AgeCare

510

EMERGENCY RESPONSE PLAN

TRAINING TOOLKITS

FORMS

TABLE OF CONTENTS

ALL-ON-510-01: INTRODUCTION TO INCIDENT MANAGEMENT SYSTEMS

INTRODUCTION TO INCIDENT MANAGEMENT SYSTEMS (IMS)

Purpose of an Emergency Response Plan

Why - The purpose of the response plan is to provide direction in the event of a disaster that affects the normal operation of the home.

What - Emergency situations are defined but not limited to missing residents, outbreak, fire, explosions, and loss of utilities, bomb threats, chemical spills or air hazards. Natural disasters are defined but not limited to floods, tornadoes, earthquakes, storms, landslides or animal threats.

When – An unscheduled event at any time

Who - It is essential that all staff are familiar with their responsibilities should an emergency and/or disaster threaten or strike. This manual describes the action to be taken in the event of an emergency that will:

- Protect the health and safety of residents and staff.
- Minimize the damage to the home.
- Ensure the continued operation of the home.
- Acknowledge our responsibility to the community.

The effectiveness of this emergency plan depends on the ability to remain calm and to co-operate with other emergency personnel.

Where – our homes and community or massive scale affecting provinces(s)

Cross References

The Emergency Response Plan may re-direct the reviewer to additional source information contained in standardized AgeCare manuals, regulated industry standards and/or provincial authorities.

ALL STAFF ARE REQUIRED TO REVIEW THE EMERGENCY PLAN AND ATTEND TRAINING AS DIRECTED BY THEIR IMMEDIATE SUPERVISOR.

If the disaster affects the wider community, it is likely that the home will be part of the Community Disaster Plan. It is important that Management understand how much support will be offered by community plan and also know under what circumstances the community plan will over-ride the facility plan.

**EFFECTIVE EMERGENCY RESPONSE PLANS UTILIZE AN
INCIDENT MANAGEMENT SYSTEM**

Definition of an Incident Management System (IMS)

An Incident Management System (IMS) defines:

- The roles and responsibilities to be assumed by personnel in an emergency;

- The operating procedures to be used in the management and direction of emergency incident(s); and

- Other functions.

IMS particulars are developed by each site for preparedness and staff training to the IMS plan.

Incident Management is the broader term and framework of response utilized in the greater community / province within the sectors of emergency personnel who respond to an emergency situation. The collaborative approach to respond to emergencies called Incident Management Systems has been established across the country/provinces/regions/municipalities and cities as a means of coordinated response.

Benefits of IMS

- Standardizes terminology across all sectors (site (retirement/LTC), municipal/regional (police, fire, ambulance) and province/federal/international.

- Increases communication to all people

- Scalable (day to day, small or large incidents). A small-scale incident may be focused and may be managed effectively with one person in control. A large-scale incident requires more people making decisions, directing flow of needs and reporting to one control person, the Site Incident Commander.

Small Incident   **Large Incident**
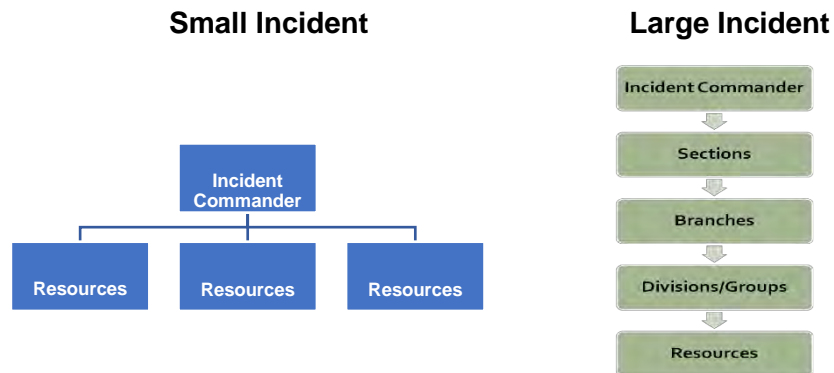
- Having specific positions with delegated roles and assigned responsibility assist the process to implement the required tasks. It is an effective span of control.

