

Emergency Planning 2024

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Emergency Planning

EMERGENCY OPERATIONAL TEAM (EOT)

Team Composition :

The list of all EOT's members' names, cell phone numbers and radio channels will be made for each event and will be distributed to all officials and volunteers. A copy of the list will also be accessible in the Management and Show offices.

Control: would be identified for each different event. Except further notice, Deputy and Incident Commanders are the Show Manager and the Chief Steward or Technical Delegate (TD).



WHO CALLS 911 WHEN REQUIRED

A member of the Management Crew would be identified as THE CALLER for each event. During an incident, this person would be in charge of contacting the relevant authorities and making emergency calls. The Caller will also be responsible for collecting the Incident Report and tracking witnesses.

911: Directions to the event

From Pierre Laporte boulevard (Coming from Cowansville

- ↑ 1. Aller en direction nord sur Boulevard Pierre Laporte/QC-241 N vers Chemin Bull Pond

- ➡ 2. Tourner à droite sur Chemin Gaspé

- ↑ 3. Continuer sur Chemin de Gaspé
i La destination se trouve à gauche

5,2 km

450 Chemin de Gaspé
Bromont, QC J2L 2P4

Emergency Planning

From Boulevard de Bromont (access by Highway 10/Chemin Saxby S)

- ↑ 1. Aller en direction nord sur Boulevard de Bromont

- 📍 2. Au rond-point, prendre la 4e sortie et continuer sur Boulevard de Bromont 2,4 km

- ↘ 3. Tourner à droite sur Rue de Montréal 1,0 km

- ↙ 4. Tourner à gauche sur Chemin de Gaspé
i La destination se trouve à droite 3,4 km

450 Chemin de Gaspé

Bromont, QC J2L 2P4

From Pierre Laporte boulevard (Coming from Granby)

- ↑ 1. Aller en direction sud sur Route Pierre Laporte

- ↙ 2. Tourner à gauche sur Chemin de Granby 2,5 km

- ↑ 3. Continuer sur Chemin des Carrières 1,9 km

- ↘ 4. Tourner à droite sur Chemin de Gaspé
i La destination se trouve à droite 1,7 km

450 Chemin de Gaspé

Bromont, QC J2L 2P4

Emergency Planning

LIST OF CODES

Fire:- Code rouge / Red Code

Abusive Spectator / Fight: - Black Code / Code noir

Missing Child: - Code bleu / Blue Code

Horse Down or Dead: - Unicorn

LIST OF CODE AREAS ON SHOW GROUNDS



Emergency Planning

HUMAN RELATED EMERGENCY

MEDICAL ASSISTANCE ON-SITE

At every show, the Medics have access to a Radio / CB and can be reached on Channel 1.

The Medics will have an official location. This location will be visible on the show grounds maps, prepared for the different events.

MINOR INJURY

These are considered minor injuries: sprains, minor cuts and bruises

STEP 1: CONTROL THE ENVIRONMENT

Make sure the victim is in a safe place (out of traffic paths).

STEP 2: MAKE A FIRST ASSESSMENT OF THE SITUATION

Ask the victim what happened and identify the first witnesses (if relevant). Invite the Caller to join you at the medics' location. Contact the Medics and let them know you are coming with the victim and witnesses.

STEP 3: TAKE THE VICTIM TO THE MEDICS

When you arrive at the Medics' location, introduce the medics, the caller, the victim and the witnesses.

Explain to the Medics what happened and indicate what the symptoms are.

Fill out your report (EC Incident and Injury Report).

Caller: will ask the first witnesses to fill out a report if relevant (OC Eyewitness Report). Thank the persons before they leave. Keep a copy of your staff and first witness reports. Take leave of the victim and the medics. Remind the Medics that you will need a copy of their report as well (EC Incident and Injury Report).

STEP 4: FOLLOW-UP

The Caller will keep an electronic copy of all incidents reports which he will transfer to the Chief Steward/TD.

Emergency Planning

GENERAL INJURY

STEP 1: CONTROL THE ENVIRONMENT

Make sure the victim is in a safe place (out of traffic paths)

Stop all participants if relevant while contacting Caller, Chief Steward and Medic

Shelter the injured participant from the elements and from any traffic.

Protect yourself (put on gloves).

Inform the victim's emergency contact.

STEP 2: MAKE A FIRST ASSESSMENT OF THE SITUATION

If the participant is:

- breathing
- does not have a pulse
- is bleeding profusely
- has lost consciousness has an injury to the back, the neck or the head
- has a visible major trauma to a limb
- cannot move his/her arms or legs or has lost feeling in them

Try to keep the victim focused and awake.

Gather facts by asking questions to the injured person and anyone who witnessed the incident.

Stay with the injured person and try to keep her calm and comfortable.

If the participant does not show any of the signs above, proceed to Step 4.

STEP 3: AS THE MEDICS ARRIVE, ISOLATE THE AREA

When the Medical team/FEI Chief Steward arrives, explain what happened and indicate what the symptoms are.

Make sure the area is clear of spectators.

Make sure the first witness is out of the way and stays in place.

The Caller will ask for help from the Jump Crew and the volunteers to create a visual shield if the victim cannot be moved. You can also use a tarp.

STEP 4: GATHER FACTS

Caller: will ask the first witnesses to fill out the report if relevant (OC Eyewitness Report). Thank the persons before they leave. Keep a copy of your staff and witness reports.

Emergency Planning

STEP 5: CALLING 911

The Medics will ask the Caller to contact 911 if necessary. In that case, the Caller will advise the Management Office to coordinate with the entrance staff for the arrival of the ambulance on the site.

Contact the announcer: ask him to inform the audience that there will be a delay in the competitions.

Inform the in-gate attendants to stop or hold action, or close their ring.

Reminder for Ambulance personnel: NO LIGHTS AND NO SIRENS ALLOWED ON-SITE

If there is no need for an ambulance, proceed to step 7.

