



RISK MANAGEMENT MANUAL and EMERGENCY PROCEDURES

CIVIC ADDRESS: 635687 Hwy 10, MONO ON L9V 0Z8

GPS COORDINATES: 44.0878 ° North and 80.1376 ° West

Components of the Plan

The following items are included in a park's Risk Management Manual and Emergency Procedures:

- Evacuation Route Map- Maps showing evacuation routes out of the park including all exits.
- Description of Evacuation Procedures- A description of how the park will be evacuated and how each camper will be notified of an evacuation.
- Common Disasters & Procedures for Responding to Each- Type of disasters common to the area of Shelburne, Ontario.
~Procedures for multiple types of disasters such as floods, fires and tornadoes.
- Individual Emergency Plan for Campers:
~Information on how campers may obtain additional materials for establishing an individual Trailer/ RV emergency plan, individual Trailer/RV emergency supply kits, and individual safety recommendations.

OVERVIEW

The information contained in this camper Risk Management and Emergency Procedure has been provided as a general guide to logical and safe steps to take in the event of an emergency at Primrose Park. This plan is intended to assist our camper in possible emergency situations that may arise while residing at and or visiting our campground.

This plan will be posted on the notice board near the entrance of the store and will also be provided to all seasonal campers who may lease a site in the campground in addition to short or long term as well as visitors, upon request.

Safety is our number one priority. Please remember to act wisely and in all cases maintain your personal safety and the personal safety of your family and guests while on site. For all emergencies, you may contact the onsite Campground Staff at the Park Office (519-925-2848) or dial 911. If you dial 911, be sure to remain calm and provide the dispatcher with all pertinent information.

Be sure to include your name, location, site number, the nature of the emergency, type of injury, number of injured, and any other information which you may be requested to provide. Do not hang up until instructed to do so by the Dispatcher.

Please note, Campground Management and Staff, are neither responsible for physically evacuating residents or guests from their on-site locations nor are they responsible for providing any materials or services during an emergency.

Primrose Park Exit Plan

1. If the emergency warrants it, a megaphone or intercom system will be utilized to communicate instructions, inform / update nature of the emergency, and the appropriate instructions for the campers to make.
2. Depending on instructions issued by Park Management, all campers, lot holders and visitors will exit as instruction via our two exit points. The first exit point will be the Main Entrance; the gate will remain open until all are evacuated. All evacuees are asked to proceed in an orderly and fashion to the Super Burger Parking Lot. The second exit point would be the trail the back of the property located by the pond.
3. Please be reminded that the Campground Manager and support staff is not responsible for removing either persons or personal property out of the emergency area. The cooperation of everyone involved is greatly appreciated.

All Emergencies:

Dial 911

Campground Manager / Office (519) 925-2848

If Emergency includes injury to an individual or multiple individuals or the possibility of injury, please **contact 911 IMMEDIATELY and then notify Campground Manager.**