- Effectively manages the people resources available

- **Promotes inter-operability (operations focus on emergency operation while others support and resolve issues related to logistics, finance, media, etc.)**

- Improves safety of personnel

 Verses
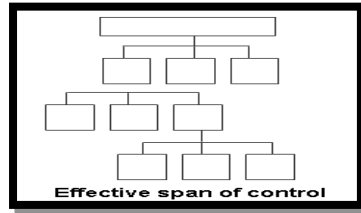
Effective span of control — Ineffective and possibly dangerous
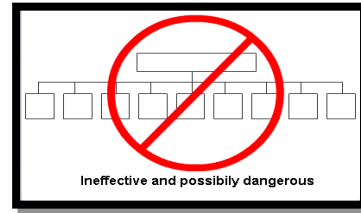
The IMS is a response to any given emergency, to "manage the incident", large or small. For some incidents, and in some applications, only a few functional elements may be required. However, if there is a need to expand the assistance in emergency, additional positions exist within the IMS framework to meet virtually any need.

The IMS establishes lines of supervisory authority and formal reporting relationships. There is complete unity of command as each position and person within the system has a designated supervisor. Direction and supervision follows established organizational lines at all times. The following are the major responsibilities and duties of all Incident Command Positions (ICS).

IMS Key Element Overview

- Model would be site specific

- Starts from the top - down

- Key elements of the system are listed below & demonstrated on flow charts on the following pages.

These *positions may be singular, but the duties and responsibilities of each position are specific to the role:

- Command
- Operations
- Planning

- Logistics
- Finance / Administration

*Position responsibilities and duties of the above are described in detail in Tab 3: Setting-Up SEOC

![AgeCare logo]
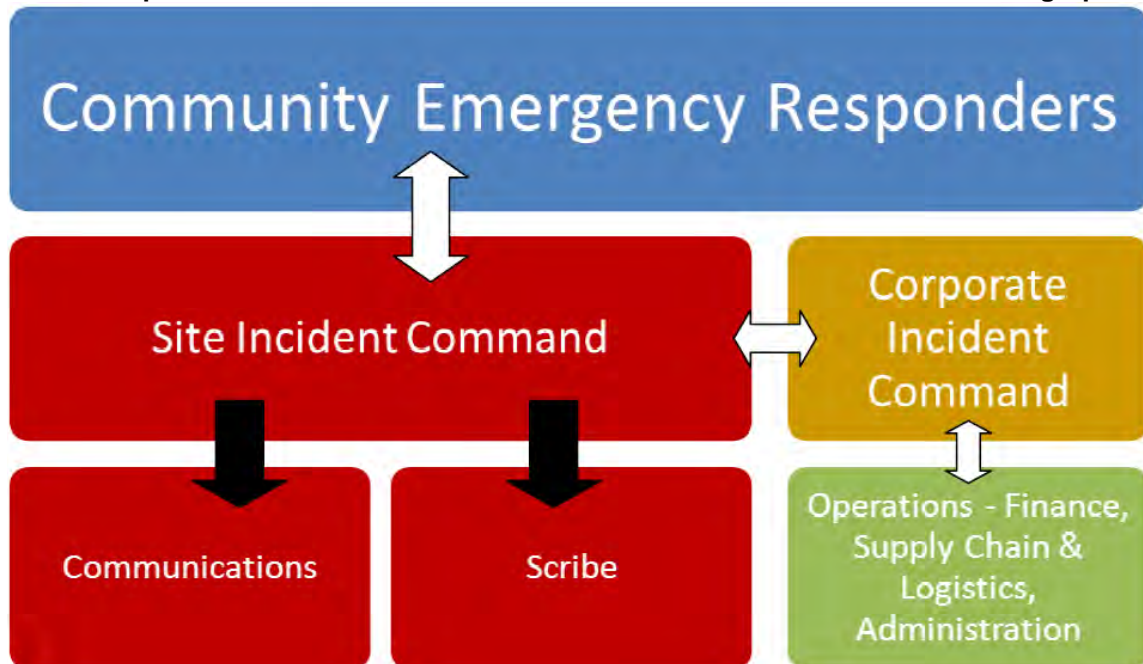
Role of Site Incident Command

This position is generally assigned to the Executive Director; in the absence of a manager, the most senior staff member on duty at the time of emergency will assume the position

COMMAND

Assess the Situation
What is the nature of the event?
Are hazards present?
Can we isolate the area?
What area is affected
Where is the staging area
Access / egress routes identified?

Objectives
What needs to be done?
When does it need to be done?
Priorities
- Life / Health / Safety
- Incident stabilization
- Conservation of property

Contingencies
Consider what may happen
Nothing is as easy as it looks
Everything will take longer than it should
If it can go wrong, it will

Resources
What resources are required?
Where will you get them?
How long will it take to get them?
Any special considerations?