STEP 6: FIND THE VICTIM'S EMERGENCY CONTACT

Make sure someone is going with the victim to the hospital.

STEP 7: CONTROL THE RESTART OF COMPETITION

Once the area is clear, ask the announcer to confirm that the competitions will resume. Advise the in-gate attendants that the competition will resume.

STEP 8: FOLLOW-UP

Fill out your incident report (Organizing committee report).

Caller: will keep a copy of the Medics' report (EC Incident and Injury Report).

The Caller will keep an electronic copy of all incidents reports which he will transfer to the Chief Steward/TD and to the Equestrian Canada Office.

Emergency Planning

HEAD INJURY AND CONCUSSION

STEP 1: CONTROL THE ENVIRONMENT

Make sure the victim is in a safe place (out of traffic paths).

Stop all participants, if necessary, while contacting the Caller, the Chief Steward and the Medics.

Shelter the injured participant from the elements and from any traffic.

Protect yourself (put on gloves).

Inform the victim's emergency contact.

STEP 2: MAKE A FIRST ASSESSMENT OF THE SITUATION

Carefully examine the wound and the status of the victim. Some external injuries are obvious, such as bleeding, while other seemingly minor injuries can cause major brain damage.

If the victim displays two or more of the following symptoms assume that this is a case of concussion, and treat the victim accordingly.

Symptômes physiques :

- loss of consciousness
- eye pupils are of unequal size
- unusual eye movement severe headache
- sensitivity to light
- double or blurred vision
- seeing "stars" or spots
- loss of coordination and balance
- vertigo
- numbness or tingling
- weakness in legs and arms
- stumbling or poor hand-eye coordination
- nausea and vomiting

Symptômes cognitifs :

- unusual irritability or excitability
- unusual disinterest
- difficulties to concentrate
- mood swings
- emotional outbursts
- sleepiness or lethargy

Try to keep the victim focused and awake.

Gather facts by asking questions to the injured person and anyone who witnessed the incident.

Stay with the injured person and try to keep her calm and comfortable.

Emergency Planning

STEP 3: IMMOBILIZE THE VICTIM

Head injuries that cause a concussion often occur with injury to the neck or spine.

Avoid moving the victim in order not to cause any further injury (The medical team is responsible for moving the victim until outside assistance arrives).

Stabilize the head and neck of the victim by placing your hands on both sides of the person's head. Keep her head in line with her spine and avoid any movement.

Wait for medical help.

If the victim is vomiting, to prevent choking, roll the person's head, neck and body as one unit, onto her/his side to clear the airways.

STEP 4: ASSESS CONSCIOUSNESS

Check the victim's level of consciousness and cognitive function using the AVPU test.

A - Is the victim **alert**? Are questions being answered?

V - Does the victim respond to **voice**? Give spoken commands or ask questions.

P - Does the victim respond to pain or **touch**? Pinch skin to see if there is movement or eyes opening.

U - Is the victim **unresponsive** to anything attempted?

STEP 5: KEEP VICTIM FOCUSED AND AWAKE

If the victim is conscious, ask questions continually. This will help to assess the victim's degree of injury and also keep them awake.

STEP 6: AS THE MEDICS ARRIVE, ISOLATE THE AREA

When the Medical team/FEI Chief Steward arrives, explain what happened and indicate what the symptoms are.

Make sure the area is clear of spectators.

Make sure the first witnesses out of the way and stay in place.

The Caller will ask help from the Jump Crew members and the volunteers to create a visual shield if the victim cannot be moved. You can also use a tarp.

Emergency Planning

STEP 7: GATHER FACTS

Caller: will ask the first witnesses to fill out the report (EC Eyewitness Report). Thank the persons before they leave. Keep a copy of your staff and witness reports.

STEP 8: CALLING 911

The Medics will ask the Caller to contact 911. The Caller will advise the Management Office to coordinate with the entrance staff for the arrival of the ambulance on the site. Ask the announcer to inform the audience that there will be a delay in the competitions and inform the in-gate attendants to close their ring.

Reminder to Ambulance: NO LIGHTS NO SIRENS ARE ALLOWED ON-SITE

STEP 9: FIND THE VICTIM'S EMERGENCY CONTACT

Make sure someone is going with the victim to the hospital.

STEP 10: CONTROL THE RETURN TO COMPETITIONS

Once the area is clear, ask the announcer to confirm the competitions will resume. Advise the in-gate attendants that the competitions will resume.

STEP 11: FOLLOW UP

Fill out your incident report (EC Incident and Injury Report)

Caller: will keep a copy of the Medics' reports (EC Incident and Injury Report) and of all the incidents reports which he will transfer to the Chief Steward/TD and to the office of Equestrian Canada.

CONCUSSION SUSPECTED

STEP 1: EVALUATE COMPETITOR

The competitor needs to be evaluated by the medics on site. If the competitor refuses to be evaluated, the Chief Steward and the Show Office Manager need to be immediately informed, as the competitor is then disqualified from the event.

STEP 2: CONCUSSION SUSPECTED AFTER EVALUATION OR COMPETITORS AT RISK OF CONCUSSION

If the medics suspect a concussion, or if the medics believe that the competitor may be at risk of a concussion, the Chief Steward and the Show Office Manager need to be informed immediately, as the competitor is then suspended from competition until released by a licensed physician.

Emergency Planning

STEP 3: EC ACCIDENT AND INJURY REPORT TO BE SENT TO EC WITHIN 24H

The EC Accident/Injury Report forms must be completed by the attending Steward, the Technical Delegate or the attending qualified medical personnel on site, and then submitted to EC within 24 hours of the occurrence. Although, it is the Steward/Technical Delegate's responsibility to ensure that forms are completed and submitted on time, the Show Management will keep a copy and send an electronic version of the report WITHIN 24H to:

EC competitions department (competitions@equestrian.ca) & Maria-Christina Lepore (mclepore@equestrian.ca)

for bronze shows only to Marie Pothen (mpothen@cheval.quebec)

Chief Steward/TD of the Show & Show Office

Medics

STEP 4: RETURN TO PLAY

The competitor who is on a medical suspension list, to be released, he must submit an EC RETURN TO PLAY FORM to EC, completed by a licensed physician. EC will process the Return to Play form within 2 business days. Should the competitor wish to return to compete after being medically released but before EC has processed the Return to Play form, the competitor must then submit a copy of the form to the Show Office. THIS COPY WILL BE SENT BY EMAIL to:

The Chief Steward/TD

Show Management

The Show Office

In such a case, the competitors are competing at their own risk and may be subject to fines and penalties should the form be found to be incomplete in any way.

