### **Loose Moose Hunting Outfitters Tours**

Established in 1999, Loose Moose Hunting Outfitters set out to provide a hunting experience to visitors and locals of the Northwest Territories. We aim to deliver this experience in the safest way possible. The following safety plan lays out the overall strategy of addressing health and safety issues that are related to hunting tours. The safety of the employees and the clients of Loose Moose Hunting Outfitters is essential and the following safety plan is the first step to reach our goal of a safe environment.

Owners: John and Jane Smith

1111 53rd Street Yellowknife, Northwest Territories X1A 3R8

Phone: 867-555-xxxx Fax: 867-555-xxxx

 $Reservations: \underline{reservations@LooseMoose.ca}$ 

Information: <a href="mailto:lnfo@LooseMoose.ca">lnfo@LooseMoose.ca</a>

# **Tour Operator Team**

Name	Role	Responsibilities (related to safety)	Training and Certifications *Copies of certificates kept at office	
-	Tour Operator Owner	<ul> <li>Ensure employees receive appropriate training and certificates</li> <li>Supply employees with appropriate safety</li> </ul>	WSCC Supervisor Training	Expires 2019/01/01
		equipment	Standard First Aid and CPR	-
		Assign responsibilities for each employee	Fire Extinguisher Training	-
		<ul> <li>Regularly check that safety plan is being applied to each tour</li> <li>Ensure compliance with safety legislation</li> </ul>	WHMIS	-
		Create a culture of safety in the company		
-	Administrative Staff	<ul> <li>Keep copies of staff certificates</li> <li>Keep copies of safety plan and individual trip plans and pre-trip orientations</li> </ul>	WSCC Supervisor Training	Expires 2019/01/01
		Store visitor waivers     Read and understand safety plan	Standard First Aid and CPR	-
			Fire Extinguisher Training	
		Act as check-in person	WHMIS	
		Keep training and certificates up-to-date	- VVI IIVII O	
_	Lead Tour Guide	Understand safety plan		
	Lead Tour Guide	Conduct tour according to safety plan     Conduct pre-trip orientations	WSCC Supervisor Training	Expires 2019/01/01
		Delegate responsibilities to employees in	Wilderness First Aid	-
		emergency situations	Non-restricted Firearms Licence	-
		Keep training and certificates up-to-date	WHMIS	-
			Wildlife Defence and Firearms Handling Course	-
			Pleasure Craft Operators Certificate	-
			ATV Training	-
			Snowmobile Training	-
			Roadside Emergencies and Survival	-

		I	-	
			Canadian Firearms Safety Course	-
			_Arctic Winter Survival	-
			Water Safety course (Swiftwater Safety,	-
			Cold Water Safety, Big River Safety)	
			Aircraft Safety (if air travel is needed)	-
-	Assistant (if	Read and understand safety plan		
	applicable)	Take direction from lead tour guide     Keep training and certificates up-to-date	WSCC Supervisor Training	Expires 2019/01/01
		Neep training and certificates up-to-date	Wilderness First Aid	-
			Non-restricted Firearms Licence	
			WHMIS	
			Wildlife Defence and Firearms Handling	
			Course	-
			Pleasure Craft Operators Certificate	
			ATV Training	<del>-</del>
			Snowmobile Training	<u>-</u>
			Roadside Emergencies and Survival	
			Canadian Firearms Safety Course	
			Arctic Winter Survival	-
				-
			Water Safety course (Swiftwater Safety)	-
			Cold Water Safety, Big River Safety)	
			_Aircraft Safety (if air travel is needed)	-
_	Transportation	Read and understand safety plan		
	Operator (i.e. van,	Keep training and certificates up-to-date	WSCC Supervisor Training	Expires
	boat, ATV etc.)	Troop training and dertinoated up to date	The supervisor reasoning	2019/01/01
	Company or		Class 4 Driver's Licence (Including clean	-
	individual		drivers abstract)	
	in arriadal		Commercial Boat Licence / ATV Training	
			/ Snowmobile Training	
			Appropriate Pilot's Licence (if air travel	
			required)	
			Roadside Emergencies and Survival	
			Training	
			Trailing	