Action
Establish command
IMS positions in place for span of operation
Mobilize resources
Identify staging area
Isolate area
Triage / treat injured
Issue appropriate warnings
Liaison

Key Functions of Supporting Positions under Command

These positions are generally assigned to other managers such as:

- Resident Services Managers / Director of Care
- Office Managers/Administrative Technician
- Community Relations/ Lifestyle and Program Manager
- Food Service Manager
- Maintenance/Environmental Services Manager
- Department Supervisors
- Team Leaders

OPERATIONS

- **Achieve command objectives**
- **Direct Tactical Operations**
- **Participate in planning process**
- **Modify Action Plans to meet contingencies**
- **Information gathering**
- **Maintain discipline & records**

PLANNING

- **Maintain accurate resource status**
- **Gather & analyze situation information**
- **Situation status updates**
- **Estimate future probabilities**
- **Prepare alternative strategies**
- **Conduct planning meetings**
- **Compile & distribute approved Action Plans**

Use corporate Incident Command to assist with securing contacts, money, food etc.

LOGISTICS

- **Organize & Coordinate**
  - **Shelter, Supplies, Transportation, Staffing & Resources**

FINANCE / ADMINISTRATION SECTION

- **Disaster Relief Records - Accounting**
- **Agreements with agencies**
- **Contracting of Services**
- **Injuries & Damage Control**
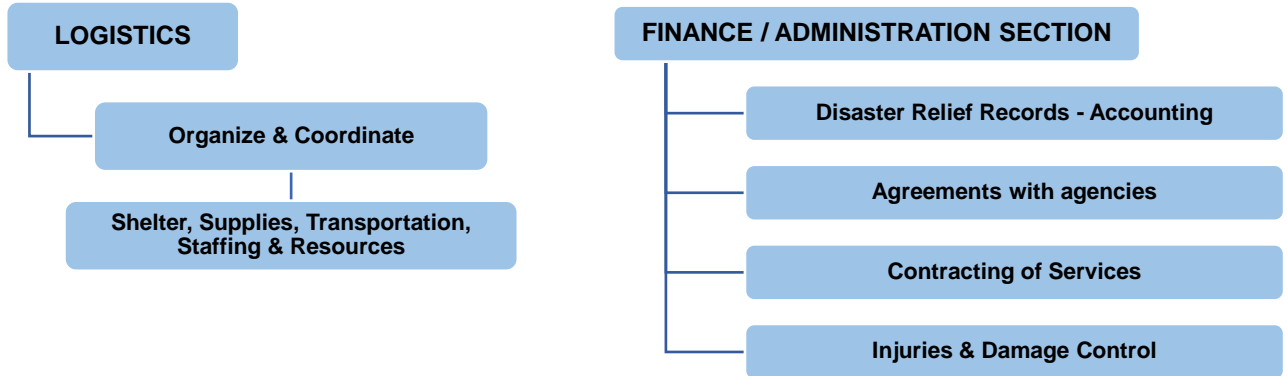
Provincial Emergency Planning (PEP) Sources

(PEP) Provincial Emergency Program

PEP assumes the following responsibilities in the event of a major emergency or disaster.

- Coordinates all requests for provincial or federal emergency assistance.
- Recommends to the Provincial Government that a Provincial State of Emergency be declared.
- Maintains a Provincial Public Information program during all phases of a disaster.
- Responsibilities:
  1. Makes the appropriate request to the provincial ministries and agencies for assistance if local resources are not adequate for an effective response to the emergency.
  2. Arrange for Worker's Compensation coverage to registered emergency workers.
  3. Provides and maintains a Provincial Public Information Program during all phases of a disaster.

Ontario: Emergency Management Ontario; *Ministry of Community Safety & Correctional Services*: http://www.emergencymanagementontario.ca/english/professionals/IMS/ims.html

Risk Management

The implementation of preventative maintenance programs to service property and equipment is the responsibility of both the site Executive Director and AgeCare. Daily visual inspections and regular audits assist with the maintenance process.

The Emergency Plan outlines the education and training for the response of personnel. The plan provides the understanding of how to maintain and protect people and property which can lessen the devastation in the event of a major disaster.

AgeCare recognizes the need to identify and minimize all aspects of risk. This is accomplished through the development and monitoring of risk indicators at all sites as well as, the development of policies and procedures designed to minimize risk. Please refer to provincial, municipal / regional information available as part of the planning process of an emergency response plan for your residence and community.

Annual Emergency Response Plan Review

The home will review the Emergency Response Plan and update all emergency contact information of the entities that may be involved or may provide emergency services in the area where the home is located including, without being limited to, community agencies, health service providers, partner facilities and resources that will be involved in responding to the emergency.