Emergency Planning

HORSE-RELATED EMERGENCY

HORSE INJURED, DOWN OR DEAD

STEP 1: CONTROL THE ENVIRONMENT

Stop all participants if necessary while contacting the Caller, the Chief Steward, the Veterinarian, and the Medics.

Contact the in-gate attendants and ask them to close their rings.

Contact the Stable Manager

ÉTAPE 2 : FAIRE UNE PREMIÈRE ÉVALUATION DE LA SITUATION

If the horse:

- is breathing
- does not have a pulse
- is bleeding profusely
- has an injury to the back, the neck or the head
- has a visible major trauma
- cannot move its legs

If the rider:

- is breathing
- does not have a pulse
- is bleeding profusely
- has an injury to the back, the neck or the head
- has a visible major trauma
- cannot move its legs

If the rider is injured, try to keep the victim focused and awake.

Gather facts by asking the injured person and anyone who witnessed the incident.

Stay with the injured person and try to keep them calm and comfortable.

If the injury is minor, refer them to medics, and proceed to step 3.

Emergency Planning

STEP 3: CLEAR THE AREA

Make sure the area is clear of spectators.

Make sure the witnesses are out of the way and stay in place.

STEP 4: CREATE A VISUAL SHIELD

The Jump Crew members will create a visual shield.

Use a tarp to protect the horse and rider.

Extra volunteers will be contacted by the Caller according to the Chief Steward's request.

STEP 5: ANNOUNCE A DELAY AND INSTRUCT PEOPLE TO STAY AWAY

Control will ask the announcer to make a public statement via the PA system and inform people of a delay.

Ask extra volunteers and the security team to help with efforts to clear the area.

Extra volunteers will be contacted by the Caller according to the Chief Steward's request.

Invite everyone to leave the area.

STEP 6: CALL OWNER OR PEOPLE RESPONSIBLE

The Caller will ask the show office to contact the owner or the person responsible for the horse, if not on site.

Give the owner/person responsible all the information needed on the status of their horse.

STEP 7: GATHER INFORMATION

The Caller will ask the first witnesses and all eyewitnesses to fill the appropriate forms before they leave the area (EC Eyewitness report).

STEP 8: LOAD AND TRANSPORT

Load and transport a standing injured horse, down or deceased horse safely under the appropriate professional supervision of the Stable Manager.

When dealing with a compromised horse or when considering euthanasia, consult with your veterinarian and/or the *Code of Practice for the Care and Handling of Equines*.

Have a veterinarian request permission to perform an autopsy from the owner, when a horse is deceased. This decision may be made based on the owner's insurance requirements, if applicable.

Emergency Planning

STEP 9: PERSONALLY AND PUBLICLY OFFER YOUR CONDOLENCES

The announcer will make a statement as requested by the Competition Manager and confirm when the competitions will resume.

STEP 10: FOLLOW UP

Fill out your incident report (EC Incident and Injury Report)

Caller: will keep a copy of the Medics/Veterinarian reports (EC Incident and Injury Report) + a copy of reports collected in step 7.

The Caller will keep an electronic copy of all incidents reports which he will transfer to the Chief Steward/TD and Equestrian Canada's office.

REPORTING AN INJURED OR SICK HORSE / ISOLATION AND QUARANTINE

STEP 1: CLEAR THE AREA

Make sure the area is clear of spectators.

Make sure the first witnesses are out of the way and stay in place, while contacting the Caller, the Chief Steward and the Veterinarian.

Also contact the Stable and Show managers.

If the veterinarian deems the animal needs to be isolated or quarantined at a competition, the following procedure will apply:

STEP 2: CALL OWNER OR PEOPLE RESPONSIBLE

The Caller will ask the show office to contact the owner or the person responsible for the horse, if not on site. Give the owner/person responsible all the information needed on the status of their horse.

STEP 3: GATHER INFORMATION

The Caller will ask the first witnesses and all eyewitnesses to fill the appropriate form (EC Eyewitness Report) before they leave the area.

STEP 4: BRING THE HORSE TO THE ISOLATION STALL

Isolation stalls will be identified before the competition. These stalls will have been cleaned of debris and sprayed with a 50% bleach solution to all barn and stall surfaces, prior to livestock entering the premises.

Emergency Planning

Make sure the isolated horse does not come in contact with other horses or animals while on his way to the isolation stall.

Appropriate bio security measures will be available for use in this area, i.e.: water, footbath stations, detergents, disinfectant and signage indicating a restricted area.

STEP 5: CLEANING CONTAMINATED STALL

The contaminated stall will be cleaned according to appropriate bio security measures.

STEP 6: VETERINARIAN TO DETERMINE IF QUARANTINE IS NEEDED

In the case where a horse needs to be isolated or quarantined, the animal will be transported to the barn chosen by FEI Veterinary Delegate and Agriculture and Agri-Food Canada.

STEP 7: FOLLOW UP

Fill out your incident report (EC Incident and Injury Report)

Caller: will keep a copy of Veterinarian reports (EC Incident and Injury Report)+a copy of reports collected in step 3.

The Caller will keep an electronic copy of all incidents reports which he will transfer to the Chief Steward/TD and Equestrian Canada's office.

LOOSE HORSE – RESTRICTED AREA

STEP 1: CONTROL THE ENVIRONMENT

Stop all participants if necessary while contacting the Caller and the Chief Steward.