			Aircraft Safety Training	-
			Arctic Winter Survival	<del>-</del>
			Water Safety Training (i.e., swift water	-
			rescue, cold water safety)	
-	Check-in personnel	Read and understand safety plan		
		<ul> <li>Act as check-in person for tour guides</li> </ul>	WSCC Supervisor Training	Expires
		Use missed check-in procedure when	-	2019/01/01
		appropriate	Standard First Aid and CPR	-
			Fire Extinguisher Training	-
			WHMIS	-

Acronyms: WHMIS = Workplace Hazardous Materials Information System; WSCC = Workers' Safety and Compensation Commission

# Vehicles and Safety Equipment

Vehicle or Equipment	Location	Equipment Inspection and Maintenance Schedules	Lock-Down procedures
Passenger Van	Head office or camp	Daily inspections by staff using inspection form (Attachment 1)     Vehicle service by licenced mechanic every 3 months	e.g. ensuring that vehicle is not running when fueling, ensuring that keys are not left in ignition
ATV	Head office or camp	<ul> <li>Daily inspections by staff</li> <li>Vehicle service by licenced mechanic every 3 months</li> </ul>	Etc.
Snowmobile	Head office or camp	<ul> <li>Daily inspections by staff</li> <li>Vehicle service by licenced mechanic every 3 months</li> </ul>	-
Boat	Head office or camp	<ul> <li>Daily inspections by staff</li> <li>Vehicle service by licenced mechanic every 3 months</li> </ul>	-
Life Jackets	Stored in boats	Visual Inspection before each trip	-
Emergency First Aid Kits	In each vehicle and at camp	<ul> <li>Check contents before each trip</li> <li>Check for expiry dates of items twice a year</li> </ul>	-
Vehicle Emergency Kit	Each vehicle	<ul> <li>Check contents before each trip</li> <li>Check for expiry dates of items twice a year</li> </ul>	-
Winter Survival Kit	In each vehicle and at camp	<ul> <li>Check contents before each trip</li> <li>Check for expiry dates of items twice a year</li> </ul>	-
Wildlife Deterrent Kit	In each vehicle and at camp	Visual Inspection before each trip	-
Cell Phones	On each employee	Test before each trip	-
Satellite Phones	With lead tour guide	Test before each trip	-
Spot Tracker	With lead tour guide	Test before each trip	-
Etc.	-	-	-

Equipment Specifics	
Equipment / Safety Kits in Vehicles	<ul> <li>Communication equipment (Cell phone, sat phone, radio)</li> <li>Flashlight with batteries</li> <li>Warm blankets</li> <li>Flares</li> <li>Reflective safety triangles or cones</li> <li>Flat tire replacement tools</li> <li>Fuel container</li> <li>Collapsible shovel</li> <li>Ice scraper and washer fluid</li> <li>Extra clothing (hats, gloves, coats)</li> </ul>

	Life jackets for each passenger on boats
Inspection forms needed for vehicles and equipment	A sample vehicle inspection report ( <b>Attachment 1</b> ) will be used to keep track of vehicle and equipment inspections.
MSDS (Material Safety Data Sheets) Forms	MSDS forms will be available where employees will be transporting or storing hazardous chemical compounds.
Recommend a supply pack to be handed out to each visitor	A backpack can be supplied to each visitor that contains basic survival supplies such as:  Thermal blanket  Flashlight / flares  Waterproof matches  Hand warmers  Etc.