Forms

The below information is available electronically on SharePoint.

Forms are standardized to ensure the quality of content and structure is consistent across all sectors;please complete the forms as instructed for use.

FORM #	ISSUE/REVISION DATE	FORM NAME	INSTRUCTION FOR USE
ALL-ON-510-26-01.01	December 2024	Annual Emergency Response Checklist	Utilize the checklist to review the Emergency Response Plan annually. Once completed, sign and retain for your records.

TERMS OF REFERENCE

Chief Fire Official*:* means the assistant to the Fire Marshal who is the Municipal Fire Chief, or a member or members of the fire department appointed by the Municipal Fire Chief.

(CIC) Corporate Incident Commander is one centralized person at a corporate level to coordinate the responsibilities of others who are assisting. The CIC will be an individual with decision making authority for financial matters**.**

Combustible liquid: means any liquid having a flash point at or above 37.8 ºC and below 93.3 ºC.

Vapour Pressure: Means the pressure exerted by a liquid as determined by ASTM D 323, "Vapour Pressure of Petroleum Products (Reid Method)".
(space)

(CO) Communication Officer is the individual that has been appointed to the position. The role of the CO is to be the link of communication as authorized by the incident commander; this role will be assigned the task of contacting through a fan out list and coordinating communication activity through the Incident Commander (IC).

Community/Communities are the term used in the emergency plan manual and apply to AgeCare Long Term (LTC) and retirement residences.

(Greater) Community is the term used when we refer to the physical surrounding area in which the AgeCare community is located. Example: neighbourhood, town, city, municipality.

Disaster is an event which has the potential to impact the entire operations of the facility such as: natural disasters, e.g. earthquakes, hurricanes, tornadoes, floods and snowstorms, mass food poisoning, pandemic emergencies, fires, bomb threats, and arson attempts extensive or prolonged utility failure, acts of terrorism, chemical, biological, radiological, nuclear hazardous materials spill

Disaster Supplies are supplies which are necessary to support the community during an emergency response e.g. yellow keep out tape, green vest for the incident commander, hard hats, food & water supplies. The supply list needs to be site-specific, based on the likelihood of disasters which may occur in the area. Some sites may be legislated to maintain specific supplies.

(EMS) Emergency Management Service is normally made up of Police, Fire Departments and Ambulance crews from the local city/municipality, however during an emergency, Police and Fire Departments from other regions may be called to assist.

Exit is a means of egress, including doorways, that leads from the floor area it serves, to a separate building, an open public thoroughfare, or an exterior open space protected from fire exposure from the building and having access to an open public thoroughfare.

(EAEP) External Air Exclusion Plan is a plan put into effect during air borne toxic contamination; example: gases which may be visible/ non-visible, odourous/non-odourous.

Fan-Out List is the listing of all staff members who would be contacted in the event of an emergency; the listing is prioritized by position (name), availability etc.

(FERP) Flood Emergency Response Plan pertains to those communities which are located or identified as having the potential risk of being located in flood regions; regions will have local authorities responsible to monitor conditions at all times.

Flammable liquid: means a liquid having a flash point below 37.8 ºC and having a vapour pressure not more than 275.8 kPa (absolute) at 37.8 ºC as determined by ASTM D 323, "Vapor Pressure of Petroleum Products (Reid Method)".

Flash point: means the minimum temperature at which a liquid within a container gives off vapour in sufficient concentration to form an ignitable mixture with air near the surface of the liquid.

(FM) Fire Marshal is the person within a community responsible for annually reviewing / revising the fire safety plan; ensuring staff receive education and complete drills as outlined by the site fire plan in accordance with provincial Fire Code.

(FW) Fire Warden is the staff member responsible for the community in the event of a fire situation, there must be a fire warden available at all times on site. The fire plan will outline specific duties of this position.

(FR W) Floor Warden is the designated Staff Members in charge of a specific zone, compartment or floor area as specified in the fire plan.

(ICS) Incident Command System is a standardized emergency management concept specifically designed to allow its user(s) to adopt an integrated organizational structure equal to the complexity and demands of single or multiple incidents, without being hindered by jurisdictional boundaries.

(IMS) Incident Management Systems is a collaborative systematic process and tools for use in the command, control and coordination of emergency response. The terminology relates to the roles and responsibilities that will be assumed by personnel as outlined in the plan.

Lock Down is a process in place to lock all exterior entrances and exits from the interior and exterior of the community to prevent a hazard from entering or exiting the building or a zone within a building.

