

OTTAWA BLUESFEST 2025 EMERGENCY INFORMATION

Central Command (CC) will be staffed during all operating hours to facilitate communications, as directed, to respond to any incidents or disruptions. **CC PHONE NUMBER : 613-720-7516**
Prior to or post operating hours, CC will not be staffed. In an emergency situation, call 9-1-1 immediately and call your site contact via cell phone.

CODING USED IN EMERGENCY RESPONSE

LEVEL Black = Area Wide incident/event

LEVEL Orange = Major incident/event

LEVEL Yellow = Minor and/or Moderate incident/event

LEVEL Green = All Clear / Resume

MISSING CHILD / LOST PERSON

Individuals reporting lost persons shall remain at their location for 5 minutes with the child to see if the parent or guardian attends the area. After 5 minutes, the child shall be escorted to the information booth, where a security team member will assist them in recalling details (obtain the name, age, description, place last seen, and potential destinations). Radio transmission using the code "Family Matter" will alert security of the situation and provide a description of the lost person.

FOUND CHILD

Immediately upon recognizing a lost child, obtain the name of the lost child and if possible the name of the parent/ caregiver. If a parent or guardian is reporting a lost child, you should ask for a photo of the child to distribute if possible.

FULL EVACUATION

Should an emergency occur while the Festival is in full operation, the Bluesfest Traffic Management Plan will be put into place immediately.

FULL EVACUATION - AFTER HOURS

Should an emergency occur while the Bluesfest is not in operation or when the site is not open to the public, gates to the site will be opened to personnel evacuating via the Canadian War Museum. Workers will relocate to the Museum to await further instruction. If an emergency occurs before patrons are allowed on site, the site will remain closed to patrons until the Director of Operations, in consultation with the Executive/Artistic Director and the Emergency Control Group (ECG), is confident that the grounds and structures are safe and free of abnormal hazards that could adversely affect the health of patrons and staff. If City of Ottawa emergency responders are onsite, they will be consulted, but the final decision to open or remain closed rests with the Executive/Artistic Director or the AHJ.