



SHADYBROOK

RESORT & MARINA

– Windermere, BC –

SHADYBROOK RESORT AND MARINA

PROPERTY ADDRESS:

1783 VICTORIA AVENUE, WINDERMERE BC

EMERGENCY MANAGEMENT PLAN

CAMPERS AND GUESTS

Report available online

EMERGENCY CONTACT LIST

Property Address: 1783 Victoria Avenue, Windermere AB V0B 2L2

Phone (INFORMATION): (778) 635-1016

Phone (Afterhours/Manager/Security): (250) 342-9508

Emergency Response Contacts

Police	911 or (250) 341-9292
Ambulance	911 or (250) 342 -2055
Fire	911 or (250) 342-3200
Poison and Drug Information	1-800-567-8911
Hospital (Invermere BC)	(250) 342 -9201
	850 – 10th Ave. Invermere BC

EMERGENCY PLANNING

EMERGENCY EQUIPMENT	LOCATION
First Aid Kits	Maintenance Shop & Marina Store
AEC (Automated External Defibrillator)	Washroom Building
Fire Extinguisher	Marina Store, Maintenance Shop, Vehicles
Fire Suppression Unit	NA. Fire hydrants located in front of Site XX, XX, XX, XX
Designated Emergency Buildings	Main Washroom, Maintenance Shop, Marina Store, and basement of Maintenance Building
Muster Points	Marina Parking Lot & Maintenance Shop

This report is to provide the necessary information for dealing with common individual or localized emergencies and for dealing with extreme emergencies that affect the entire resort/campground.

*** Please report any changes to this booklet to scott@sunchaserresorts.ca.**



- ### The Sites
- FULL SERVICE - 50 AP
 - FULL SERVICE - 30 AP
 - FULL SERVICE - 20 AP

- ### The Necessities
- SHOWERS
 - WASHROOMS
 - OUTHOUSE
 - LAUNDRY
 - RECYCLE
 - PARKING
 - PARKING BOAT TRAIL
 - MARINA
 - BOAT LAUNCH

- ### The Buildings
- MARINA PRO SHOP
 - CABINS
 - FUEL DOCK
 - MAINTENANCE SHOP
 - PENTHOUSE SUITE

- ### The Fun
- PLAYGROUND
 - BEACH
 - SWIM AREA

1703 Victoria Avenue, Windsor, ON
 shadybrook@vancosresorts.ca
 www.shadybrookresort.com



Evacuation Plan

Objective

To ensure that all campers, visitors and staff are moved to a safe area to allow for emergency personnel to address the emergency.

Authority to Initiate Evacuation

The Resort Manager or their designated representative will assess the situation and determine if an evacuation of the RV Resort/Campground is necessary.

A declaration of evacuation will occur in the following scenarios:

- By order of local authorities
- An emergency within the property to protect staff, campers and guests.
- After a significant event has occurred to allow emergency personnel and staff to deal with the clean-up and to ensure it is safe to return to the property.

Key Actions During an Evacuation

1. Notification/Communication

- All employees of the RV Resort/Campground will be alerted to the situation.
- An air horn will be sounded to alert campers and visitors of an evacuation.
- Campers may be asked to volunteer to assist with the evacuation. (*Prior identification of volunteers is essential*).
- Employees/volunteers will knock on each camper door to ensure all campers have been alerted and evacuated. An "X" will be marked on all sites once cleared.
- An employee will be assigned to provide central communications and to be the primary contact with emergency services.

Assembly Points

- Employees will assemble at the maintenance shop. If maintenance shop is not accessible, the assembly point will be the marina parking lot.

- Campers and guest muster point will be the marina parking lot.

Evacuation Routes

- Evacuees are not permitted to remove their camping units or boats from the property after the declaration of evacuation!
- An employee will open all gates to the property, an employee will be stationed at the main entrance to guide emergency services (Victoria Avenue).
- Campers will evacuate per the following:
 - Sites 1 to 58 – North to Victoria Avenue
 - Sites 59 to 120 – North to Victoria Avenue
 - Sites 122 to 162 – West to Cardiff Avenue
- If exits are blocked to debris, campers will evacuate to Victoria Avenue or if Victoria Avenue is block, campers will evacuate to Cardiff Avenue.
- If a camper or guest does not have a vehicle to be evacuated within, they are to meet at the muster point and a designated staff will evacuate the individual to a location away from the property.
- Once safe to do so, designated staff will perform a site by site check to ensure all campers and visitors have been safely evacuated. The staff will indicate a site that has been checked by painting an X on the front of the site.

COMMON DISASTERS & PROCEDURES FOR RESPONDING

1. MEDICAL EMERGENCY

- **CALL 911 Immediately!**
- Provide the following information:
 - i. Resort Address/Site Number/Your Name/Your Phone Number
 - ii. Explain the type of emergency
 - iii. Follow the instructions of the operator
 - iv. Do not move the individual needing assistance!
 - v. Stay calm
 - vi. Notify the resort manager/resort gatehouse of the emergency.
Employees will meet the emergency vehicles at the resort gate and escort them to the site.
- Administer first aid (if trained) or located someone who is.
- Keep the injured person calm and stationary.