STEP 2: RESTRICT ACCESS TO THE AREA

If the horse is located in a specific area with limited escape options, the Caller will ask available Staff/Volunteers to go to the incident area and help 1) keep the spectators behind the safety perimeter and 2) assist as safely as possible with the retrieval of the animal(s).

Emergency Planning

LOOSE HORSE – OPEN AREA

STEP 1: CONTROL THE ENVIRONMENT

Stop all participants if necessary while contacting the Caller and the Chief Steward

Contact the person responsible or the owner of the horse

STEP 2: ADVISE IN-GATE ATTENDANTS

Ask that they be vigilant around their rings.

STEP 3: PUBLIC ANNOUNCEMENT

If the horse is cantering/trotting freely on the property, the Caller will advise the announcer to ask spectators through the PA system to move behind the safety barriers or into the buildings.

STEP 4: CLOSE THE ENTRANCE

The Caller will radio the entrance/exit gate attendants to temporarily close all access to the show grounds.

If the horse leaves the property, proceed to step 5. If the horse is caught proceed to step 6.

STEP 5: CALL THE POLICE

Si le cheval quitte le terrain du concours, aviser le service de police en indiquant la direction qu'a pris le cheval. Avertissez-les de ne pas utiliser de signaux lumineux ou de sirène en tentant de s'approcher du cheval.

STEP 6: ASSESS THE HORSE'S CONDITION

If deemed necessary, ask the veterinarian to examine the horse.

STEP 7: FOLLOW UP

Fill out your incident report (EC Incident and Injury Report)

The Caller will keep a copy of Veterinarian reports (EC Incident and Injury Report) + a copy of witness reports (EC Eyewitness Report)

The Caller will keep an electronic copy of all incidents reports which he will transfer to the Chief Steward/TD.

Send a copy to Equestrian Canada if needed according to the condition of the horse.

Emergency Planning

WEATHER

For all weather-related situations and where a rescheduling or a cancellation occurs due to bad weather, the Caller will fill the Organizing committed report.

EXTREME WEATHER CONDITIONS (STORMS)

STEP 1: MONITORING THE WEATHER

A member of the management team will be responsible to review weather updates at regular intervals throughout the entire competition. If bad weather is expected, the Ground Manager will be notified. The Ground Manager is in charge of coordinating the spreading of wood shavings/straw/gravel on the grounds, especially in areas of high traffic.

STEP 2: SEVERE WEATHER SITUATION

In case of severe weather, i.e. rain or wind, or at the sight of lightning or at any indication of other severe weather conditions (such as a funnel cloud, etc.), the competitions should be stopped with the approval of the Show Manager or on the Chief Steward's recommendation, until at least 30 minutes without severe weather conditions have passed.

STEP 3: TAKE SHELTER

When you count 30 seconds or less between lightning and thunder, take appropriate shelter.

The announcer will make a statement inviting people to use shelters such as cars, and to stay away from metal or any other conductive surfaces.

NOTE: The Permanent and Semi-Permanent barns are grounded. If lightning represents a threat to horses on the show grounds, evacuating the tent stalls will be planned. The temporary stables will be evacuated tent-by-tent, and the horses will be sheltered in their trailer.

STEP 4: COMMUNICATE COMPETITION STATUS (according to Delay / Rescheduling / Cancellation Protocol)

Send volunteers to the barn area to notify everyone about the competition status (postponed or cancelled)

Post information on Social Networks

Post information on Website

Ask the announcer to make a public statement through the PA system

VERY IMPORTANT: KEEP ALL INFORMATION CURRENT.

Repeat Step 4 every 30 minutes if the competition is delayed until the competitions resume or are cancelled.

Emergency Planning

STEP 5: RESUME COMPETITIONS

Remain sheltered for 30 minutes after the last thunder crash. The announcer will make a statement announcing the end of the storm.

EXTREME WEATHER CONDITIONS (FLOODED STALLS)

STEP 1: DIGGING DITCHES

The Ground Team will dig ditches to redirect the flow of water.

STEP 2: PADDING WITH SHAVING

The Stable Manager will list stalls that need to receive 1 to 2 bags of shavings (depending on the degree of flooding).

STEP 3: FOLLOW UP

The Show Office and Management will receive a copy of the list of all recipients of free shaving.

EXTREME WEATHER CONDITIONS (HEAT)

STEP 1: MONITORING THE WEATHER

A member of the management team will be responsible for reviewing weather updates at regular intervals throughout the entire competition. If extreme weather is expected, keep monitoring the situation and take all necessary preventive measures.

STEP 2: ACCESS TO SHELTER AND ELECTRICITY

Make sure that shelters are accessible for horses and people.

Make sure the electric system is working well in stable areas to allow the use of fans.

STEP 3: ACCESS TO WATER AND ICE

Make sure that water is available at all ring entrances and in warm-up areas for both riders and horses.

Emergency Planning

STEP 4: COMMUNICATE PREVENTIVE ACTIONS

Notice to be broadcast by the announcer through the PA system:

Drink water every 15 to 20 minutes even if you are not thirsty

Eat lightly

Dress in light-coloured loose-fitting clothing covering as much of your skin as possible; wear a wide-brimmed hat to protect your face; wear full UVA and UVB protection sunglasses; apply sunscreen with SPF 15 protection or higher as well as lip balm.

Competitors will be notified that they do not have to wear their riding jacket.

STEP 5: COMPETITION CANCELLATION

If the temperature is too high, the competition will be cancelled with the approval of the Show Manager.

STEP 6: COMMUNICATE COMPETITION STATUS (according to Delay / Rescheduling / Cancellation Protocol)

Send volunteers to the barn area to notify everyone about the competition cancellation status

Post information on Social Networks

Post information on the Website

Ask the announcer to make a public statement through the PA system.

