

## Tourism Industry Participants' Guide

From its beaches to its mountains, British Columbia's beautiful and rugged landscape entices visitors from around the world. But beneath our communities and under the ocean floor are active faults that result in a few thousand earthquakes each year. Although only a small number of these earthquakes are large enough to cause damage, the threat of a major earthquake in the province is real. As members of the tourism industry, you want to keep your visitors and staff safe. This resource will provide you with some tools to enhance your resort and community's earthquake readiness and ultimately provide the best support to the many tourists that visit beautiful BC each year.

**On every third Thursday of October** – a locally-driven, province-wide “Drop, Cover, and Hold On” earthquake drill takes place; it is called the Great British Columbia Shake Out (or ShakeOutBC). All residents, agencies, businesses and organizations across British Columbia are encouraged to take part in this earthquake drill, using it to get informed about and prepare for earthquakes. It is important to remember that each individual's level of preparedness is critical to their ability to respond and recover after any disaster. Similarly, the preparedness of a neighbourhood builds resilience.

All tourism partners are encouraged to learn more and register to participate at [www.shakeoutbc.ca](http://www.shakeoutbc.ca)

The tourism industry faces unique challenges when planning and preparing for disasters. The following quick tips and information will help you to address them.

## Considerations for staff

- Many tourism operations rely on seasonal staff. Often these workers are from other areas of BC, Canada or are from another country and may not be familiar with the hazards they could face. As a tourism operator, it is important to understand the hazards within your area and educate your staff on how they can prepare and respond effectively. For more information on hazards in BC, visit: <http://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/preparedbc/know-the-risks>
- Encourage your staff to build a small grab-and-go kit in case they need to evacuate quickly. For more information on grab-and-go kits, visit <http://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/preparedbc/build-an-emergency-kit>. Additional considerations for foreign staff may include:
  - Passports and working visas are a critical piece of personal identification for foreign employees. Encourage your employees to make a photocopy of these documents and store them in their grab-and-go kit.
  - Important contact information for visiting employees may include: consulate information, contact information for relatives at home, health care insurance policy, return flight details, etc.
- Your staff plays a critical role in the continuity of your business and for your visitor's safety following a disaster. It is important to develop a recovery plan for the business that also reflects the needs of your employees. As an example, if you provide accommodation for your staff and it is impacted by an earthquake, what short- and long-term accommodation plans have you made for staff?

## Considerations for visitors

- Many visitors to BC may be unfamiliar with the area's seismic hazard. Take the opportunity to provide your guests with information on what to do during an earthquake.
- If your resort or community is in a tsunami hazard zone, identify a clear evacuation route for guests. This information should be easy to understand, even for someone with little knowledge of the local area.
- Have you made any preparedness considerations for your guests? As an example, small grab-and-go kits with essential supplies (e.g., glow stick, rain poncho, foil blanket, water bottle, granola bar, etc.) could be kept in each room. Or, you could store supplies in a cache in the evacuation zone.
- Your guests will likely look to staff for direction, help and support during and after an earthquake. Staff should be prepared to set an example by following "Drop, Cover, Hold on" and directing guests to a safe location following the shaking.

Do you know what you would do during an earthquake? Have you ever instructed your staff on what they should do or how they can help guests should an earthquake occur?

The following pages provide four options for earthquake drill designs ranging from very simple (Level 1) to advanced (Level 4), each with steps to be taken before, during and after the drill. These drills can be practiced anywhere and anytime and are structured in a way that you can customize a drill that suits your resort or community's specific needs.

## Level 1 – Simple: “Drop, Cover and Hold On” Drill

This drill uses simple steps to inform individuals how to perform “Drop, Cover and Hold On” – a quake-safe action designed to protect people from toppling furniture and falling objects.

## Level 2 – Basic: Life Safety Drill

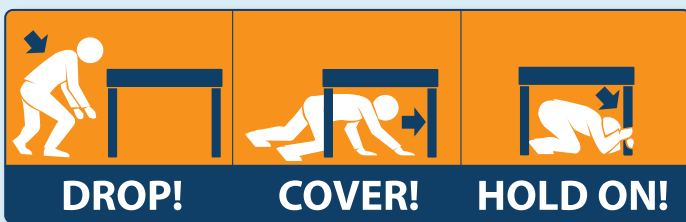
This life safety drill is designed to engage people to think through their own emergency response actions during the drill, then afterwards to review and discuss what worked or what did not, in order to make improvements for the next drill or actual earthquake. As a preparedness activity, you can organize a ‘hazard hunt’ and identify non-structure mitigation measures to make areas safer. An example would be to remove heavy pictures over beds.

