

CITY OF CHARLOTTETOWN



BE PREPARED!

MY BUSINESS EMERGENCY PLAN

Material adapted from and credited to: NYC Emergency Management. [NYC.gov/emergencymanagement](https://www.nyc.gov/emergencymanagement)

Businesses are a vital part of any city's foundation and they play an important role in the prosperity, success and strength of a community.

Given life's busy schedule, the opportunity to develop a business emergency plan seldom presents itself. When emergencies occur those businesses without a plan are more likely to suffer losses and many may never re-open.

Whether you own or operate a public, private, community or non-profit organization, it is important to be prepared. The City of Charlottetown wishes to make the task of developing a business emergency plan less daunting. By following the next steps, you will help your business or organization operate during and after an emergency.



STEP 1 - UNDERSTAND THE HAZARDS

Potential hazardous events which could create disruption to the businesses community may include the following types of incidents:

- Hurricanes
- Blizzards
- Storm Surges
- Ice Storms
- Fires
- Power Outages
- Localized Flooding



STEP 2 - GET ORGANIZED

CRITICAL BUSINESS

What operations are most critical to your business functions and recovery?

Identify key personal:

Name:

Position:

Phone:

Email:

Identify important required materials:

Identify any specific procedures needing to be implemented:

STEP 2 - GET ORGANIZED *(Continued)*

Identify important contacts:

Name:

Phone:

Email:

Identify any specific equipment to help keep your business operating:

Make a list of clients and their emergency contact information:

Identify vendors and suppliers you do business with:

STEP 2 - GET ORGANIZED *(Continued)*

Identify alternate vendors and suppliers you may need to do business with:

Identify important records you may need to rebuild your business. Keep them in a waterproof, fireproof, portable container:

Do you have a copied set of important documents stored off-site?

Yes:

No:

STEP 3 - DISCUSS WITH YOUR STAFF

It's important to talk to your staff often about what to do before, during, and after an emergency. Set up a call tree, an email alert, or a call-in voice recording to communicate with employees. When creating a plan, consider the needs of your staff (including any specific considerations for persons with disabilities) and any issues that might arise around access and functionality.

For consideration at your next staff meeting, discuss your business emergency plan and encourage staff to have a personal emergency plan to be better prepared.

STEP 4 – PROTECT YOUR INVESTMENT

In addition to protecting your employees, it is important to protect your business's physical and virtual assets. Take the following steps:

- Review your insurance coverage, and understand what your policy covers. Consider expanding your insurance to include coverage for direct and indirect costs associated with a disaster.
- Think about what equipment is necessary for the survival of your business and where you will obtain replacement parts if it is damaged.
- Protect your data and information technology systems. Create backups of all your information and store copies somewhere safe.

STEP 5 – KNOW HOW TO RESPOND

Every business should have an emergency plan. Focus on alerting employees to an emergency or an evacuation. Know when to evacuate the workplace and when to stay where you are.

IF YOU MUST EVACUATE:

- Evacuation plans are specific to each building. Post maps of your building escape routes in your business. Identify and label exit points on the maps and throughout the building.
- Plan two places to meet: one near your business, and one outside of the immediate area.

IF YOU HAVE TO STAY:

- If it is not safe to evacuate, you may be asked by emergency officials to “shelter in place”. This may be as simple as remaining in your office or store while officials clear hazards from the area.
- Identify a room with few doors or windows to shelter in place. Ideally the room should allow at least 3 cubic meters per person. If instructed by emergency officials, turn off all ventilation systems and seal doors.
- Stay tuned to local communication/media outlets for updates from emergency officials.
- Ahead of an emergency, make a supply kit that includes items you and your employees may need, including water, food, radio, flashlights, batteries, etc. Keep these items in an easy-to-access location.

STEP 5 – GET INFORMED

Public Safety Canada

<http://www.publicsafety.gc.ca/cnt/mrgnc-mngmnt/mrgnc-prprdss/index-eng.aspx>

Environment Canada

http://weather.gc.ca/city/pages/pe-5_metric_e.html

Canadian Hurricane Center

<http://www.ec.gc.ca/ouragans-hurricanes/>

PEI Office of Public Safety

<http://www.gov.pe.ca/jps/index.php3?number=1004340&lang=E>

Maritime Electric

http://www.maritimeelectric.com/power_outages/current_poweroutages.aspx

City of Charlottetown

<http://www.charlottetown.ca/>

Ocean 100.3 FM

<http://www.ocean100.com/WeatherCancellations.asp>

CFCY 95.1 FM

<http://cfcy.fm/>

Q93.1 FM

<http://tunein.com/radio/Q93-931-s12372/>

CBC Charlottetown

<http://www.cbc.ca/news/canada/prince-edward-island>

**ONCE YOU HAVE FILLED OUT THIS GUIDE, YOU ARE NOW
PREPARED!**

CONGRATULATIONS!