



Capernwray Harbour Bible Centre **Emergency Response Plan**

Purpose

The purpose of this Emergency Response Plan is to ensure the safety and well-being of all guests, students, and staff at Capernwray Harbour Bible Centre. This plan provides clear procedures for responding to emergencies quickly, effectively, and safely while minimizing harm and damage to people and property.

Scope

This plan applies to individuals on Capernwray Harbour property, including:

- Staff
- Students
- Registered Guests
- Volunteers

It covers emergency situations that may occur on-site or in the immediate vicinity of the property.

1. Emergency Contacts

Emergency Type	Contact
Fire, Medical, Police	911
Thetis Island Volunteer Fire Department	911 / 250-246-1234
Poison Control	1-800-567-8911
BC Ferries Emergency (Thetis–Chemainus route)	1-888-223-3779
Capernwray Harbour Main Office	250-246-9440
Emergency Coordinator (Centre Director; may be designated)	Chris - 250-252-0699
Maintenance / Facilities Manager	Johnny - 250-606-7427
First Aid / Health and Wellness Coordinator	Lauren - 604-725-9345

2. Emergency Roles and Responsibilities

Emergency Coordinator

- Oversees all emergency responses.
- Ensures staff are trained and students and guests are familiar with emergency procedures.
- Liaises with emergency services.

Staff

- Supervise students and guests in their assigned areas.
- Account for all individuals after evacuation or shelter-in-place orders.
- Report hazards or missing persons immediately.

First Aid

- Provides immediate medical assistance until emergency personnel arrive.
- Maintains First Aid supplies and AED readiness.

Maintenance

- Shuts off utilities (gas, electricity, water) if required.
- Assists emergency personnel with access and site hazards.

All Individuals

- Follow instructions from staff or emergency personnel.
- Remain calm and assist others if possible.

3. Communication Procedures

- The **Capernwray Main Office** will serve as the primary communication hub.
- Use **radio or phone communication** to relay instructions to staff.
- In case of power failure, handheld radios and air horns are to be used for communication and alerts.

- The **Emergency Coordinator** will provide updates and “All Clear” announcements once it is safe.

4. Emergency Meeting Points (see Emergency Meeting Point Procedure)

Primary assembly areas (based on accommodation):

- Main Office parking lot (A)
- Gym parking Lot (B)
- Soccer Field (C)
- If primary is unsafe proceed to the nearest safe assembly area.

5. Evacuation Procedures

- Remain calm and follow staff instructions.
- Leave buildings immediately through the nearest safe exit.
- Proceed directly to the **designated Emergency Meeting Point (A, B, or C)**.
- Staff conduct head counts and report to the Emergency Coordinator.
- Await the “All Clear” before re-entering buildings.

6. Specific Emergency Scenarios

A. Fire

- Activate the nearest fire alarm pull station.
- Call 911 and notify the Capernwray Harbour Main Office.
- Evacuate immediately; close doors behind you to contain fire.
- Do not attempt to fight large fires.
- Assemble at the designated **Emergency Meeting Point** and await instructions.

B. Medical Emergency

- Call 911 and notify First Aid Attendant.
- Do not move the injured person unless there is immediate danger.
- Provide First Aid/CPR as trained until help arrives.
- Record details in incident log in First Aid book.

C. Earthquake

- **Drop, Cover, and Hold On.**
- Move away from windows, heavy furniture, or overhead objects.
- Once shaking stops, evacuate carefully.
- Avoid damaged structures and power lines.
- When safe assemble at the designated **Emergency Meeting Point** and await instructions.

D. Severe Weather / Power Outage

- Move indoors; avoid trees, open areas, or waterfront.
- Use flashlights; avoid candles.
- Maintain communication through radios.
- Maintenance staff will engage appropriate back-up power supply (i.e generators) to support essential services.
- Follow directions from the Emergency Coordinator.