Major Emergency is a sudden, unforeseen occurrence, requiring immediate action(s); a major emergency is a single incident event that affects specific areas and operational efficiencies of the community, e.g. a major fire, bomb threat, earthquake, major flood etc.

Means of Egress is a continuous path of travel provided for the escape of persons from any point in a building to a safe the exit. Means of egress includes exits and access to exits.

Media in general refers to various means of external communication. For example, television, radio, and the newspaper which may be seeking information to share OR in reverse, a community needs to broadcast information to the surrounding community for emergency assistance.

In the interest of residents, employees and business; ALL MEDIA CONTACT, INFORMATION AND CORRESPONDANCE REQUIRES CORPORATE AUTHORIZATION. The link for corporate and site information exchange is through the SIC

MSDS (Material Safety Data Sheets): A compilation of information on the identity of hazardous chemicals, health, and physical hazards, exposure limits, and precautions

Municipality/Region is the legal geographic area of the home, and it is governed by Municipal law accordingly.

(MEOC) Municipal Emergency Operations Centre the site at which representatives from local Police, Fire, Ambulance, Municipal Governments, Emergency Social Services, local Health Authority (if requested) and others set up a central command in order to most efficiently deal with the Emergency/Disaster at hand.

(PEP) Provincial Emergency Program
PEP assumes the following responsibilities in the event of a major emergency or disaster.
- Coordinates all requests for provincial or federal emergency assistance.
- Recommends to the Provincial Government that a Provincial State of Emergency be declared.
- Maintains a Provincial Public Information program during all phases of a disaster.
- Responsibilities:
    1. Makes the appropriate request to the provincial ministries and agencies for assistance if local resources are not adequate for an effective response to the emergency.
    2. Arrange for Worker's Compensation coverage to registered emergency workers.
    3. Provides and maintains a Provincial Public Information Program during all phases of a disaster.

Scribe is the designated person to be documenting in a sequential manner all the details of the process of the command and event. It is imperative this be completed for follow up after the emergency has passed. These records may form part of a legal inquiry.

(*SEOC) Site Emergency Operations Centre* is established in the event of a disaster, and the responsibilities for essential functions are assigned to appropriate persons.

The SEOC is pre-determined in the IMS plan. The SEOC location is an area which has access to power (preferred alternate power source, telephone and preferably in a central location with access. The SEOC location is a control area which should not be accessed by all persons. A control point directly outside or in close proximity to the SEOC is required to prevent traffic from entry and interfering with the control operations during an emergency. There should be two pre-determined SEOC in an emergency plan; a primary and secondary.

(SIC) Site Incident Command is the person in the home who is responsible to coordinate the emergency with internal and external personnel.

TABLE OF CONTENTS

ALL-ON-510-02: EMERGENCY CODES

ALL-ON-510-26-02.01 - Emergency Code Reference Sheet

ALL-ON-510-26-02.02 - Template Emergency Code Pocket Cards

ALL-ON-510-26-02.03 - Template Emergency Code Flip Guide

ALL-ON-510-26-02.04.1 – LTC Emergency Response Plan Element Test Template

ALL-ON-510-26-02.04.2 – RET Emergency Response Plan Element Test Template

ALL-ON-510-26-02.04.3 – Sample: Code Blue

ALL-ON-510-26-02.04.4 – Sample: Code Yellow

ALL-ON-510-26-02.04.5 – Sample: Code White

ALL-ON-510-26-02.04.6 – Sample: Power Failure

ALL-ON-510-26-02.05 – Sample: Post Disaster Evaluation Considerations

ACRONYMS

Code *Orange* announces an **"ALERT"** to all staff to prepare for an emergency, make their work area safe and report to the Site Emergency Operations Centre. The emergency response is being reviewed by the Site Incident Command and appropriate responses determined.

Code *RED* announces a fire in the home.

Code *GREEN* announces an evacuation of the home, either partial or full.

Code *WHITE* announces a situation of violence and or aggression in a specific area and/or the entire home is to be locked-down.

Code *GREY* announces an air hazard is present; all HVAC systems will be shut-down.

Code *BROWN* announces a hazardous spill.

Code *Black* announces a bomb threat and further emergency action will be provided for evacuation, search of home, lock-down etc.is required to search the home.

Code *Blue* announces a medical emergency in the home.

Code *Yellow* announces a missing resident.

Code *Pink* announces a person is trapped in an elevator.