## Level 3 – Intermediate: Decision-Making Table Top Drill

This decision-making drill is designed to have leaders think through more complex issues related to operations in the immediate aftermath of an earthquake, then afterwards to review and discuss what worked or what did not, in order to make changes for the next drill or actual earthquake. E.g., how will staff members communicate with each other and visitors if telephone and cellular lines are inoperable?

## Level 4 – Advanced: Operations Simulation Drill

This operations drill focuses on crisis team personnel who are trained and have emergency response and/or recovery duties in their disaster plan. The drill incorporates simulated incidents, decision-making, response, life safety aspects, and then a review afterwards to discuss what worked or what did not in order to make changes for the next earthquake or drill. This drill could easily incorporate a full tsunami evacuation.



## Level 1 – Simple: “Drop, Cover and Hold On” Drill

This drill uses simple steps to inform individuals how to perform “Drop, Cover and Hold On” – an earthquake-safe action designed to protect people from toppling furniture and falling objects.

### BEFORE the Drill

1. Register as an official participant at [www.ShakeOutBC.ca](http://www.ShakeOutBC.ca).
2. Inform your team of:
  - ☐ The date and time of your drill.
  - ☐ How to correctly perform “Drop, Cover and Hold On”, wherever they are.
  - ☐ Your expectations for their participation (i.e. Drop/Cover/Hold On, gather at a central location for a head count, post-drill discussions).
  - ☐ Encourage everyone to invite friends, families, and neighbours to register as individuals, businesses, agencies or organizations at [www.ShakeOutBC.ca](http://www.ShakeOutBC.ca), so they participate too and receive information directly on how to be safe during an earthquake.
3. Download posters and flyers from [www.ShakeOutBC.ca/resources](http://www.ShakeOutBC.ca/resources) to assist in promoting the drill.
4. (Optional) Download realistic sound effects and safety information to play during your drill from [www.shakeoutbc.ca/broadcast](http://www.shakeoutbc.ca/broadcast).

### DURING the Drill

1. Announce that the earthquake drill has begun or begin playing the downloaded recording from [www.ShakeOutBC.ca/broadcast](http://www.ShakeOutBC.ca/broadcast). Direct participants to “Drop, Cover and Hold On.”
  - ☐ Count seconds out loud for the duration of the quake. This will help keep people focused and calm and will help you identify how long the earthquake lasts. The longer it lasts, the more cautious everyone will need to be.

- ☐ When the shaking stops (or when the all clear sounds) count to 60 to give objects and buildings a chance to settle. Suggest that while under a sturdy desk or table, they look around at what might fall on them in a real earthquake. These should be secured or moved after the drill.
- 2. After at least one minute or once the sound effects recording has ended, announce that the shaking is over and that everyone can stand up again. Thank them for participating.
- 3. Encourage everyone to discuss their experiences with one another.

### **AFTER the Drill**

- 1. Ask for feedback on how the drill went.
- 2. Schedule the next drill for one year later (or sooner).
- 3. Share photos and stories at [www.ShakeOutBC.ca/share](http://www.ShakeOutBC.ca/share).
- 4. Encourage participants to prepare at home using BC's "Individual and Neighbourhood All Hazards Emergency Preparedness Workbook" at [http://www2.gov.bc.ca/assets/gov/public-safety-and-emergency-services/emergency-preparedness-response-recovery/embc/in-it-together-neighbourhood-preparedness-guide\\_web\\_final\\_2015.pdf](http://www2.gov.bc.ca/assets/gov/public-safety-and-emergency-services/emergency-preparedness-response-recovery/embc/in-it-together-neighbourhood-preparedness-guide_web_final_2015.pdf)

## **Level 2 – Basic: Life Safety Drill**

This drill focuses on immediate life safety and engages participants to think through their emergency response actions during an earthquake. *It can be used whether or not your agency, organization, group, or business has developed a disaster plan.*

### **BEFORE the Drill**

- 1. Register as an official participant at [www.ShakeOutBC.ca/register](http://www.ShakeOutBC.ca/register).
- 2. If your facility serves the general public, determine how or whether you will involve them in the drill.
- 3. Follow the Level 1 - Before the Drill Instructions.