E. Missing Person (see Missing Person Protocol)

- Notify the Emergency Coordinator immediately.
- Conduct a quick search of immediate surroundings.
- If not located within 15 minutes, call 911 and initiate a coordinated search.

F. Hazardous Material Spill

- Evacuate the affected area.

- Do not attempt cleanup unless trained and equipped.
- Notify Maintenance and the Emergency Coordinator.
- Call 911 if there is a health or fire risk.

G. Water Rescue / Drowning

- Shout for help and do not enter the water unless trained.
- Throw flotation aid if possible.
- Notify Lifeguard or First Aid Lead and call 911.
- Begin CPR if trained and once victim is on land.
- Record details in incident log in First Aid book.

H. Police Action / Threat of violence (see Police Action / Threat of Violence Procedure)

- **Recognize** threat or violence.
- **Call 911** immediately.
- **Notify** Emergency Coordinator.
- Initiate lockdown if required.
- Stay secure and silent.
- **Cooperate** with police on arrival.
- **Await "All Clear"**, then begin recovery and debrief.

7. Communication Plan

- **Primary Method:** Radios and phone contact with key staff.
- **Secondary Method:** Runners if communication systems fail.
- **Public Messaging:** The Emergency Coordinator or Centre Director is the only authorized spokesperson.

8. Training

- First Aid and CPR certification maintained for key staff.
- Orientation on emergency procedures for all new staff and interns.
- Guests to receive a brief safety overview upon arrival.

9. Equipment and Resources

- First Aid kits in main buildings and vehicles.
- AEDs located in the Lecture Hall and Main Office.
- Emergency lighting and generators tested periodically.
- Fire extinguishers inspected semi-annually.
- Emergency supplies: flashlights, radios, blankets, water, food.

10. Post-Emergency Procedures

- Conduct headcount and confirm all individuals are safe.
- Provide First Aid and emotional support resources as needed.
- Contact families or guardians if applicable.
- File incident reports within 24 hours.
- Debrief staff and review effectiveness of response.
- Report loss and damages to appropriate insurance representative.

11. Review and Updates

This plan will be reviewed periodically and following any major incident. Revisions must be approved by the **Centre Director** and shared with all staff and volunteers.

Authorized by:

Centre Director, Capernwray Harbour Bible Centre

Date: _____



Capernwray Harbour Bible Centre **Emergency Meeting Point Procedure**

Purpose

To ensure that all staff, students, and guests at Capernwray Harbour are quickly, safely, and efficiently accounted for and informed during any property-wide emergency situation requiring coordination, communication, or evacuation.

Objectives

- Provide clear direction for assembling personnel in an emergency.
- Ensure accurate head counts and accountability of all individuals.
- Establish a clear process for communication, decision-making, and updates.
- Facilitate coordination with emergency services and leadership.

1. Activation of Emergency Meeting Points

Assembly at Emergency Meeting Points is initiated when:

- A serious incident has occurred (e.g., fire, missing person, natural disaster).
- A serious threat or potential hazard requires coordinated action.
- Directed by the **Centre Director** or **Designated Staff**.

Activation Methods:

- Radio announcement: “Emergency: All individuals on property are required to gather at an Emergency Meeting Point immediately.”
- Verbal or phone notification if radios are unavailable.
- Alarm or public announcement (if applicable).

2. Emergency Meeting Point Locations (See Emergency Meeting Point Map)

Primary assembly areas (based on accommodation):

- **Main office Parking Lot (A)**
- **Gym Parking Lot (B)**
- **Soccer Field (C)**

Secondary assembly areas (if primary is unsafe):

- Proceed to the nearest safe assembly area.