(Form: ALL-ON-510-26-02.01)

CODE *ORANGE*	DISASTER/MAJOR EMERGENCY (INTERNAL OR EXTERNAL)
CODE *RED*	FIRE
CODE *GREEN*	EVACUATION
CODE *WHITE*	VIOLENCE & AGGRESSION
CODE *BROWN*	HAZARDOUS SPILLS
CODE *GREY*	SHUTDOWN & AIR EMERGENCY
CODE **BLACK**	BOMB THREAT
CODE **BLUE**	MEDICAL EMERGENCY
CODE **YELLOW**	MISSING RESIDENT
CODE **PINK**	ELEVATOR EMERGENCY

How to announce a code

In the event the SIC/designate has determined a code; a **CODE CALL** is required:

1. It is to be announced using the public address system.

2. Code calls need to be announced in a clear voice, slowly allowing space between directions – staff to breathe between sentences. Calls are announced/repeated three (3) times to ensure all parties have heard.

"Attention All Staff, Code_____

"Attention All Staff, Code_____

"Attention All Staff, Code _____

3. The SEOC is a predetermined location and staff will know the location. In the event of some code situations, an alternative location would be announced and/or a specific location of emergency for staff to report to.

   Example: Code Blue will direct selected staff to the location; Code Red will direct all staff to specific area:

   "Attention All Staff, Code_____; Staff report to_____

   "Attention All Staff, Code_____; Staff report to_____

   "Attention All Staff, Code_____; Staff report to_____

4. If there has been a loss of power; use alternate methods of communication:

   - Walkie talkie

   - Loud Hailer / Bull Horn / Megaphone

   - Runners – an assigned person to communicate between areas.

5. Inform and advise staff of situation, location (not all codes will announce a location); staff are expected to proceed into the corresponding code emergency protocol.

6. All codes utilize the same manner of announcement.

Answering a Code

All staff on duty are to respond to a code call following the protocol outlined in the IMS/Emergency Plan. Safety of all is important; staff must ensure their workstation is safe and secure before responding to the call.

Example:

- If you are providing care with residents ensure they are in a safe location and you are able to leave

- Turn off all appliances which cannot be supervised.

- Depart the work area/station in a safe manner; be quick but calm and controlled.

- Designated "home areas" (care and secure areas) which have multiple staff will follow their fire plan response to have a designated "charge person" to provide direction and the areas cannot be left without supervision.

Terminating a Code Call

When the SIC has determined an emergency is ended and is authorizing the end of an emergency and a return to areas and routines activity, the same principles of announcing are reversed in a clear, precise voice. A termination code call is to be announced using the repetition of three (3) announcements to inform all staff.

A code script to terminate an emergency code is as follows:

"Attention All Staff, Code_____has ended, ALL CLEAR

"Attention all staff, Code_____has ended, ALL CLEAR

"Attention all staff, Code_____has ended, ALL CLEAR

Upon the announcement of an "All clear", staff are to return to normal duties unless otherwise directed and ensure the area of work is safe for residents and staff. If equipment has been used and part of the emergency protocol, it is to be returned to safe storage and/or replaced if required.

The SIC will direct a de-briefing session to review incident and obtain all information relevant to the situation.

Emergency Preparedness - Code Review (LTC)

1. In accordance with the Fixing Long Term Care Act, 2021 and O. Reg. 2446/22 under the Act, each residence shall test the following emergency plans in conjunction with entities that may be involved in or provide emergency services in the area where the home is located (i.e., community agencies, health service providers, partner facilities, and resources that will be involved in responding to the emergency) on an annual basis:

   - Loss of Essential Services
   - Code Red – Fire
   - Code Yellow – Missing Resident
   - Code Blue – Medical Emergency
   - Code White – Violent Outbursts
   - Gas Leaks
   - Natural Disasters
   - Extreme Weather Events
   - Boil Water Advisories
   - Outbreaks of Communicable Disease, Disease of Public Health Significance, Epidemics and Pandemics
   - Floods

2. Additionally, each residence will test all other emergency plans at least once every three years in conjunction with entities that may be involved in or provide emergency services in the area where the home is located (i.e., community agencies, health service providers, partner facilities, and resources that will be involved in responding to the emergency).

3. Each residence will conduct a planned evacuation at least once every three years.

4. The residence will maintain a written record of the testing of the emergency plans and the planned evacuation, and any changes made to improve the plans.

Emergency Preparedness - Code Review (RET)

1. In accordance with ON Retirement Homes Act, 2010, S.O. 2010, c 11 and O. Reg.166/11 – Emergency Plan, General s. 24(5), the home must test the following five elements on an annual basis:

   - Loss of Essential Services

   - Code Yellow – Missing Resident

   - Code Blue – Medical Emergency

   - Code White – Violent Outbursts

   - Epidemics and Pandemics

2. Each residence will conduct a planned evacuation at least once every two years.

3. The residence will maintain a written record of the testing of the emergency plans and the planned evacuation, and any changes made to improve the plans.