EXTREME WEATHER CONDITIONS (HEAT) – HUMAN SYPTOMS

STEP 1: CONTROL THE ENVIRONMENT

Make sure the victim is in a place safe (out of traffic paths)

Stop all participants if necessary while contacting the Caller, the Chief Steward and the Medics

Protect the injured participant from the elements and from any traffic, out of direct sunlight and into cooler conditions, preferably into an air-conditioned building or at least in a shaded area.

STEP 2: MAKE A FIRST ASSESSMENT OF THE SITUATION

Remove as much clothing as possible and apply cool or lukewarm water to the skin. For example, you may spray the victim with cool water from a garden hose, fan the victim to promote sweating and evaporation, and put ice packs under their armpits and in their groin area.

Gather facts by asking questions to the injured person and anyone who witnessed the incident.

Stay with the injured person and try to keep them calm and comfortable.

If the person is able to drink liquids, offer cold water or other beverages that do not contain alcohol or caffeine.

Emergency Planning

STEP 3: AS THE MEDICS ARRIVE, ISOLATE THE AREA

When the Medical team/FEI Chief Steward arrives, explain what happened and indicate what the symptoms are.

Make sure the area is clear of spectators.

Make sure the first witnesses are out of the way and stay in place.

STEP 4: GATHER FACTS

The Caller will ask the first witnesses to fill out the report (EC Eyewitness Report). Thank the persons before they leave.

Keep a copy of your staff and first witness reports.

STEP 5: CALLING 911

Medics will ask the Caller to contact 911 if necessary. If it is, the Caller will advise the Management Office to coordinate with entrance staff for the arrival of the ambulance on the site.

Remind the ambulance: NO LIGHTS OR SIRENS ARE ALLOWED ON THE SITE.

If there is no need for an ambulance, proceed to step 7.

STEP 6: FIND THE VICTIM'S EMERGENCY CONTACT

Make sure someone is going with the victim to the hospital.

STEP 7: FOLLOW UP

Fill out your incident report (EC Incident and Injury Report).

The Caller will keep a copy of the Medics' reports (EC Incident and Injury Report).

The Caller will keep an electronic copy of all incidents reports which he will transfer to the Chief Steward/TD and Equestrian Canada's office.

Emergency Planning

SECURITY AND SAFETY

MISSING CHILD – BLUE CODE

STEP 1: STAY WITH THE PERSON WHO REPORTED THE INCIDENT

Escort the person to the Management Office and contact the Chief Steward, the Show Manager and the Caller.

Have the person fill out the Missing Child ID Form. Ask for a current photo of the child.

The Caller will inform all volunteers, staff and the Show Office. Pictures of the child will be printed, distributed or sent via text messaging.

STEP 2: CLOSE ALL GATES

The Caller will immediately contact the Entrance Staff and the Security Team with a description of the child and to ask everyone to be on the lookout for the child.

STEP 3: START THE SEARCH FOR THE CHILD

With the volunteers and the security staff, the stable, VIP, Public Stand, Restaurants and Boutique areas will be searched. Each ground section will be searched by a team of 2 to 3 people who will monitor the situation with Control.

If the child is not found:

STEP 4: ASK FOR POLICE ASSISTANCE

The Caller will contact the Police Department, while all efforts to find the child will continue

STEP 5: GATHER INFORMATION

The Caller will fill out the EC incident report, keeping an electronic copy and sending a copy to Chief Steward and to Equestrian Canada.

Emergency Planning

MISSING ADULT

STEP 1: STAY WITH THE PERSON WHO REPORTED THE INCIDENT

Escort the person to the Management Office and contact the Chief Steward, the Show Manager and the Caller.

Have the person fill out the Missing Person ID Form. Ask for a current photo of the person.

The Caller will inform the volunteers, the staff and the Show Office. Pictures of the person will be printed, distributed or sent via text messaging.

STEP 2: CLOSE ALL GATES

The Caller will immediately contact the Entrance Staff and the Security Team with a description of the person asking to look for the person.

STEP 3: START SEARCH FOR THE PERSON

With all volunteers and the security staff, stable, VIP, Public Stand, Restaurants and Boutique areas will be searched. Each ground section will be searched by a team of 2 to 3 people who will monitor the situation with Control.

If the person is not found:

STEP 4: ASK FOR ASSISTANCE FROM THE AUDIENCE

The announcer, over the PA system, will confirm that a person is missing, giving a brief description, and will ask that anyone who has seen this person gives the information to the Management Office or to an event staff/volunteer right away.

If the person is not found:

STEP 5: ASK FOR POLICE ASSISTANCE

The Caller will contact the Police Department, while all efforts to find the person will continue.

STEP 6: GATHER INFORMATION

The Caller will fill out the EC incident report, keeping an electronic copy and will send a copy to the Chief Steward and to Equestrian Canada.

Emergency Planning

LOST CHILD OR ADULT

STEP 1: STAY WITH THE CHILD/ADULT

Escort the lost person to the Management Office and contact the Chief Steward, the Show Manager and the Caller.

The Caller will announce to all volunteers, staff and show office that a child/adult has been lost indicating where he/she can be picked up.

STEP 2: ASK ASSISTANCE FROM THE AUDIENCE

The announcer, over the PA system, will confirm that a lost person has been located giving a brief description, and indicate where to collect them. Keep in touch with the commentator and control, and ask them to make an announcement every 10 minutes.

In the event the parent/guardian does not show up in a 30-minute period of time, the police will be notified.

STEP 3: MAKE SURE CHILD/ADULT IS NOT MOVED

Ensure that the child/senior remains at the Lost Child Centre until the parent/guardian arrives. Please note that only water should be offered to any lost child/adult in case of potential allergies.

STEP 4: ASK FOR POLICE ASSISTANCE

The Caller will contact the Police Department, while all efforts to locate the parent/guardian will continue.

STEP 5: GATHER INFORMATION

Get the complete name and address of the lost child/adult if possible, and fill an Organizing committee report.

TENT COLLAPSE THREAT

STEP 1: CONTROL THE ENVIRONMENT

Evacuate all participants/horses if necessary while contacting, the Caller, the Ground Manager and the Ground Team Supervisor. Also notify the Chief Steward.