3. Staff Roles

Role	Responsibility
Centre Director	Overall coordination, decision-making, and communication with external agencies. May delegate to a Designated Staff.
Senior / Admin Staff	Manage staff response, ensure their areas are accounted for, and report updates to or receive instructions from Centre Director. May act as Communications Coordinator.
Department Heads	Ensure all staff, students and guests under their supervision or in their area are accounted for and safely assembled.
First Aid Staff	Assess and manage any injuries or medical concerns.
Office Staff	Record individuals present or missing, maintain communication logs, assist with contacting families if required.
Maintenance Staff	Secure facilities, shut off utilities if directed, and assist with logistics.

4. Procedure

Step 1: Initiate Assembly at Emergency Meeting Points

- The **Centre Director** or **Designated Staff** initiates assembly at Emergency Meeting Points.
- Use radios or in-person runners to notify all available staff.
- Communicate the **nature of the emergency** briefly.

Step 2: Secure Immediate Safety

- Ensure the Emergency Meeting Point is safe before gathering.
- Evacuate or shelter-in-place as appropriate.
- Do not delay response in order to assist others if doing so would endanger yourself.

Step 3: Headcount and Roll Call

At the meeting point:

- Each department head or group leader **confirms the presence** of all individuals under their supervision.
- Report any missing individuals immediately to the staff person responsible for their meeting point or to the Centre Director.
- Administrative or office staff maintain a **master list of** individuals at their meeting point:
 - Staff and interns
 - Students
 - Guests

If anyone is unaccounted for, trigger the **Missing Person Protocol**.

Step 4: Information Gathering

The Centre Director or Designated Staff will:

- Gather **facts and updates** from those involved.
- Identify:
 - What happened
 - Who is affected
 - Immediate risks or hazards
 - Actions already taken

Ensure only verified information is shared to avoid confusion.

Step 5: Decision-Making

The Centre Director or Designated Staff will determine the appropriate response based on available information. Possible decisions include:

- Continuing internal response (e.g., ongoing search, first aid, evacuation).
- Contacting emergency services (911).

- Initiating evacuation or lockdown procedures.
- Communicating updates to staff, students, and guests.

All decisions should be **documented** with timestamps.

Step 6: Communication

- Assign one person (usually administrative staff) as **Communication Coordinator**.
- Responsibilities include:
 - Contacting emergency services if needed.
 - Maintaining communication with field teams via radio or phone.
 - Recording all incoming and outgoing communications.
 - Providing updates to leadership and staff.

If safe, a secondary staff member will **liaise directly with arriving emergency personnel**.

Step 7: Action and Follow-Up

Once a plan of action is determined:

- Clearly assign tasks to specific individuals or teams.
- Repeat instructions back for clarity.
- Ensure radio or other method of communication remains open throughout the incident.

Step 8: Debrief and Documentation

Once the emergency is resolved:

- Reassemble staff for a short debrief meeting.
- Discuss:
 - What occurred
 - What actions were taken
 - What could be improved
- Complete an **Incident Report** within 24 hours.

- Update the Emergency Response Plan if new learnings or procedural changes are identified.

5. Communication Guidelines

During the Emergency:

- Use radios or phones – maintain calm, clear, concise communication.
- Avoid speculation or sharing unconfirmed information.
- Direct all media or public inquiries to the **Centre Director** only.

After the Emergency:

- Only designated leadership (Centre Director or Designated Staff) contacts family members, authorities, or media.
- Internal updates to staff, students, and guests should be factual and consistent.

6. Record Keeping

- All emergency assemblies and responses must be documented, including:
 - Date, time, and type of emergency.
 - Individuals present.
 - Key decisions made.
 - Communication logs (time, person contacted, summary).
 - Follow-up actions.

Records should be filed in a designated logbook and stored in the Main Office.

7. Training and Review

- Emergency meeting procedures are to be reviewed periodically and after any major incident.
- Staff will receive orientation and training on their roles and communication expectations.