Equipment Requirements listed in the NWT Occupational Health and Safety Regulations		
Part 5 – First Aid	Part 5 states requirements related to first aid such as:	
	First aid attendants and certificates	
	First aid equipment	
	Transportation of injured workers	
Part 7 - PPE	Part 7 details PPE requirements related to activities such as:	
	Workers using all-terrain vehicles	
	Protection against drowning	
Schedule H	Required contents of first aid kits.	
Schedule I and J	Additional supplies and equipment for Levels 1 and 2 first aid qualifications	

## **Communication Procedures**

Communication Equipment		
Item	Location	Range of Capability
Cell Phones	Carried by each employee. Either in their pocket or the machine/vehicle they are using.	Dependent on carrier
Satellite Phones	Carried by lead tour guide and/or assistant. In their pocket or secured on vehicle/machine they are using	Dependent on provider
Spot Tracker	Carried by lead tour guide and/or assistant. In their pocket or secured on vehicle/machine they are using.	Dependent on provider
Radio	Secured to vehicle, boat, snowmobile and at camp.	Dependent on provider

Emergency Contacts		
Contact	Number / Address	
Tour Operator	867-555-xxxx	
Local Community Emergency Services	867-555-xxxx	
Local Hospital	Stanton Territorial Hospital	
	867-669-4100	
Ambulance	867-873-2222	
Local Fire Response Services	867-873-2222	
RCMP	867-669-1111	
Air Rescue Services (i.e. Advanced Medical	Advanced Medical Services	
Solutions)	866-578-9111	
	CASARA NWT	
	867-873-2962	
Poison Control	1-800-332-1414	
Wildfire Reporting	1-877-NWT-FIRE (1-877-698-3473)	
-	Yellowknife 867-873-0466	
Tour Guide Contacts		
Cell Phone	867-555-xxxx	
Secondary Cell Phone	867-555-xxxx	
Satellite Phone	867-555-xxxx	

Check-in System			
	Primary	Secondary	
Name	John Smith	Jane Smith	
Phone/Email	867-555-xxxx	867-555-xxxx	
	JohnSmith@Loosemoose.ca	JaneSmith@loosemoose.ca	
Check-in Frequency	Upon departure and arrival	Same as Primary	
	at camp		
	Breakfast, lunch and dinner		
	check-ins while at camp		

#### **Missed Check-in Procedure:**

Within 2 hours of missed check-in time:

- 1. Attempt to contact designated employee
- Attempt to contact designated employees
   Attempt to contact other employees
   Notify owner of tour operation

  Within 4 hours of missed check-in time:

- Contact any other operations in area of tour
   Notify local authorities
- 3. Initiate emergency response for missing employees

Staff Communication	
Review of safety plan by all employees	Each employee will review the safety plan and understand:  - The roles and responsibilities of each member.  - The emergency procedures  Each employee must sign off that they have read and understood the safety plan.
Pre-trip and post-trip staff meetings	Employees meet before each trip to discuss safety plan. Opportunity to encourage questions and discuss future trip.  A post-trip debrief meeting will be used to discuss success of trip and

	opportunity to discuss learnings.
Daily staff meetings	If tour is multi-day, daily meetings are conducted to discuss plan and any new hazards that could arise and the steps to reduce the risk for these hazards.

Client Communication	
Meeting Point	Clearly communicate meeting point for client pick-up and drop-off point
Pre-trip Orientation (Attachment 2)	<ul> <li>Will be used to communicate risks involved with tour and to explain the risk reduction methods that will be used.</li> <li>Emergency procedures should also be discussed with clients.</li> <li>Medical background information of clients will need to be discussed at these meetings to properly update procedures in the event of an emergency.</li> <li>Collect emergency contact numbers (next of kin)</li> <li>Clothing recommendations are communicated to client before this meeting.</li> </ul>
Evacuation Routes and Muster Points	Clearly communicate evacuation routes and muster points before trip and upon arrival at camp
Waivers (Informed Consent)	<ul> <li>Waivers must only be signed AFTER the pre-trip orientation when all potential hazards are presented (Informed consent).</li> <li>Waivers will be used to release touring company from liability related to injuries that may occur during tour.</li> <li>The risks must communicated appropriately so that the client understands that there are some risks involved with tour activities.</li> <li>Include any special permissions such authority to take pictures for use in advertisements or using post-trip commentsetc.</li> </ul>
Regular communication with clients during trip	Regular communication with clients about daily activities and the safety procedures involved as well as reiterating emergency protocol. This is also an opportunity to gain client feedback.
Post-trip evaluation forms and feedback	Client input about the tour will be used to enhance the tour experience and to improve safety plan.