### **4. Steps or Questions to consider:**

- ☐ How will you direct participants during and immediately following the shaking?
  - **Safety must be the first priority, so carefully assess the environment inside and outside of your facility before deciding. Consider factors (your location, building type, potential damage) that will influence your decisions after the earthquake (e.g., evacuating vs. staying put).**
- 5. Create a brief written description of the earthquake's potential impacts, along with questions for participants to ponder during the drill. For ideas, review the earthquake information at [http://www.embc.gov.bc.ca/em/hazard-preparedness/AllHazards\\_WEB.pdf](http://www.embc.gov.bc.ca/em/hazard-preparedness/AllHazards_WEB.pdf)
  - ☐ Tape the description under desks/conference tables or provide sealed envelopes to be opened during the drill. An email after the event is the least effective option, as information is more impactful when read during the drill.
  - ☐ To increase participation, also include a surprise under the desk (candy, light stick, etc.).
- 6. (Optional) Download realistic sound effects and safety information to play during your drill from [www.ShakeOutBC.ca/broadcast](http://www.ShakeOutBC.ca/broadcast).
- 7. Distribute ShakeOut posters/flyers to encourage everyone to participate.
- 8. Determine whether to include post-shaking evacuation procedures:
  - ☐ **Post-Shaking:** Based on the age and type of your building, and the environment inside/outside the building, determine whether your facility would evacuate after a real earthquake, or whether you would first assess the building's damage before directing participants to either stay put or evacuate. Consider new safety hazards such as damaged power lines outside of your facility caused by the shaking.
  - ☐ **Post-Earthquake Tsunami Threat:** If your facility is in a coastal area, consider whether or not you will need to have plans to evacuate to higher ground.



## DURING the Drill

1. Follow the Level 1 - During the Drill Instructions.
2. Automatically evacuating after an earthquake may not be a safe action. If your drill includes additional steps or activities such as evacuation to another location, initiate this part of your drill but consider new hazards from fallen or broken objects.
3. Encourage participants to discuss their experiences and observations with one another.

## AFTER the Drill

1. Hold meetings as soon as possible after the drill. Ask for feedback on how the drill went, how it could be improved, and how your facility can be better prepared. Discuss preparedness at work and home.
  - ☐ Discuss the disaster responsibilities and priorities necessary for your agency, group, business or organization to begin operating again.
  - ☐ Share the unfortunate reality that after a major earthquake it may take considerable time before local emergency resources will be available to assist with life safety issues.
2. Schedule your next drill one year from now (or sooner) so participants can practice life safety procedures.
3. Share photos and stories at [www.ShakeOutBC.ca/share](http://www.ShakeOutBC.ca/share)
4. Encourage participants to prepare at home using BC's "Individual and Neighbourhood All Hazards Emergency Preparedness Workbook" at [http://www.embc.gov.bc.ca/em/hazardpreparedness/AllHazards\\_WEB.pdf](http://www.embc.gov.bc.ca/em/hazardpreparedness/AllHazards_WEB.pdf).
5. Organize a 'hazard hunt' to identify furnishings and contents that could cause damage during an earthquake. This link will provide you with tips on how to secure your space: [http://www.shakeoutbc.ca/downloads/ShakeOutBC\\_TipsforSaferSurroundings.pdf](http://www.shakeoutbc.ca/downloads/ShakeOutBC_TipsforSaferSurroundings.pdf).

## Level 3 – Intermediate: Decision-Making Drill

This drill includes all aspects of the Level 2 drill in terms of participation in a Drop, Cover, Hold On drill, and adds a "table top" emergency planning exercise for decision-makers to consider how the earthquake would impact your organization, agency, business or group.

