

## EMERGENCY SUPPLIES

In an emergency situation, you may need to help guests go to another location, or you may need to shelter in your operations/lodging until the emergency is over.

Stock up on emergency supplies, such as emergency water, food, and medical supplies. Keep them in an easy to access location and ensure all staff are aware where they are kept. Document how to turn off utilities, as appropriate, and ensure employees are properly trained on all machinery and shut-off procedures.

All important documents, such as insurance policies, employee information, bank records, contact lists, business records, building plans, and site maps, should be backed-up. Physical back-ups (paper copies, hard drives, and USB sticks) should ideally be kept in a waterproof and fireproof storage location. You can also utilize virtual cloud storage options.



## PLAN AHEAD, TRAIN, AND PRACTICE

Some tourists may have special needs, such as disabilities, language barriers, or young children. Plan ahead to ensure your employees are able to help assist these individuals during an emergency. Make sure all staff are trained on what to do in an emergency.

Have on-going conversations about preparedness with your staff and practice for emergencies where possible. Recommend to your employees that they consider their own personal preparedness by developing their own household emergency plans.

Practice your emergency plan with all employees at least twice a year. It may be helpful to do so at the beginning and end of your operating season. Each time you practice your emergency plan, focus on a particular procedure to ensure that everyone understands it and knows what to do, and that the emergency plan still makes sense.



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## EMERGENCY PREPAREDNESS FOR TOURISM OPERATORS



When an emergency happens, it may impact people visiting the City of Yellowknife for tourism or short-term work who are unfamiliar with the area. These individuals are likely without an emergency plan. Specific consideration is needed to ensure they have access to the necessary information and supports during an evacuation.

Remember that tourists or short-term workers may be unfamiliar with the local area and languages.

## TOURISM OPERATORS

An emergency that impacts tourism operators and tourism lodging could be a larger emergency, requiring a partial evacuation to another neighbourhood or to shelter-in-place. It could also be a smaller emergency that only impacts your specific operations, such as a fire or utility loss.

Tour operators and tourist lodging should be ready to provide key information to those using their services. That includes clear maps and information regarding the emergency, and contact information for tourists to get additional information.

Visitors may not be familiar with the hazards, travel routes, or services in the City of Yellowknife.

## WHAT CAN YOU DO TO BE PREPARED TO HELP YOUR GUESTS?

As a tourism operator you are already a vital source of information about the area for your guests and customers. The same is true for emergency information. Tourists who are not familiar with the area will be looking to you to find the best sources of information – so it's important that you know where to find resources. Follow the City and other emergency response partners on social media, download the City's emergency notification app (Voyent Alert!), and bookmark websites as appropriate.

Once you know where information will come from, plan how you will communicate information and any directions to your employees and guests. Depending on the emergency, this could involve using social media, written instructions, email, or giving directions directly in-person. Consider pre-writing some key messaging.

## WHAT WILL YOUR BUSINESS NEED TO KEEP FUNCTIONING?

Is there certain equipment, materials, systems, or training that you will need to prioritize in order to keep your business running during an emergency? Are there some areas of your business that you can shut down in order to keep other areas running? Do you need specific employees with specific skills or does everyone have the training to operate different areas of the business? What will you do if an emergency happens while guests are at your business? How will you support them?

Create a contact list of emergency numbers for your suppliers and contractors, utility companies, staff members, and neighbouring or similar businesses.

Pick a meeting place or muster point for all employees and guests to go to during an emergency. If needed, map out the routes to the muster point and post them in visible locations. If out on a tour, at the start of the trip explain to everyone where to meet in the event of an emergency.