STEP 2: ASSESS THE SITUATION

The Ground Manager and the Ground Team Supervisor will evaluate the damages and determine if the tents can be repaired on site or if they need to be replaced.

Emergency Planning

STEP 3: REPAIRING TENT

If the tents can be repaired on site, the Ground Manager and the Ground Team Supervisor will take appropriate actions, while notifying all participants to avoid the location if necessary (according to communication protocols).

STEP 4: REPLACING TENT

If the tents need to be replaced, the Ground Manager will contact the provider. The Ground Manager will then inform the Management and the Show Office of the delay expected for replacing the tent.

STEP 5: GATHER FACTS

The Caller will keep pictures of the incident and will write the EC Incident report giving details (when it happened, when it was repaired, etc.) and will send a copy to the Chief Steward.

SECURITY INCIDENT

ABUSIVE BEHAVIOUR: BLACK CODE

STEP 1: REDIRECT THEIR ATTENTION TO A NON-CONFRONTATIONAL TOPIC

Whoever is faced with violent spectators or anyone showing abusive behaviour or using abusive language will have to isolate these people, as well as keep them calm and redirect their attention to a non-confrontational topic. It is also important to advise Management.

STEP 2: CALL THE SECURITY TEAM

The security team will ask these people to refrain from commenting. If they persist, the security team will ask them to leave the grounds, escorting them if necessary. If any person persists, the security team will notify the Caller in order to seek assistance from the proper authorities (i.e. police).

STEP 3: GATHER INFORMATION

When the incident is over, the first witness and the Security Agent will fill an EC Incident Report to be kept on file. An electronic copy will also be sent to the Chief Steward and Equestrian Canada.

Emergency Planning

ASSAULT OR FIGHT: BLACK CODE

STEP 1: CONTACT MANAGEMENT IMMEDIATELY

The first witness should immediately contact the Caller and the Security Team. The Caller will then contact the Police, the Chief Steward, the Show Manager and the Ground Manager.

STEP 2: STAY AWAY

Witnesses **MUST NOT** get involved with the participants and **MUST NOT** physically touch the participants.

STEP 3: SET-UP A SECURITY PERIMETER

The Security Team will set up a security perimeter. The Ground Manager will also be solicited to dispatch members of the Jump Crew on the scene. Crowd Control will redirect visitors away from the fight.

STEP 4: GATHER INFORMATION

When the incident is over, the first witness and the Security Agent will fill an EC Incident Report to be kept on file. An electronic copy will also be sent to the Chief Steward and Equestrian Canada.

THEFT, VANDALISM, ROBBERY AND ATTEMPTS THEREOF

STEP 1: CONTACT MANAGEMENT IMMEDIATELY

The first witness on the scene should immediately contact the Caller and the Security Team. The Caller will then contact the Police and keep the Chief Steward, the Show Manager and the Ground Manager informed.

STEP 2: CALM DOWN THE VICTIM

Ask the victim for pertinent details and complete an EC Incident Report Form.

STEP 3: SET-UP A SECURITY PERIMETER

Keep onlookers away from the area and do not touch or allow any of the evidence to be touched.

STEP 4: GATHER INFORMATION

When the incident is over, the first witness and the Security Agent will fill an EC Incident Report to be kept on file. An electronic copy will also be sent to the Chief Steward and to Equestrian Canada.

Emergency Planning

DOGS

LOOSE DOG

STEP 1: INFORM

If the dog owner is nearby, politely inform him/her that all dogs must be on a leash.

Inform the management/show office to keep an accurate list of people who contravene this rule.

If the owner is not nearby, proceed to step 2.

STEP 2: REACT

If the dog is friendly enough to handle, put it on a leash and bring it to the show office. Make sure it gets some water. Ask the commentator to describe the dog over the PA system and indicate where it can be collected.

Inform the management/show office to keep an accurate list of people who contravene this rule.

STEP 3: BE CAREFUL

If the dog is not friendly, the Caller will contact the SPCA in order to catch and remove the dog from the site. If the dog is close to the competition or warm-up rings, contact the Chief Steward and the Ground Manager so they can make sure athletes are especially careful with their horses in the surrounding area.

DOG BITE

If the dog bites someone:

STEP 1: CALL THE AUTHORITIES

Call the Chief Steward and the Medical team. The Caller will then contact the Police and have them handle the situation. As you are waiting for the Police Officer, the Caller will have the security team set-up a security perimeter. Do not try in any way to catch the dog.

STEP 2: CALM DOWN THE VICTIM

Ask the victim for pertinent details and ensure that the victim receives the proper and immediate medical attention.

Emergency Planning

STEP 3: GATHER INFORMATION

When the incident is over, the first witness will fill an EC Incident Report to be kept on file. Get the complete name and address of the person who owns or who is responsible for the dog. An electronic copy of the report will also be sent to the Chief Steward and to Equestrian Canada.

If the dog bites an animal:

STEP 1: SUMMON VETERINARIAN

At the bitten dog or horse owner's discretion, call the veterinarian. Also keep the Chief Steward informed.

STEP 2: GATHER INFORMATION

When the incident is over, the first witness will fill an EC Incident Report to be kept on file. Get the complete name and address of the person who owns or who is responsible for the dog. If the veterinarian has been summoned, keep a copy of his EC Incident and Injury Report. An electronic copy of the reports will be sent to the Chief Steward and to Equestrian Canada.

FIRE

MEETING POINT

The meeting point is passed the Bromont ring, near the Lake, at the intersection of the two roads.

PLAN D'ÉVACUATION

EVACUATION PLAN - STABLE AREAS

Person to be in charge and take control of the situation: Ground Manager

The person in charge is responsible for sounding the fire alarm or shouting. The person in charge will also call 911 and contact the Chief Steward and the Medical team.

Jump Crew members, the Ground Team and the Security Team will help with the evacuation and will distribute grease pencils to mark the horses.