Life Threatening Emergencies Call 911

Ambulance - 911

Fire - 911

Evacuation Route – Written Description

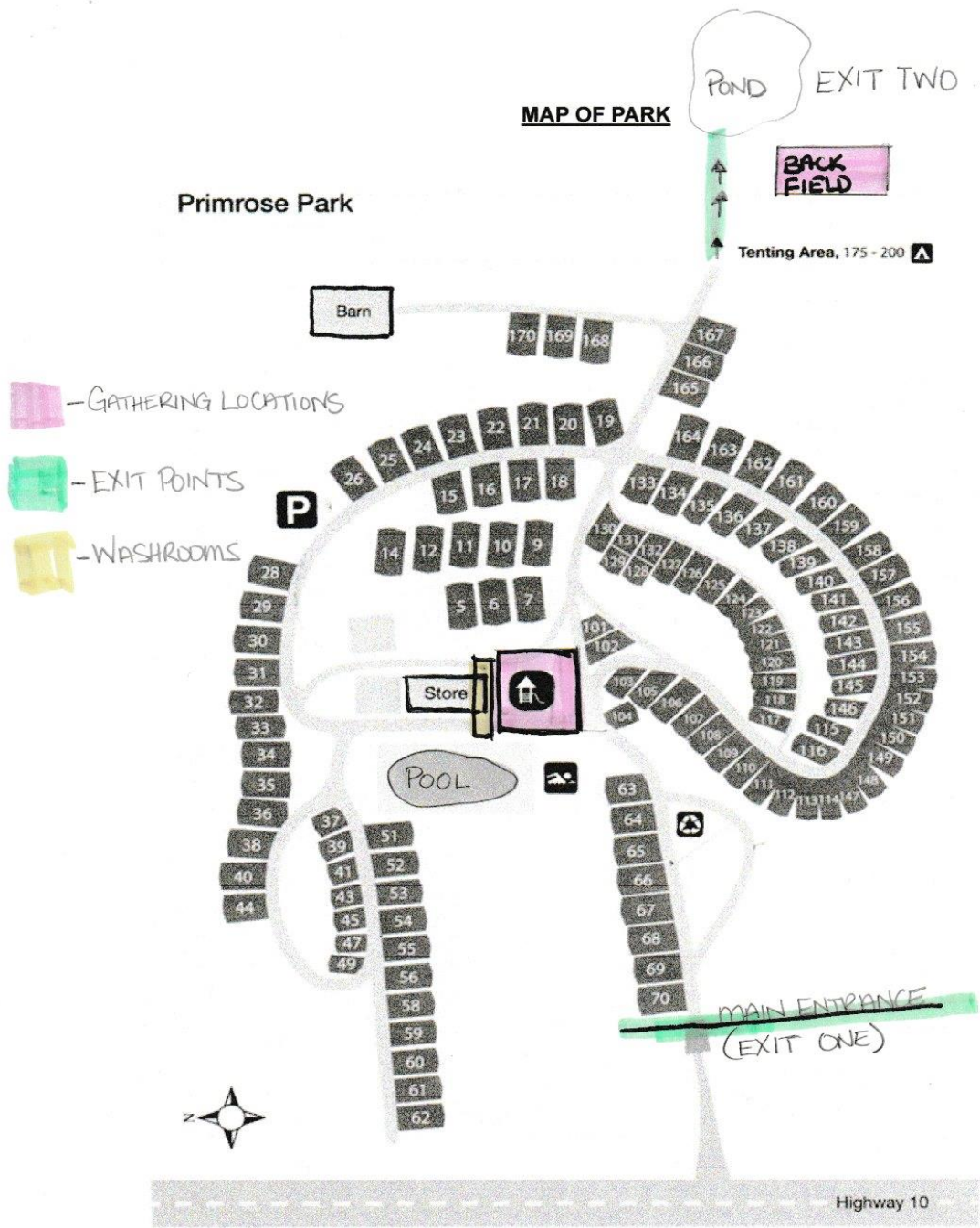
Primrose Park Campground is situated just south of the major intersections of Hwy 10 and Hwy 89. There is one (1) main entrance to the facility, which is secured by a tubular gate arm that operates on a pass card system. The main entrance is on Hwy 10. All travelled entry and exit routes are via this entrance.

- Please do not block the roadway when entering or exiting the facility. If Emergency Vehicles are incoming, please pull to the side of the roadway and allow the vehicle(s) to pass.
- It is assumed that RVs and tent camping vehicles located in sites located in the West end of the campground would evacuate first as these sites are closest to the main gate. The remaining sites would soon follow exiting in orderly fashion. However, in isolated emergency situations, such as a single RV fire, only the persons and RVs closest to the isolated emergency should evacuate to an alternate location within the park as designated by Campground Management or the Fire Chief or Emergency Personnel on scene.
- Use the designated roadway only to evacuate the campground areas.
- In the event the main evacuation route is blocked, a secondary exit located at the East end of the park near the pond will provide an alternate evacuation route as authorized by the Park Manager and or Park Staff.
- Depending upon the nature of the emergency, campground occupants and guests may be directed to gather in the main playground area, located in the centre of the park, where further instructions may be given, or down near the pond located at the East end of the camp.
- All RVs must maintain their mobility functions for quick evacuation in case of an emergency. (Tongues of trailers are to be pointed to the road and no obstacles such as gardens or decking are to be in front of trailers) In the event of an emergency requiring evacuation, leave all equipment, including unattached RV's and exit the park in an orderly manner.
- Maintain personal safety at all times! Please remain calm and if you are driving maintain a safe speed within the park as they may be a high than normal pedestrian traffic.