#### Post-incident Reporting

All incidents require reporting and employees will be required to complete post-incident reports that will be stored for learnings.

## **Emergency Procedures**

#### Protocol for any emergency situation

- 1. Assess if situation requires immediate attention.
- 2. Gather visitors and employees (at muster point if at camp) or at safe area away from hazard.
- 3. Conduct head count using employee and visitor log.
- 4. Respond to emergency accordingly.
- 5. Notify owner and/or manager.6. Report on incident in post-trip debriefing.

<b>Emergency Situation</b>	Response
Minor Injury	Detailed explanation of roles, communication processes, emergency
	equipment and safety related reporting that is required.
	See example below: "Fire at camp"
Major Injury	-
Death	-
Evacuation	-
Vehicle Crash	-
Lost visitor	-
Lost guide or employee	-
Extreme Weather	-
Wildlife Encounter	-
Fire at camp	A clear warning (Fire alarm, yelling fire etc.) must be given from any employee that observes the fire first.
	Employee will phone emergency services and provide all information required by operator.
	Lead tour guide will assess if existing equipment can be used to
	extinguish fire. Assign employees with fire extinguisher training to try and suppress fire.
	4. If fire is out of control, everyone should be evacuated by clear directions from lead tour guide via safest exit.
	5. Employees and visitors gather at pre-arranged muster point.
	The lead tour guide will bring a log of employees and visitors and conduct head count.
	7. If any person is missing, lead tour guide will assign employees to find
	missing people (without putting themselves in danger)
	8. Lead tour guide will contact tour operator owner (or manager) and wait
	for response from emergency services. No one is to re-enter building.
	Move onto any subsequent emergency responses such as minor
	injuries, major injuries, and visitor or employee disappearance.
Wildfire	-
Flooding	-

# Aurora Tours Activity Risk Reduction

Tour Activities (Step by Step) (Include vehicles and equipment required)	Hazard	Level of Risk (Low, Medium, High)	Control Measures and Mitigation (engineered, administrative or PPE)	Possible Emergency Situation (to link to response in above table)
Before departure to car	mp or back to towr	1		
Fueling Vehicles	Fire, spill	Medium	Fueling only when equipment is turned off (lock out procedures) and secured     No smoking while fueling     No cell phone use while fueling     Gloves when fueling using a gas can	Minor Injury     Major injury     Fire at camp     Wildfire
Inspecting vehicles and equipment	Minor or major injuries	Medium	Ensuring vehicles and equipment are locked to avoid injuries	
During travel to camp of	or back to town			
Loading and unloading passengers onto transportation	Slips, trips and falls	Low	Clearing any ice on steps of vehicle     Using sand/salt when ground around vehicle is slippery     Offering assistance when conditions are bad	
Driving	Traffic and road conditions	Medium	Check weather conditions before travelling     Inspect vehicle before use	

Driving	Vehicle-animal collisions	Medium	Plan travel route according to conditions Allow sufficient time to travel Reduce speed when conditions are not ideal Obey rules of the road and exercise caution on uncontrolled roads Carry emergency equipment for winter conditions Carry communication devices Be alert for wildlife near roads especially at dusk, dawn and night Proceed with caution when wildlife is spotted Watch for wildlife warning signs If animal is in the way, do not
Driving	Off-road driving	High	drive into ditch or oncoming traffic     Use vehicle appropriate to road or
ATV / snowmobile use	Collisions, rollovers	High	trail  Licenced and trained operators  Practice proper technique when operating ATVs  Exercise caution in unfavourable trail conditions
Tour Operations (While	in camp or during	excursions)	-
Residing in camp or while hunting	Wild animals	Medium	Never feed or approach wild animals Reduce or eliminate odors that attract animals Store food and garbage in vehicles or alternate storage devices Avoid surprising animals by checking ahead for wild animals and if spotted try to leave area immediately Use techniques from wildlife safety training such as using warning sounds, and be prepared for use of non-lethal and lethal deterrents.
Residing in camp or while hunting	Cold weather related hazards – frostbite, hypothermia, windburn	High	Check daily weather reports Plan trip to avoid very cold days Reduce exposure time if possible Monitor guests for warning signs of exposure Ensure proper clothing is worn by employees and guests Winter survival emergency kits should be available
Residing in camp or while hunting	Forested areas  – tree fall hazards	Medium	Identify any tree hazards in camp area and mitigate risk accordingly (moving site or removal of hazardous trees)     Identify hazardous tree situations during excursions and avoid
Residing in camp or while hunting	Emergency Response	High	Confirm means of communication (radio, satellite phone, cell phone, spot tracker) Carry back up equipment Ensure employees are trained to use equipment Daily check of communication equipment