- Emergency vehicles (fire, ambulance, police) have the emergency gate code. All employees know the emergency gate code.

2. FIRE

Prevention and Safety Tips

- Ensure you have properly operating smoke and carbon monoxide detectors in your camping unit and a fire extinguisher on hand.
- Ensure you know how to use a fire extinguisher.
- Ensure your family and guests know the emergency exits in your camping unit and how to open emergency windows.
- Ensure your heating/cooling and electrical systems are properly maintained and in good working order. Repairs should be completed by licensed professionals.
- Keep matches, lighters and candles away from small children.

In Case of Fire in your Camping Unit

- If safe, use a fire extinguisher to attempt to put out the fire.
- Evacuate the camping unit and area.
- Call 911.
- Once safe to do so, contact the resort manager/gate house.
- If and only if safe, turn off the propane and disconnect the electricity to the camping unit.
- Remove all combustibles near the fire, if safe to do so.

3. FOREST FIRE/BRUSH/GRASS FIRE

Upon the fire being detected within the property or nearby, contact the resort manager by call the after hour emergency number.

If the resort manager is not available, contact the local fire department by call 911.

If the fire is within the property, please stay calm. If needed, an evacuation declaration will be issued. Campers and their guests which are in close proximity will be required to move to a muster point until safe to return to their site.

- If safe, use a fire extinguisher or fire hydrant to attempt to put out the fire.
- Evacuate the camping unit and area.
- Call 911.
- Once it is safe to do so, contact the resort manager.
- If and only if safe, turn off the propane and disconnect the electricity to the camping unit.
- Remove all combustibles near the fire, if safe to do so.

4. HIGH WIND OR TORNADO

During a high wind event or tornado, flying debris and falling trees/branches are the cause of most injuries and debris.

1. Seek shelter

You are advised to take shelter in a lower level of a building/house. This is not possible at the property. Taking shelter in a washroom building, maintenance shop, campground store/marina or gatehouse is the next best place to seek shelter. Washroom buildings are unlocked 24/7; Maintenance shop, gatehouse and campground store will be unlocked by employees.

2. If outdoors, with no shelter available, lie flat on your stomach in a low lying area and shield your head with your hands.
3. Camping units and tents are not safe in windstorms! If no shelter is available, leave your trailer and take shelter in your automobile. Cover your head with a blanket or clothing to protect yourself from potential glass.
4. Stay in your automobile, do not take shelter in your camping unit!
5. Do not attempt to move your vehicle in a windstorm. Your vehicle may block emergency vehicles from accessing the property.

Resort/Campground Employees monitor for severe weather. In cases where resort management or local authorities issue an evacuation order, please follow the instructions. See the separate evacuation section.

5. LIGHTING

- If Inside:
 - Stay inside.
 - Unplug electronics.

- If outside
 - Seek shelter. Immediately find a sturdy building or a vehicle.
 - Avoid open areas: Crouch down if caught in the open but avoid lying flat.
 - Stay Away from Tall Objects: Avoid trees, poles and towers
 - Avoid water: Leave lakes and pools.

6. FLOOD

Prevention and Safety Tips

- Ensure you know your site location in relation to lakes, rivers and streams.
- Ask the resort manager/staff about areas that have history of holding ground water.

In Case of Flood

- Ensure you know escape routes.
- Know where highest elevation on the property exists.
- Disconnect your camping unit from electrical, water and sewer connections.
- Bring in awnings and slides and bring up camping unit jacks/stabilizers to ensure camping unit can be moved quickly to higher ground.

7. CIVIL DISTURBANCE

If a camper or their guest are threatened or feel unsafe, remain calm, do not provoke aggression.

- Call the after-hours phone number. The phone will be answered by either the resort manager, designate or third party security. They will be able to call 911.
- If the phone is not answered, please call 911.

8. WILDLIFE ENCOUNTERS

- Back away slowly from wildlife.
- Secure food, waste and attractants.

- Call local animal control
- Warn other campers of the risk.

9. MISSING PERSON

- Conduct a quick sweep of the surrounding area.
- Contact the Resort Manager and employees.
- If the person is not found within 30 minutes, contact local police by calling 911.
- With assistance of resort employees and volunteers, organize a search party.

10. DISASTER PROTOCOLS

Disaster protocols will be in effect if:

- There is a significant injury to camper or visitor.
- Likelihood of further injury and damage if the property is not evacuated.
- Allow emergency vehicles and personal to enter the property.

Disaster protocols will be turned over to emergency personal when they arrive on scene and will be supported by Resort Staff.

To assist with disaster protocols, volunteers will be asked to assist. This may include check on a site by site to ensure all campers are evacuated or providing assistance to campers and guests that don't have a vehicle or have a disability.

Information will be communicated to campers and guests and resort management will be able to safely do so.