Description of Evacuation Procedures Extended Stay Guests & Lot Holders

Campground Management is a part of the Disaster Preparedness Emergency Plan Team. This Team, under the leadership of the Campground Manager, is responsible for the following functions:

- Inform each guest of the impending disaster, if any is known. Notice shall be verbal if possible or else by public address using park megaphone.
- It is each person's responsibility to care for him / herself in all cases. We do not advise waiting for staff to arrive to assist in an emergency of a disabled person especially if the disabled person has the assistance of family, friends, or onsite care / assistance personal to assist the disabled, elderly or handicapped individual. Furthermore, it is expected that family and friends will respond appropriately to any emergency.
- Prior to any evacuation it is advised that all propane devices be isolated and shut off, all electrical and water hookups be disconnected, all doors, windows and all property located outside your unit be secured, and leave immediately to the predetermined location.
- All lot holders, families and guests should have their own personal emergency evacuation plans known to each member of the family and any guest(s) on site visiting lot holders.



Common Disasters & Procedures for Responding to Each:

Earthquake - Prior to any earthquake, each guest / lot holder should pre-plan and practice steps they will take in the event of an earthquake.

If you are indoors:

- Take cover under any sturdy piece of furniture.
- Stay away from windows or ceiling objects such as lighting fixtures.
- Do not light matches or candles.
- Do not turn on electrical equipment of any kind.
- Use only battery-operated flashlights and radios.

If you are outdoors:

- Find an open area and remain there until the earthquake stops.
- Stay away from power poles and electrical lines, tall buildings, bridges, brick or block walls, underpasses, trees and irrigation dam.
- Listen to a self contained (battery operated) radio for emergency instructions.
- Confine and secure all pets so they will not hamper emergency service employees in the performance of their duties.
- Aftershocks may occur, so be prepared.

(IMPORTANT NOTE: Guests should meet at the Children's playground located in the centre of the park after the earthquake where information as to safety and possible evacuations will be instructed by the Park Manager or Staff.)

Fire - There are steps you can take to minimize the dangers associated with fires and improve your chances of survival should a fire erupt in or around your RV, campsite or park.

Prevention and Safety Tips:

- Be sure you have properly operating smoke detectors and fire extinguishers. If one or more of your smoke detectors are battery operated, replace the batteries annually or more often if necessary. An easy to remember schedule is to change your batteries to coincide with the opening of your trailer at the beginning of each season.
- Make sure everyone knows how to use the emergency exits in your RV. Practice using them with the whole family.
- Be sure your heating and electrical systems are properly maintained and in good working order. Carefully follow the instructions on all appliances and heating units, taking special care not to overload your electrical system. Ensure that you regularly conduct inspections on all propane appliances.
- Keep matches, lighters, and candles away from small children. Children tend to be curious about fire and tend to hide when frightened.

In Case of Fire in your RV:

- Immediately assess the problem to assist you in exiting away from the fire source know how to use a fire extinguisher
- Get everyone out of the RV immediately
- Without risk to any person, get pets out of the RV
- Call 9-1-1 or the Fire Department then call the park office (from a neighbor's phone or a cell phone) and:

1. Give: your name, telephone number you are calling from, park address: **635687 Hyw 10, Mono ON L9V 0Z8**, lot number where the fire is and any helpful directions.
2. Describe the type / nature of the fire (gas, wood, chemical, electrical).
3. State that the fire is in an RV and report any known injuries.
4. If and only if safe, turn off the propane and disconnect the electricity.
5. Tell all residents or guests near the fire source to stand ready with water hoses to wet down their structures or adjacent building(s) in case of traveling sparks, if safe to do so.
6. Make sure all guests have left the affected structure and immediately let the fire department personnel know if any disabled person(s) or anyone not accounted for and may still be in the structure.
7. Never go back into a burning structure.
8. If smoky conditions are present, remember that smoke rises and stay as close to the floor as possible. Before exiting a door, feel the bottom of the door with the palm of your hand. If it is hot, find another way out. Never open a door that is hot to the touch.
9. Should your clothing catch fire: first drop...then roll -- never run! If a rug or blanket is handy, roll yourself up in it until the fire is out.

Flood- Items you should know in the event of a flood.

- Know the elevation of your location in relation to nearby streams, rivers, and lakes.
- Have several escape routes planned.
- The Weather Service continuously broadcasts updated weather conditions, warnings and forecasts. Local broadcast stations transmit Emergency Alert System messages which may be heard on standard radios.
- When rising or pooling water threatens, please be aware of your outdoor electrical outlets or may need to move your RV to higher ground.
- If one escape route is not passable do not waste any time - try another route or back track to higher ground. Use travel routes specified by local officials. Never drive through flooded roadways. Do not bypass or go around barricades.
- Wear life preservers if possible. Wear appropriate clothing and sturdy shoes.

- Avoid any contact with flood water. Flood water may be contaminated and pose health problems. If cuts or wounds come in contact with flood waters, clean the wound as thoroughly as possible.
- Take your Emergency Disaster Supplies Kit with you.
- When you reach a safe place, call your pre- determined family contact person.

After a flood:

- Return back to your RV site only after authorities say the danger of more flooding is over.
- If fresh food has come in contact with flood waters, throw it out.
- Do not reconnect to water, sewer or electric until park management has authorized you to do so.

Tornado- Don't wait until you see the tornado to act! If you do nothing else:

1. Listen to local area radio, or TV stations for the latest information and updates.
2. Remember: no area of a mobile home or RV is safe during a tornado!
3. In the event of a Tornado all campers are encouraged to go to the Public Men's and Women's washrooms located in the main building that are open 24/7.

The following is a guideline for guests to develop their own unique personal emergency plan. In the unlikely event of a natural or man-made disaster, we want our guests to have the utmost safety procedures in place. If you are a transient guest in our park, more than likely you have all the recommended items for a personal emergency plan. Make sure you are familiar with our park's evacuation routes and procedures and discuss them with your family or others in your party. The next time disaster strikes; you may not have much time to act. Prepare now for a sudden emergency. Knowing what to do in an emergency is your best protection and your responsibility. learn how to protect yourself and your family by planning ahead. Here is an example of an Emergency Plan that may help guide you.

Power Outage-

Always have a supply of fresh water drinking water in your tanks for cooking, drinking and toilet use. Ensure you have full propane tanks for BBQing and heat. Make sure you turn your fridge to propane use.

Your Personal Emergency Plan:

- Discuss what to do in an evacuation.
- Pick an alternative location to meet, in the event a family member cannot return to the campsite.
- Pick one out-of-Province and one local friend or relative for family members to call if separated by disaster (it is often easier to call out-of-province than within the affected area).
- Instruct family members to turn on a battery powered radio for emergency information.

- Teach children how and when to call 9-1-1 and a long-distance contact person. Keep family records in a water and fire-proof container.
- If your RV can not be evacuated, make sure to turn the propane tanks off.
- Disconnect the RV from power, water and cable/electric.
- Take a basic first aid and CPR class.
- Prepare a disaster supply kit.

If Disaster Strikes:

- Remain calm and patient. Put your plan into action; call 911.
- Check for injuries; give first aid and get help for seriously injured.
- Listen to your battery powered radio for news and instructions.
- Evacuate if advised to do so. Wear appropriate clothing and sturdy shoes.
- Check for damage to your RV - use a flashlight only.
- Do not light matches or turn on electrical switches if you suspect damage. Check for fires, fire hazards and other household hazards.
- If you are remaining in your RV, sniff for gas leaks, starting at the hot water heater. If you smell gas or suspect a leak, turn off the propane tanks, open windows, and get everyone outside quickly.
- Shut off any other damaged utilities.
- Clean up spilled medicines, bleaches, and any other flammable liquids immediately.