			Develop check-in plan with home office
Residing in camp or while hunting	Fires	High	<ul> <li>Ensure fire pits are away from any buildings or tents</li> <li>Keep flammable materials away from fire sources</li> <li>Ensure fire extinguisher in vehicles and at site</li> <li>Proper fire extinguisher training</li> </ul>
Serving food	Allergic reactions or choking hazards	Low	Proper first aid training Plan food according to medical history of visitors  Proper first aid training  History of visitors
ATV / snowmobile use	Collisions, rollovers	High	Licenced and trained operators     Practice proper technique when operating ATVs     Exercise caution in unfavourable trail conditions

# Attachment 1: Vehicle Inspection Report Example

## **Driver's Vehicle Inspection Report**

RATION OF VEHICL
RATION OF VEHICL
Other
Tires Wheels
Tarpaulin
Other
Windshield Wipers
Windows
Wheels
Tires Transmission
Tachograph
Steering
Starter
Springs
ŀ

### Attachment 2: Pre-trip Orientation for outfitter hunting tour

### Outfitter Hunting Tour Information and Pre-Trip Orientation

Staff to complete this document and leave a copy with office staff and take a copy on tour. Staff to have visitors sign waivers **AFTER** the pre-trip orientation to ensure that Loose Moose Hunting Outfitters has informed consent from its visitors.

#### **Aurora Tour Details**

Tour Operator	Loose Moose Hunting Outfitters	
Tour ID	Start Date	End Date
2017-001	2017/03/11	2017/03/12

#### Brief description of tour and activities included in tour

- Transport clients from pick up location to destination
- Arrive at camp and direct clients to accommodation if applicable
- Provide meals if applicable
- Hunting activities
- Other recreational activities (snowmobiling, ATV etc.)
- Transport clients back to original pick up location

### **Tour Location and Transportation Details**

Tour Location Map	Attachment or link to map of tour location
Tour Location Name	Riverside campsite
Coordinates	62°26′32″N 114°23′51″W
Access information	Via Ingraham Trail
Name and contact info of	Name of air field and contact if accessed by air
landing area	
Location of Operator head	1111 53rd Street
office	Yellowknife, Northwest Territories
	X1A 3R8
Muster point at camp	Muster point marked by sign on tree 30m away from camp
Transportation Plan	
Meeting / Drop-off Point	Loose Moose Hunting Outfitters head office
Known hazards during	Highway travel
transport	Air travel (emergency landings)
	Winter roads
	Swift water crossings
	Ice bridges
	Open water ice
	Ferries over open water
	Back country routes

Emergency numbers	Located at bottom of this document		
Nearest medical centres	Stanton Territorial 550 Byrne Rd, All basic health care		
	Hospital	Yellowknife, NT X1A	needs and
	2N1 emergency services		emergency services
	Frame Lake 312 Old Airport Rd, All basic health care		
	Community Health Yellowknife, NT X1A needs		needs
	Clinic	3T3	
Other local emergency	Advanced Medical Solutions		
agencies	Community emergency numbers		