FORMS LIST

The below information is available electronically on SharePoint.

Forms are standardized to ensure the quality of content and structure is consistent across all sectors; please complete the forms as instructed for use.

FORM #	ISSUE/REVISION DATE	FORM NAME	INSTRUCTION FOR USE
ALL-ON-510-26-02.01	December 2024	Emergency Code Reference Sheet	Laminate and post in visible locations for reference i.e., workstations, laundry, housekeeping storage.
ALL-ON-510-26-02.02	December 2024	Template Emergency Code PocketCards	Create your own pocket size quick emergency reference sheets.
ALL-ON-510-26-02.03	December 2024	Template Emergency Code Flip Guide	This template calls for the use of a binding machine but you may get creative and find an alternative means to keep the sheets together such as a board with a folding pin.
ALL-ON-510-26-02.04.1	December 2024	LTC Emergency Response Plan Element Test Template	LTC Residences to record element testing and evaluation.

ALL-ON-510-26-02.04.2	December 2024	RET Emergency Response Plan Element Test Template	RET Residences to record element testing and evaluation.
ALL-ON-510-26-02.04.3	December 2024	Sample: ER Response Plan – Code Blue	This document is a sample of a completed code drill.
ALL-ON-510-26-02.04.4	December 2024	Sample: ER Response Plan – Code White	This document is a sample of a completed code drill.
ALL-ON-510-26-02.04.5	December 2024	Sample: ER Response Plan – Code Yellow	This document is a sample of a completed code drill.
ALL-ON-510-26-02.04.6	December 2024	Sample: ER Response Plan – Power Failure	This document is a sample of a completed code drill.
ALL-ON-510-26-02.05	December 2024	Sample Post-Disaster Evaluation Considerations	This document is a sample of a completed code drill.
ALL-ON-500-04-06	Refer to Policy	Fire Drills	Refer to policy for frequency and process to conduct routine fire drills

TABLE OF CONTENTS

ALL-ON-510-03: EMERGENCY CONTACTS

EMERGENCY CONTACTS

911 Information Procedures

For all emergencies call 9-1-1.

The caller must speak clearly and listen to the questions asked by the 911 operator. The 911 operator will determine and direct what emergency response services will be dispatched to address the emergency.

The caller will be required to provide the following information; best practice is to have the property identification information readily available at each telephone; if the home requires access to an outside line by dialing 9 before a telephone number, indicate this on posted information.

 The caller will need to provide:

1. Name of Home

2. Street Address of the home

3. Telephone Number of the home and you may be asked if the telephone in use is different to explain or provide number

4. Caller Identification – the caller's name and position

5. What the emergency is – clearly explain the problem to ensure appropriate emergency services are dispatched (fire, ambulance, police)

6. Specify the known location of the emergency

7. Answer as available to any questions asked by the 911 Operator to address the emergency.

Telephone Lists

All telephone listings for resident family contacts, employees and services must be **updated as required to be current at all times**.

It is the responsibility of the Executive Director to ensure the task of maintaining all telephone contact list(s) is completed; if this task is assigned it is the responsibility of the Executive Director to supervise the task to ensure completion.

The following standardized list is to be maintained in the home.

Telephone lists are to be stored in an accessible location for staff and **respect the privacy of personal contact information.**

1. **Manager Contact List** – contains all home Managers

2. **Corporate Contact List** – limit the list to those corporate positions/personal pertinent to the home in the event of an emergency. The CIC will contact other corporate personnel as needed.

3. **Emergency Services Contact List** – short listing of the most pertinent services required during an emergency

4. **General Service Contact List** – general alphabetical listing by service of all other providers the home may use at anytime

5. **Fan-Out List –** a listing of all staff prioritized by response time to the home and position

6. **<u>Resident Emergency Contact</u>** - update with each change in status (admission & discharge or as identified by a resident / family / POA).

   A binder with all current resident information is to be maintained in a private area - "grab and go" availability for staff; homes vary in how this information is produced and stored.

Fan Out List (Emergency Call Back to Duty) Procedure

Each site is responsible to maintain a current Fan-Out List. The order of the list is based on a staff member's proximity to property and skill set etc.

In the event of a Disaster/Major Emergency, it is expected that staff will return to work when contacted.

If the home has a designated, alternate telephone line available for use in the event of a power failure, this is to be communicated as part of the emergency plan resources.