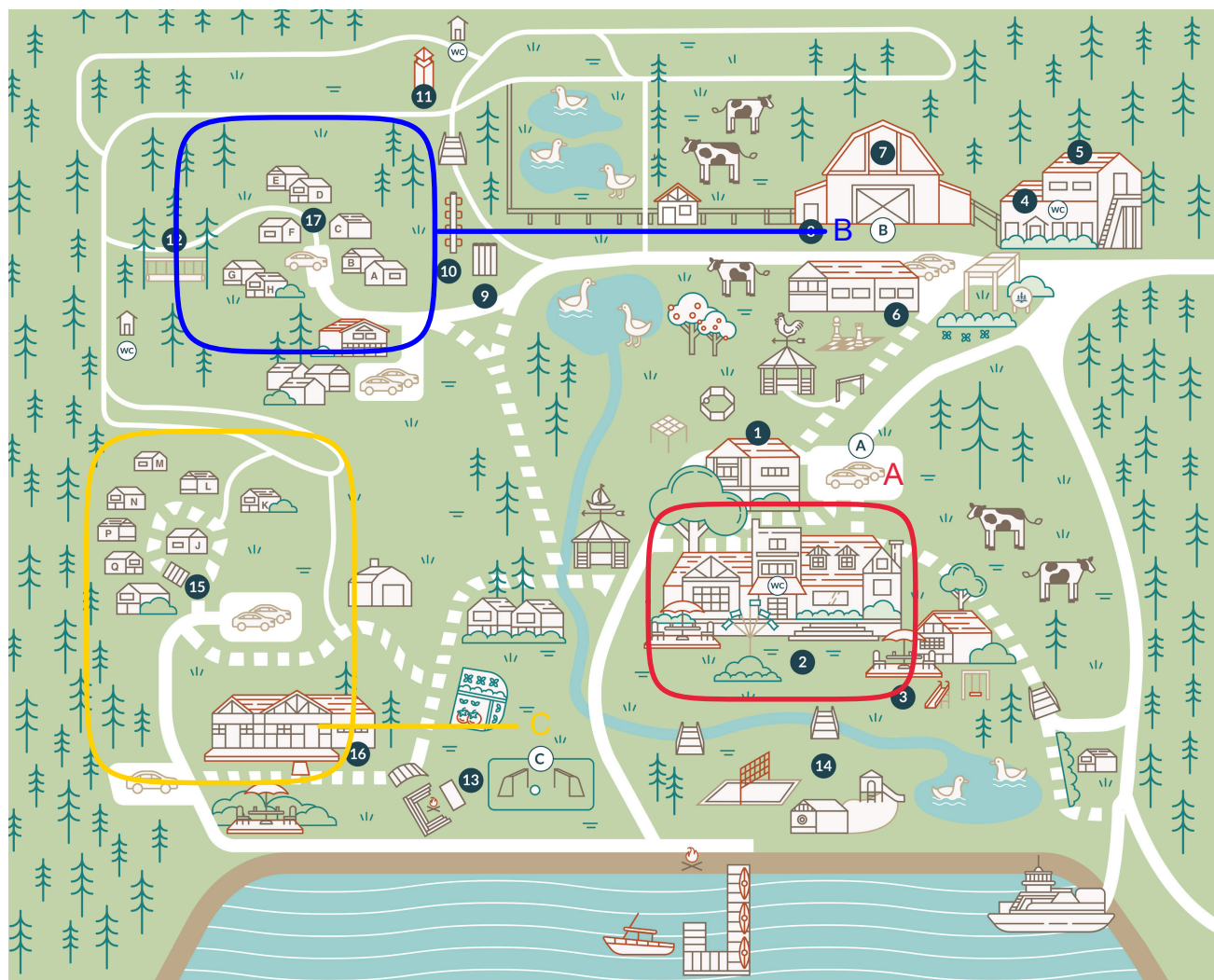
IV. EMERGENCY MEETING POINTS

In the event of a natural or major disaster/emergency, please meet at the following emergency meeting point locations:

Hamlets: Meet on Soccer Field

Upper Cottages: Meet in Gym

Main Hall Guest Suites (including the Van Dooren): Meet at Main Hall Parking Lot





Capernwray Harbour Bible Centre

Missing Person Protocol

Purpose

To ensure a timely, organized, and effective response in the event that a person (student, guest, staff, or visitor) is reported missing on Capernwray Harbour property or during a land-based activity.