The Caller will also check with all evacuated occupants to determine that everyone is present and accounted for.

Four volunteers are to check the washrooms by opening the doors and physically checking.

Key witnesses are the volunteers and the responsible for the welcome centre. The persons in charge and their designated helpers are responsible for completing all necessary incident reports. Electronic copies of all reports will be sent to the Chief Steward and to Equestrian Canada.

Emergency Planning

MANAGEMENT SHOW OFFICE & DESOURDY PAVILION

Person to be in charge and take control of the situation: Show Office Manager

The person in charge is responsible for sounding the fire alarm or shouting. The person in charge will also call 911 and contact the Chief Steward and the Medical team.

Jump Crew members, the Ground Team and the Security Team will help with the evacuation.

The Caller will check with all evacuated occupants to determine that everyone is present and accounted for. Two volunteers will check the washrooms and other rooms by opening the doors and physically checking inside.

Key witnesses are the volunteers and the person responsible for the welcome centre. The persons in charge and their designated helpers are responsible for completing all incident reports. Electronic copies of all reports will be sent to the Chief Steward and to Equestrian Canada.

VIP

Person to be in charge and take control of the situation: Hospitality and Merchant Coordinator

The person in charge is responsible for sounding the fire alarm or shouting. The person in charge will also call 911 and contact Chief Steward and Medical team.

Jump Crew members, the Ground Team and the Security Team will help with the evacuation.

The Caller will check with all evacuated occupants to determine that everyone is present and accounted for. All VIP hostesses will check the washrooms and the VIP tents by opening the doors and physically checking inside.

Key witnesses are the volunteers and the person responsible for the welcome centre. The persons in charge and their designated helpers are to complete all incident declarations and eyewitness reports. Electronic copies of all reports will be sent to the Chief Steward and to Equestrian Canada.

ANNEX A: WHAT 911 NEEDS TO KNOW WHEN YOU CALL

1. Who are you?

2. Where are you?

Bromont Olympic Equestrian Park – 450, chemin de Gaspé, Bromont, Québec, J2L 2P4

3. Give the dispatcher the office telephone number (450-534-0787) and your cell phone number.

4. What happened?

5. Who is injured or in need of medical assistance? Provide details: gender, age, any signs of trauma / bleeding / conscious or not, etc.

6. What service do you need? I.e. police/ fire/ ambulance. Ask for ALL the services needed.

Emergency Planning

7. How to get access for the Emergency Team: give them the Entrance Number to Use

- a) Public Access, Gate # 1 – On Chemin de Gaspé
- b) VIP Access, Gate #2 – On Chemin de Gaspé
- c) Stable Access, Gate #3 – On Chemin de Gaspé
- d) Stable Access, Gate #4 – On chemin du Lac Gale

8. Useful information for the ambulance: on the show grounds, lights can be turned on, but no sounds (the ambulance sirens can scare horses – to avoid)

DO NOT hang up until instructed to do so as the dispatcher may need additional information.


ANNEX B: LOCAL EMERGENCY SUPPORT SYSTEMS: UTILITIES, HUMAN & ANIMAL CARE

Local Emergency Support Systems			
SUPPORT	EMERGENCY #	Phone Number	Address
Police Department	911	450 534-3131	90, boulevard de Bromont, Bromont (Qc) J2L 1A1
Fire Department		450 534-4777	15, rue du Ciel, Bromont (Qc) J2I 2X4
Ambulance		450-263-2445	1000 Rue du Sud, Cowansville, QC J2K 2Y3
Public Works		450 534-3420	20, rue du Pacifique Est, Bromont (Qc) J2L 1J5
Brome –Missisquoi Perkins Hospital		450-266-4342	950, rue principale, Cowansville, QC J2K 1K3
Granby Hospital		450-375-8000	205 Blvd. Leclerc O, Granby Qc J2G 1T7
Info Santé	811		
Poison Info Centre	1-800-463-5060		
Municipal Office / Mayor		450-534-2021	88 Boulevard de Bromont, Bromont, QC J2L 1A1
Show Farrier	819-580-9344	819-580-9344	On site
Tow truck & operator	(450) 534-4644	(450) 534-4644	36 Chemin des Carrières, Bromont, QC J2L 1J6
Saint-Hyacinthe - Veterinary Hospital	(450)778-8100	Idem	v3200 rue Sicotte, St-Hyacinthe, QC J2S 2M2

Emergency Planning

ANNEXE C: DIRECTIONS TO HOSPITALS (PEOPLE)

From Bromont Olympic Equestrian Park to Brome-Missisquoi Perkins Hospital

 450 Chemin de Gaspé, Bromont, QC à Hôpital Brome-Missisquoi-Perkins En voiture 10,8 km, 10 min

450 Chemin de Gaspé

Bromont, QC J2L 2P4

- ↑ 1. Aller en direction sud-ouest sur Chemin de Gaspé vers Chemin du Lac Gale 3,7 km
- ↙ 2. Tourner légèrement à gauche pour continuer sur Chemin de Gaspé 1,5 km
- ↑ 3. Continuer sur Chemin Gaspé 600 m
- ↙ 4. Tourner à gauche sur Boulevard Pierre Laporte/QC-241 S 5,0 km
- ↘ 5. Tourner à droite sur Rue Principale 5 m
[La destination se trouve à gauche](#)

Hôpital Brome-Missisquoi-Perkins

Rue Principale, Cowansville, QC J2K 1K3

Emergency Planning

From Bromont Olympic Equestrian Park to Centre hospitalier de Granb



450 Chemin de Gaspé, Bromont, QC à Centre de santé et de services sociaux de la Haute-Yamaska En voiture 17,5 km, 19 min

450 Chemin de Gaspé

Bromont, QC J2L 2P4

- ↑ 1. Aller en direction nord-est sur Chemin de Gaspé vers Chemin de Missisquoi
1 min (1,7 km)

Prendre Chemin de Granby en direction de Route Pierre Laporte

- ↩ 2. Tourner à gauche sur Chemin des Carrières
5 min (4,4 km)
- ↑ 3. Continuer sur Chemin de Granby
1,9 km
- 2,5 km