## BEFORE the Drill

1. Register as an official participant at [www.ShakeOutBC.ca/register](http://www.ShakeOutBC.ca/register).
2. Bring together a team of individuals to design the drill.
  - ☐ Determine or review your emergency procedures for an earthquake.
3. Determine the length of your drill and its objectives.
  - ☐ If you have a disaster plan, the objectives and resulting drill can test a specific part of your plan.
4. Learn about potential earthquakes for your area and use your team to develop your own "disaster scenario" with specific details of how you might expect the shaking to impact your organization. For ideas, review the earthquake information at: <http://www.getprepared.gc.ca/cnt/rsrscs/pblctns/rthqks-wtd/index-eng.aspx>. Consider the following:
  - ☐ Would the power be out? Would telephone communications be down?
  - ☐ How will you direct participants during and immediately following the shaking?
    - Consider that certain factors (your location, building type, potential damage) will influence your decisions regarding what to do immediately after the earthquake (e.g., evacuating vs. staying put) and in the longer term.
    - Identify who is authorized to make and communicate post-earthquake decisions.
  - ☐ Make sure the impacts you determine for your "disaster scenario" support your drill objectives.
5. Write up the final version of your "disaster scenario."

6. Invite key decision-makers to participate in your drill. If you already have a plan, have them review it prior to the drill.
7. Follow the Level 2 - Before the Drill Instructions.

### **DURING the Drill**

1. Invite your decision-makers to assemble in a pre-determined room a few minutes before your drill and share your drill objectives. When the drill is announced, tell all participants in this group to "Drop, Cover and Hold On" also.
2. Follow the Level 1 - During the Drill Instructions.
3. In the room with the decision-makers:
  - ☐ Read your "disaster scenario" with details of the earthquake's impacts.
  - ☐ To make the potential impact more vivid, you can show the downloadable video of expected shaking. This can be found at [www.ShakeOutBC.ca](http://www.ShakeOutBC.ca).
4. As soon as the shaking scenario is completed, encourage everyone to discuss what is expected to happen and decisions to be made based on the scenario.
  - ☐ Discuss activities in order of the expected events and priorities in the first minutes, hours, days, etc., following the "disaster scenario".
  - ☐ If all issues are solved within a particular time-frame, move the scenario timeline forward to day/week/month later and begin the discussion again to address new issues.
5. Document the chronology of the drill events, decisions, issues, and proposed solutions. Which policy decisions need to be made in advance? What changes in practice are required?

### **AFTER the Drill**

1. Hold meetings as soon as possible after the drill to discuss what happened, people's experiences during the drill, what they were thinking about, what caused concern, what worked well and what did not. Take this opportunity to:
  - ☐ Review post-disaster responsibilities.
  - ☐ Update emergency contact lists and go over phone tree procedures.

- ☐ Discuss your safety priorities.
- ☐ Discuss emergency responsibilities.
- ☐ Share lessons learned from the drill or real experiences.
- ☐ Listen attentively to suggestions.

2. For the decision-makers in the room, verify whether you met your drill objectives or not. Discuss what happened regarding people's experiences, areas of concern, and what worked well or did not, and then document all comments to officially end the drill.
3. Determine what amendments need to be made and assign people to those tasks.
  - ☐ Assign a team to begin developing or enhancing your disaster plan based on experiences from this drill.
  - ☐ Discuss the importance of preparedness both at work and at home.
4. Share photos and stories at [www.ShakeOutBC.ca/share](http://www.ShakeOutBC.ca/share).
5. Encourage participants to prepare at home using BC's "Individual and Neighbourhood All Hazards Emergency Preparedness Workbook" at: [http://www.embc.gov.bc.ca/em/hazard\\_preparedness/AllHazards\\_WEB.pdf](http://www.embc.gov.bc.ca/em/hazard_preparedness/AllHazards_WEB.pdf).

## **Level 4 – Advanced: Business Operations Drill**

This drill includes all aspects of the Level 2 drill in terms of participation in a "Drop, Cover and Hold On" drill, and is an exercise for crisis team personnel. Whereas Level 3 is a "tabletop" exercise for decision-makers to imagine potential consequences and solutions, this level involves physically-simulated incidents that test your organization's ability to respond and recover.

### **BEFORE the Drill**

1. Register as an official participant at [www.ShakeOutBC.ca/register](http://www.ShakeOutBC.ca/register).
2. Bring together a team of individuals to design the drill.