Scope

This protocol applies to all Capernwray Harbour staff, students, and volunteers during on-site and off-site activities occurring on land (including hiking trails, recreational areas, and day trips on Thetis Island).

1. Initial Assessment

Confirm the Report

- Gather information from the person who noticed the individual missing.
- Name and description of the missing person (age, clothing, distinguishing features).
- Last known location and time seen.
- Any possible destination or intention (e.g., went for a walk, to dorm, etc.).
- Physical or medical conditions affecting mobility, awareness, or safety.

Conduct Immediate Area Check

- Check common areas, rooms, washrooms, waterfront, trails, and surrounding grounds.
- Use available staff and students to perform a quick but thorough search within **10–15 minutes**.
- Use radios or phones to coordinate search and confirm coverage of areas.

If the person is not located within 15 minutes, escalate immediately to Step 2.

2. Notify Leadership

Notify

- Centre Director

- Program Coordinator or other leadership staff

Secure the Area

- Designate one person to remain at the central meeting point (e.g., Main Office for coordination).
- Ensure the missing person's belongings remain untouched for investigation if needed.

3. Organized Search

Assign Search Teams

- Divide available staff, students and/or guests into teams of **2–3 people** each.
- Equip each team with:
 - Radio or phone
 - Flashlight (if night)
 - Map of the property/trail areas
 - Whistle

Search Boundaries

- Teams search systematically from the last known point outward, covering:
 - Cabins and Lodge
 - Main public buildings (e.g Main Hall, Office, Lecture Hall, Orchard Room, Gym, Shops)
 - Trails and woods surrounding the property
 - Roadways, driveways, and parking areas
 - Beach and shoreline (from land only)

Communication

- Report all findings immediately via radio or phone.
- Maintain hourly updates to leadership.

4. Contact Emergency Services

If the person is not located within 15 minutes or appears to be in danger, contact:

- Police – 911
- Thetis Island Volunteer Fire Department (for local coordination)
- BC Emergency Health Services (if medical concern)

Provide:

- Name, age, description, and clothing
- Time and place last seen
- Details of ongoing search efforts and terrain

Keep one staff member at the main office to meet and direct emergency personnel upon arrival.

5. Communication and Support

Internal Communication

- Notify all staff and ensure students/guests remain in a safe, supervised area.
- Avoid unnecessary panic; communicate clearly and calmly.

Family Notification

- Only senior leadership (e.g., Centre Director or designated staff) may contact the missing person's family.
- Provide factual, concise information and assurance that emergency protocols are in place.

6. Resolution and Debrief

Once Located

- Provide immediate medical or emotional support resources as required.
- Notify all search teams and authorities that the person has been found.
- Cancel further search activities.

Documentation

- Complete a written **incident report** within 24 hours, including:
 - Timeline of events
 - Search actions taken
 - Agencies contacted
 - Final outcome

Review

- Conduct a debrief with involved staff to evaluate response effectiveness and identify improvements for future incidents.



Capernwray Harbour Bible Centre **Police Action / Threat of Violence Procedure**

Purpose

To ensure the safety and security of all staff, students, and guests in the event of an act or threat of violence, or when a police action occurs on or near Capernwray Harbour property.

This procedure provides clear steps for recognizing threats, initiating lockdowns or sheltering, contacting police, and communicating effectively until the situation is resolved.

Scope

Applies to all Capernwray Harbour staff, interns, students, and guests, whether the threat originates **on property** or **in the surrounding community** (e.g., police pursuit, armed individual, or violent incident nearby).