#### **Staff Information**

Staff Participating in Tour	Role	Training and Certifications	
Jimmy	Lead Tour		
	Guide	WSCC Supervisor Training	Expires 2019/01/01
		Wilderness First Aid	-
		Non-restricted Firearms Licence	-
		WHMIS	-
		Wildlife Defence and Firearms Handling Course	-
		Pleasure Craft Operators Certificate	-
		ATV Training	-
		Snowmobile Training	-
		Roadside Emergencies and Survival	-
		Canadian Firearms Safety Course	-
		Arctic Winter Survival	-
		Water Safety course (Swiftwater Safety, Cold	-
		Water Safety, Big River Safety)	
		_Aircraft Safety (if air travel is needed)	-
David	Assistant		
		WSCC Supervisor Training	Expires 2019/01/01
		Wilderness First Aid	-
		Non-restricted Firearms Licence	-
		WHMIS	-
		Wildlife Defence and Firearms Handling	-
		Course	
		Pleasure Craft Operators Certificate	-
		ATV Training	-
		Snowmobile Training	
		Roadside Emergencies and Survival	-
		Canadian Firearms Safety Course	-
		Arctic Winter Survival	-
		Water Safety course (Swiftwater Safety, Cold Water Safety, Big River Safety)	-
		Aircraft Safety (if air travel is needed)	-

#### **Visitor Information**

Name	Emergency Contact(s)	Additional Information (i.e. Medical information, dietary needs etc.)
Phil	Dave: xxx-xxx-xxxx	Carries an asthma pump for asthma attacks
Kelly	Martha: xxx-xxx-xxxx	Carries an Epi-Pen for peanut allergy

### **Meeting Point**

Meeting Point and Time	Communicated in Pre-Trip Orientation (Y/N)
Yellowknife office / Hotel at 08:00 AM	-

#### **Evacuation Routes and Muster Point**

<b>Evacuation Routes and Muster Point at</b>	at Communicated in Pre-Trip Orientation	
Camp	(Y/N)	
Map of evacuation routes	-	
Sign or landmark near camp	-	

### **Risks Involved and Emergency Procedures**

Risks Involved	Mitigation and Emergency Procedures	Communicated to Clients (Y/N)
Fire at camp	<ul> <li>Flammable items stored away from sources of fire</li> <li>Fire alarms available at camp</li> <li>Employees trained to use fire extinguishers</li> <li>Emergency response plan for fire in safety plan</li> </ul>	Υ
Visitor gets lost	-	-
Aggressive wildlife encounter	-	-
Etc.	-	-
-	-	-
-	-	-
-	-	-

#### **Additional Information Discussed with Visitors**

Information	Communicated to Visitors (Y/N)
Suggested Clothing (seasonal):	-
Wicking clothing in warm weather	
Avoid cotton (wool and synthetics are recommended)	
Warm clothing (layers are suggested)	
Comfortable walking shoes (waterproof boots recommended)	
Hats , gloves, face masks	
• Etc.	

Equipment:	-
Walking stick	
Cramp-ons for icy areas	
Medical:	-
Doctor prescribed medication	
Emergency medication (i.e. Epi Pens, asthma pumps)	
Required Physical Abilities:	-
Climbing hills	
Walking on icy surfaces	
Climbing in and out of transportation vehicles	

## **Emergency Contact Information**

Emergency Contacts			
Contact	Number / Address		
Tour Operator	867-555-xxxx		
Local Community Emergency Services	867-555-xxxx		
Local Hospital	Stanton Territorial Hospital		
	867-669-4100		
Ambulance	867-873-2222		
Local Fire Response Services	867-873-2222		
RCMP	867-669-1111		
Air Rescue Services (i.e. Advanced Medical	Advanced Medical Services		
Solutions)	866-578-9111		
	CASARA NWT		
	867-873-2962		
Poison Control	1-800-332-1414		
Wildfire Reporting	1-877-NWT-FIRE (1-877-698-3473)		
	Yellowknife 867-873-0466		
Tour Guide Contacts			
Cell Phone	867-555-xxxx		
Secondary Cell Phone	867-555-xxxx		
Satellite Phone	867-555-xxxx		

### **Visitor Consent**

Visitor Name	Has waiver been signed AFTER pre-trip orientation? (Y/N)	Staff Initials
-	-	-
-	-	-