Remember to:

- Confine or secure your pets.
- Call your family contact - do not use the telephone again unless it is a life- threatening emergency.
- Check on your neighbors, especially elderly or disabled persons.
- Make sure you have an adequate water supply in case service is shut off.
- Stay away from downed power lines.

First Aid:

Before emergencies occur, prepare a first aid kit. Have the kit in an easy to locate place. Make sure all family members know the location of the kit.

Be Prepared!

Government and Relief Agencies estimate that after a major disaster, it could take up to three (3) days for relief workers to reach some areas. In such cases, a 72-hour disaster supply kit could mean the difference between life and death. In other emergencies, a 72-hour disaster supply kit means the difference between having a miserable experience or one that's like a pleasant family camp out. In the event of an evacuation, you will need to have items in an easy-to-carry container like a backpack or duffle bag.

NOTES:

Sample First Aid Kit

- Sterile adhesive bandages in assorted sizes
- 2" & 4" sterile gauze pads (4-6 of each size)
- Hypoallergenic adhesive tape
- Triangle bandages (3)
- 2" & 3" sterile roller bandages (3 rolls of each size)
- Scissors
- Tweezers
- Needle
- Moistened towelettes
- Antiseptic
- Thermometer
- Tongue blades (2)
- Tube of petroleum jelly or other lubricant
- Assorted sizes of safety pins
- Cleansing agent / soap
- Burn gel & dressings
- Latex gloves (2 pairs)
- Sunscreen
- Aspirin
- Syrup of Ipecac
- Activated charcoal (use only if advised by the Poison Control Center)

You should inspect your supplies at least twice a year or before each trip. Rotate food and water every six months. Check children's clothing for proper fit. Adjust clothing for winter or summer needs. Check expiration dates on batteries, light sticks, warm packs, food and water. Keep a light source stored in the top of your kit for easy access in the dark. More than likely most of the recommended supplies are already included in your RV or camp supplies. If not,

You might want to consider adding these items to your packing list:

Family Disaster Supplies Kit Checklist:

- 3-5 gallons of water (one gallon/person/day) & method of water purification
- Food: ready-to-eat canned meats, fruits, and vegetables; canned juices, milk, soup; high energy foods - peanut butter, jelly, crackers, granola bars, trail mix; specialty foods for infants, elderly persons or persons on special diets; comfort/stress foods - cookies, hard candy, sweetened cereals, lollipops, instant coffee, tea bags; vitamins

- Matches in a waterproof container and second method of starting a fire
- Tent / shelter
- Wool-blend blankets or sleeping bags (1 per person)
- Emergency reflective blanket
- Lightweight stove and fuel
- Hand and body warm packs
- Rain poncho
- Flashlight, batteries, and extra batteries
- Candles and / or Light sticks
- Pocket / utility knife and Tools (pliers, hammer, screw drivers, shovel, hatchet or axe)
- Sewing kit
- 50-foot nylon rope
- First aid kit and supplies, insect repellent and sun block / sunglasses
- Radio, batteries, and extra batteries
- Whistle with neck cord
- Personal sanitation equipment
- Personal comfort kit (include soap, toothbrush, toothpaste, comb, tissue, razor, deodorant), and any other needed items
- Extra Clothing (include at least one complete change of clothing and footwear per person per day) extra socks, underwear, hat, gloves, and sturdy shoes
- Mess kits, paper cups, plates and plastic utensils, non-electric can opener, foil
- Cash (at least \$20) or traveler's checks, change for phone calls
- Fire extinguisher: small canister, ABC type
- Portable toilet
- Tape
- Compass
- Signal flare
- Household chlorine bleach
- Special or prescription medication, contact lenses, a spare set of glasses
- Baby items - formula, diapers, bottles, powdered milk, medications, & favorite security items