3. Determine the length, scope and objectives of your drill.
  - ☐ For example, test a specific part of your organization's emergency plan for an hour.
  - ☐ If your facility serves the general public, determine whether you will involve them in the drill by treating this similar to a fire alarm during hours of public operation. You can also hold your drill before or after public hours; however, this limits the opportunity to practice earthquake-safe actions.
4. Learn about potential earthquakes within your area and use your team to develop a tailored "disaster scenario" with specific details of how the shaking might impact your organization. For ideas, review the earthquake information at <http://www.getprepared.gc.ca/cnt/rsrscs/pblctns/rthqks-wtd/index-eng.aspx>.
  - ☐ Would the power be out? Would roads be open or closed? Would the telephone and/or cellular system be down? What structural damage might occur to your building? What non-structural damage might occur inside to your computers, equipment, machinery, furniture, lights, filing, inventory, windows, or other systems?
  - ☐ How will you direct people during and immediately following the shaking?
    - Consider that certain factors (your location, building type, potential damage) will influence your decisions regarding what to do after the earthquake (e.g., evacuating versus staying put). Safety must be the first priority, so carefully assess the environment inside and outside your facility before deciding.
    - Make sure your plan identifies the personnel authorized to determine and communicate post-earthquake decisions.
  - ☐ Make sure the impacts you determine for your "disaster scenario" make it possible to support your drill objectives.
5. Invite your key decision-makers and leaders (Crisis Management Team) to your drill. Have them review your plan prior to the drill.
6. Select a facilitator to run the drill. Determine other role requirements such as assigning personnel as evaluators to document all drill activities in chronological order.
7. Write up a final version of your "disaster scenario."
8. Conduct training for all drill participants (and their would-be back-ups) who are assigned emergency positions so they are fully aware of their roles and responsibilities. All participants, back-ups, evaluators and decision-makers should review the disaster plan.
  - ☐ Create a timeline for your drill.
9. Separately from the timeline, create a list of "injected events". "Injects" are surprise events that could reasonably occur during the drill (e.g., aftershocks, power outages, specific problems related to your organization). These events can be "injected" (or provided to the participants in the form of a note, a person acting out a role in the drill, etc.) periodically during the drill to get participants thinking of issues and solutions. Try not to overwhelm the participants or they may feel the situation is hopeless.
10. (Optional) Download realistic sound effects and safety information to play during your drill from [www.ShakeOutBC.ca/broadcast](http://www.ShakeOutBC.ca/broadcast).
11. Follow the Level 2 – Before the Drill Instructions.

## DURING the Drill

1. Follow the Level 1 – During the Drill Instructions.
2. Announce the beginning of the Operations Drill and for participants to follow their emergency response procedures.
3. Provide the timeline of events to all participants with instructions to undertake their emergency roles. Do not let them skip ahead in the timeline.
4. As the drill progresses, distribute individual "inject events" to specific participants. Have drill evaluators observe and document how these surprise issues are handled.
5. When the drill duration time is met, announce that the Operations Drill is over.

## **AFTER the Drill**

1. Assemble the facilitator and evaluators with their documentation to summarize activities, actions, decisions and solutions from the drill.
    - ☐ Discuss if you met your drill objectives.
    - ☐ Document what was learned and actions necessary to improve the plan.
  2. Hold meetings as soon as possible after the drill so all participants can discuss and document what happened during the exercise. Take this opportunity to:
    - ☐ Discuss preparedness at work and at home.
  3. Next, assemble Operations Drill participants including your decision-makers and leaders.
    - ☐ Depending on the size of your organization, there may be a need to have emergency or departmental teams meet separately, followed by a leadership meeting with representatives from each team.
    - ☐ Discuss and document what happened during the exercise, what decisions were made, what worked, what didn't, etc.
- ☐ Listen attentively to suggestions.
  - ☐ Encourage the sharing of lessons learned from the drill or real experiences.
  - ☐ Review pre-and post-disaster responsibilities.
  - ☐ Update emergency contact lists and any other critical documents.
  - ☐ Discuss any changes to your safety priorities.
  - ☐ Discuss possible changes to emergency responsibilities.
  - ☐ Cover the importance of preparedness at work and at home, encouraging participation.
  - ☐ Document and accept all comments then thank all participants and officially end the drill.

For more information or suggested training programs please visit <https://www.go2hr.ca/health-safety>