Suivre Route Pierre Laporte, Boulevard Pierre Laporte et Rue Mountain en direction de Rue Elgin à Granby

- ↪ 4. Tourner à droite sur Route Pierre Laporte
10 min (9,8 km)
- 2,5 km
- ↑ 5. Continuer sur Boulevard Pierre Laporte (panneaux pour Granby)
3,5 km
- 🌀 6. Au rond-point, prendre la 3e sortie vers Rue Bruce
700 m
- ↪ 7. Tourner à droite sur Rue Mountain
2,8 km
- ↪ 8. Tourner à droite sur Rue Drummond
190 m
- ↩ 9. Tourner à gauche sur Rue Elgin
2 min (900 m)

Continuer sur Rue Dufferin. Rouler jusqu'à Boulevard Leclerc O

- ↪ 10. Tourner à droite sur Rue Dufferin
1 min (750 m)
- 500 m
- ↩ 11. Tourner à gauche sur Boulevard Leclerc O
[i La destination se trouve à droite](#)
230 m

Centre de santé et de services sociaux de la Haute-Yamaska

205 Boulevard Leclerc Ouest, Granby, QC J2G 1T7

Emergency Planning

ANNEXE D: DIRECTIONS TO HOSPITAL (ANIMALS)



450 Chemin de Gaspé, Bromont, QC J2L 2P4 à 3200 Rue Sicotte En voiture 61,1 km, 47 min

450 Chemin de Gaspé

Bromont, QC J2L 2P4

Prendre Autoroute 10 O à Granby à partir de Chemin des Carrières, Chemin de Granby et Route Pierre Laporte

- 9 min (9,2 km)
- ↑ 1. Aller en direction nord-est sur Chemin de Gaspé vers Chemin de Missisquoi
1,7 km
- ↩ 2. Tourner à gauche sur Chemin des Carrières
1,9 km
- ↑ 3. Continuer sur Chemin de Granby
2,5 km
- ↪ 4. Tourner à droite sur Route Pierre Laporte
2,5 km
- ⤴ 5. Tourner à gauche et prendre la bretelle d'accès vers Granby
500 m

Suivre Autoroute 10 O et QC-235 N en direction de Avenue Bienville à Saint-Hyacinthe

- 35 min (51,0 km)
- ⤴ 6. Suivre Autoroute 10 O
17,9 km
- ↪ 7. Prendre la sortie 55 pour QC-235 en direction de Saint-Paul-d'Abbotsford/Ange-Gardien/Farnham
500 m
- ↩ 8. Tourner à gauche sur QC-235 N
31,7 km
- ↪ 9. Tourner à droite sur Boulevard Laurier O/QC-116 E/QC-235 N
850 m

Prendre Rue Sicotte jusqu'à votre destination

- 3 min (1,0 km)
- ↩ 10. Tourner à gauche sur Avenue Bienville
120 m
- ↪ 11. Tourner à droite sur Rue Sicotte
550 m
- ↩ 12. Tourner à gauche
 - ⓘ La destination se trouve à droite
- 300 m

3200 Rue Sicotte

Emergency Planning

ANNEX E: COMMUNICATION PROTOCOLS

STEP 1: OFFICIAL COMMUNICATION BOARD

All official information should be printed and posted on the official communication boards (one in front of the Show Office, one in the stable area). All papers to be posted will be identified with the date and time, and will be signed or initialized by an Official Member of the Competition Team (the Ground Manager, the Show Office Manager, the Communications Manager, the Show Manager, the Chief Steward, etc.)

STEP 2: OFFICIAL ANNOUNCEMENT

The announcer will use the PA system to communicate official updates or information as required by the Management and the Show Office.

STEP 3: SOCIAL NETWORKS

The Communications Manager will send official updates and information using the Event Social Networks if relevant.

STEP 4: WORD OF MOUTH

The Communications Manager will send volunteers to the stable areas, the competitions and warm-up rings as well as any other public access area in order to broadcast official updates and information to everyone.

STEP 5: WEBSITE UPDATES

The Communication Manager or its representatives will update the Website and will use Master Slider to release official updates and information more efficiently.

Emergency Planning

ANNEX F: DELAY / RESCHEDULING / CANCELLATION PROTOCOL

The Chief Steward can call for an immediate delay if the weather or natural conditions require it. The length of the delay will be decided by the Competition Manager, according to the recommendations of the Chief Steward and the Ground Manager.

STEP 1: COMMUNICATE LENGTH OF THE DELAY

The length of the delay **MUST** be communicated to everyone on the show grounds. It is recommended to use units of ¼ hour or greater if necessary to broadcast the message at regular intervals.

The Show Manager will ask the announcer to make a statement and will share the information with the Communications manager and Control. The Communications manager will make sure the information is posted on all appropriate support (Social Networks and Websites). Control will coordinate efforts to send volunteers to the stable areas and will advise the entrance and security teams.

If there is a return to the competition: The return to competition must be announced to everyone giving the appropriate time necessary to ensure fair and equal access to warm up rings, etc. The Ring Manager will coordinate with Communications and Control and act according to step 1.

Keeping accessibility and fairness in mind, classes may be rescheduled. Communications between everyone is imperative.

STEP 2: CANCELLATION

Cancellations will be done with the approval of the Show Manager. The Show Office Manager will keep the Chief Steward, Communications and Control informed and appropriately broadcast information on the show grounds or any other communication support.

Cancellation of a class or a competition, due to extraordinary circumstances (e.g. natural disasters, storms, accidents or emergencies), will be addressed in a case-by-case basis with Equestrian Canada.

STEP 3: RESCHEDULING

Rescheduling will be done by the Show Office Manager with the approval of the Show Manager. The Show Office Manager will keep the Chief Steward informed. The Ground Manager will coordinate with Communications and Control to appropriately broadcast information on the show grounds or on any other communication support.