1. Definitions

- **Threat of Violence:** Any behaviour, statement, or action suggesting intent to harm people or property (e.g., verbal threats, aggressive behaviour, possession of a weapon).
- **Police Action:** Any law enforcement activity occurring on or near Capernwray Harbour that could impact safety (e.g., pursuit, armed suspect, emergency response).
- **Lockdown:** A protective action taken when there is a credible threat to personal safety, requiring all persons to remain indoors and secure their locations.

2. Immediate Actions Upon Identifying a Threat

Stay Calm and Assess

- Do **not** confront the individual or attempt to intervene physically.
- Move to a safe location immediately.
- Note important details:
 - Description of person (height, clothing, gender, features).
 - Location and direction of movement.
 - Type of weapon (if visible).

Contact Emergency Services

- Call 911 immediately and report:
 - “This is Capernwray Harbour Bible Centre on Thetis Island.”
 - Describe the situation and any known threats.
 - Stay on the line until instructed to hang up.

Notify Leadership

- As soon as safely possible, inform:
 - **Centre Director**
 - **Leadership staff**
- State clearly:
 - Nature of threat (armed person, violent behaviour, etc.)
 - Location and direction
 - Whether police have been contacted

3. Lockdown Procedure

If a violent threat is **on property** or **nearby**, initiate an **immediate lockdown**.

Initiation

- The **Centre Director, Director of Studies**, or a **designated staff** announces via radio or verbal communication:
“Lockdown – Lockdown – Lockdown. This is not a drill.”
- If radios are unsafe or unavailable, communicate by phone, messenger, or direct word of mouth.

During Lockdown

All Staff, Students, and Guests Must:

- **Go Indoors Immediately** – to the nearest secure building or room.
- **Lock and Barricade Doors** – use furniture, desks, or heavy items if necessary.
- **Turn Off Lights** – and silence cell phones.

- **Move Away from Windows and Doors** – stay out of sight.
- **Remain Silent and Calm.**
- **Do Not Open Doors** for anyone until an “All Clear” is given by recognized leadership or RCMP.
- **Do Not Evacuate** unless instructed by police.

Special Considerations

- If outdoors and unable to reach shelter:
 - Move away from the area of danger.
 - Find cover behind solid objects (e.g., trees, berms, vehicles).
 - Remain still and silent until it is safe.

4. Communication During Incident

Internal Communication

- Communication is to be **controlled and minimal**.
- Only the **Centre Director, Director of Studies**, or a **designated staff** communicates with:
 - RCMP
 - Staff updates
 - External agencies

Media and Family Communication

- No staff, students or guests should post updates on **social media** or communicate with the media.
- Family contact will be managed by the Centre Director or a designated communications officer once the situation is safe and verified.

5. Police Arrival and Cooperation

When RCMP or emergency responders arrive:

- Keep **hands visible** at all times.
- Follow all police instructions immediately and without argument.
- Provide only factual information.
- Do not assume the incident is over until the police issue an official "**All Clear**".

6. All Clear and Recovery

All Clear Declaration

- Only the **RCMP, Centre Director, Director of Studies** or a **designated staff** may declare "All Clear."
- Announcement:
"All Clear – Lockdown is lifted. Please remain calm and await further instructions."

Medical and Emotional Care

- Assess for injuries or distress.
- Contact medical or counselling support for anyone affected.

Debrief and Documentation

- Complete a Threat/Violence Incident Report within 24 hours.
- Conduct a staff debrief meeting to review:
 - Timeline of events
 - Effectiveness of response
 - Opportunities for improvement

Communication to Families and Community

- Once verified and approved, a **clear factual summary** of the event and safety status will be provided to families, students, guests and local partners as appropriate.

7. Preventative Measures and Training

- Capernwray Harbour leadership will:

- Maintain strong relationships with **Thetis Island local emergency services**.
- Encourage a culture of **reporting concerns early** and maintaining **open communication**.