority Lead during the emergency.**

Harbour Authority Lead Role: Be on site before the storm begins and remain on site during any forecast period of severe weather, depending on the severity of the forecast – **DO NOT put yourself at risk.** Meet with any coordinating agencies assisting in the emergency. Receive instructions issued by the Emergency Response Lead as to how the Harbour Authority staff or volunteers can be of assistance. Delegate duties to other staff members or volunteers.

B. FOLLOW-UP

1. Record all events, times and locations in a notebook or tape recorder and transfer to the daily log, taking pictures and/or video whenever possible.
2. Complete the Harbour Incident Report (refer to Annex C), including statements and contact information from witnesses, security personnel and others and forward to Small Craft Harbours. If appropriate, send to the fire department investigations officer and the police.

8.12 DEMONSTRATION OR OCCUPATION

A **demonstration** is a collective act such as a march or gathering supporting or opposing a particular cause.

An **occupation**, as an act of protest, is the action of taking over a place, a space or a site in a symbolic way.

A. INITIAL RESPONSE

Upon discovery of the emergency, take control until relieved by the Harbour Authority Lead or Emergency Response Lead.

1. Determine the purpose of demonstration, if possible.
2. **Call 9-1-1** (where available), if the Harbour Authority premises are invaded, occupied or blockaded.
Provide slowly and carefully:
 - ✓ A brief description of the occurrence
 - ✓ The exact location of the occurrence and the address
 - ✓ Your name
 - ✓ Your telephone number
3. Inform your Small Craft Harbours contact(s) as soon as possible.
4. **Avoid confrontation at all costs.**
5. Lock all doors, windows and cabinets, if possible.
6. Place all monies and sensitive information in a secure location.
7. Contact the Harbour Manager or the person designated by the Board if they are not on site and advise them of the situation. Upon arrival at the scene, the **Harbour Manager or the person designated by the Board will assume the duties of the Harbour Authority Lead during the emergency.**

Harbour Authority Lead Role: Meet with any coordinating agencies assisting in the emergency. Receive instructions issued by the Emergency Response Lead as to how the Harbour Authority staff or volunteers can be of assistance. Delegate duties to other staff members or volunteers.

B. FOLLOW UP

1. The emergency shall be considered over when the Emergency Response Lead departs the site and declares that all is secure.
2. Record all events, times and locations in a notebook or tape recorder and transfer to the daily log, taking pictures and/or video whenever possible.
3. Complete Harbour Incident report (refer to Annex C), including statements and contact information from witnesses, security personnel and others, as well as the police file number if applicable, and forward to Small Craft Harbours.

ANNEX A – EMERGENCY COMPONENTS LIST

*Add a map of the harbour to this document.

EMERGENCY ITEM	LOCATION	NOTES
Muster point location		
Emergency operation centres		
Access and refuge areas		
Fire extinguishers		
Fire hydrants		
Alarm systems		
Sprinkler control rooms		
Dewatering pumps		
Life rings		
Escape ladders		
Electrical shutoff		
Fuel shutoff		
Water shutoff		
Radios		
Telephone/Phone booth		

ANNEX B – CONTRACTOR TELEPHONE NUMBERS

SERVICE	NAME OF COMPANY	CONTACT PERSON	TELEPHONE NUMBER
SPRINKLERS, FIRE EXTINGUISHERS			
ALARM			
ELECTRICAL			
PLUMBING			
DIVING SERVICES			
FLOAT REPAIRS			

ANNEX C – ACCIDENT / INCIDENT REPORT

ACCIDENT / INCIDENT REPORT FOR HARBOUR AUTHORITIES

This report is required for every accident/incident that occurs on a harbour managed by a harbour authority or an organization. It must be completed for any accident/incident causing property damage, personal injury or the death of third parties (members of the public). Please also complete this report any incident/accident involving harbour authority employees or volunteers.

For the purpose of the third party liability insurance (TPLI), this report is used to convey relevant information to our insurers and their solicitors. It is a confidential and privileged report. It serves as the basic material for their purposes in defending any claim or litigation which may arise.

This is a template, you can make copies. If needed, you can also add pages to ensure all information is properly reported.

Name of Harbour Authority and harbour:	
Contact person's name:	
Telephone number:	Fax number:
Contact person's email address:	
Region and address:	

Date of accident:	Date reported:
Time of accident:	
Weather conditions:	
Description of accident/incident:	
What is believed to be the cause of the accident/incident?	

Name, address, telephone number and email of owner of any property damaged:

Description of property damaged:

Amounts of any estimates of property damage received:

Names, addresses, telephone numbers and emails of injured persons:

Description of injuries:

Names, addresses and telephone numbers of any harbour personnel involved:

Names, addresses and telephone numbers of any witness:	
Accident also reported to: (e.g. RCMP, Fire Department, etc.)	
Name: _____	
Date: _____	Time: _____
Name of person making this report:	
Date of report:	
Sketches, videos or photographs of accident/incident attached:	<input type="checkbox"/> YES <input type="checkbox"/> NO

**Please provide a copy of the report to your
Small Craft Harbours Area Program Manager**

NOTE: A copy of the accident report will be provided to Small Craft Harbours National Headquarters by your regional office. In the case of incidents/accidents eligible for the TPLI, a copy of the report is sent to the broker for evaluation.

Form updated April 7, 2021