Fan-Out Lists are to be maintained as a private document containing a staff name and a contact number, no other information is to be listed. Lists are to be maintained in secure areas and not readily available at reception for any person to obtain.

Maintaining Fan-Out Lists

1. The Executive Director is responsible for maintaining all telephone and call back lists or supervising the assignment of another designated staff member to complete the task.

2. Department Supervisors/Managers are responsible for keeping current department employee call back lists and submitting all changes to the Executive Director.

3. All staff employed at the community will make themselves available for a return to work upon learning of a disaster/major emergency.

4. **All staff are responsible** for informing supervisors if their personal contact information changes.

Fan-Out List Drill

The Executive Director is responsible for ensuring a Fan-Out Drill is complete at minimum once annually.

Emergency Telephone in Power Failure

(Check which of the below applies to your home)

☐ **The emergency telephone for use in a power failure is located:** insert location

   Instruction for Use: It is to be plugged into the: Insert information

☐ This home **does not have** a designated emergency telephone for use in the event of power failure

Activation of Fan-Out List

The Site Incident Commander (SIC) will:

- Determine the number of staff they require to assist with an emergency; an emergency may not require all staff to be contacted or may require specific skill set for response

- Designate the Site Communications Officer (SCO) who will initiate and complete the call back.

- Designate what telephone is to be used; stop all in-coming calls.

- If more than one staff is assigned the role of SCO, each SCO is to be provided specific contact instruction and list to follow to ensure no duplication.

- Provide the specific communication message the SCO is instructed to relay in each call to staff; document the message.

- Contact Director, Regional Operations and seek assistance for media communications.

The Site Communications Officer (SCO) will:

- Be directed or provided a telephone line for use

- Be provided the communication message from the SIC; request all staff to not call the home to keep telephone lines open

- Contact staff according to the Fan-Out List and/or as directed by the SIC; there are circumstances that calling staff back may be based on position to access staff skill level

- Contact staff and provide the communication message, the location and person the incoming staff are to report to on arrival

- Document on the Fan-Out List:
    - confirmation of staff contact or message left
    - expected time of arrival or absence

- Report to SIC on completion of the Fan-Out List

Please be mindful when using the same phone line, making outgoing telephone calls will prevent incoming telephone calls. Please spread out the use of telephone to as many resources as available.

If a landline telephone system is down, call staff by using cell phones or other means of communication.

Media Protocol for All Staff

All information disclosed to the media or any external communication sources on behalf of AgeCare must be accurate, complete, consistent, and disseminated in accordance with AgeCare policies. Therefore:

- Only designated spokespeople are to speak on AgeCare's behalf

- Do not speak off the record; never offer your personal opinion.

- All media inquiries are to be directed to Corporate Communications.

- Out of respect for the privacy of our residents and staff, media are not permitted to film on AgeCare property without prior approval.
- Please advise Corporate Communications of any events triggering high profile media coverage.
- Media inquiries can be directed to AgeCare's Corporate office at: **media@agecare.ca**

Executive Director Issue Management & Media Protocol:

- When taking a media call, always be courteous, responsive and forthright in asking what information they are looking for, who else they have spoken to and what the deadline is.
- Do not speak off the record; do not comment personally.
- Be upfront: "I can't comment on this at this time."
- Assess the situation, get the facts.
- Contact your DRO who will notify the necessary contacts at the corporate office.
- An issue response plan, key messaging and a communication strategy for internal and external stakeholders will be developed as required.

FORMS LIST

The below information is available electronically on SharePoint.

Forms are standardized to ensure the quality of content and structure is consistent across all sectors; please complete the forms as instructed for use.

FORM #	ISSUE/REVISION DATE	FORM NAME	INSTRUCTION FOR USE
ALL-ON-510-26-03.01	December 2024	MANAGER Contact List	The manager titles may be added / deleted based on your community.
ALL-ON-510-26-03.02	December 2024	CORPORATE Contact List	The titles may be added / deleted based on your community; limit the list to corporate positions/personal pertinent to the home in the event of an emergency. The CIC will contact other corporate personnel as needed.
ALL-ON-510-26-03.03	December 2024	EMERGENCY Service Contact List	Short list of services which are primary and may be required in emergency
ALL-ON-510-26-03.04	December 2024	GENERAL Service Contact List	This is a general directory of all services you may require at any time.
ALL-ON-510-26-03.05	December 2024	FAN-OUT List	This is a staff listing you need to maintain by a pre-determined order based on proximity to site for quick response.
		Resident Emergency Contact	A binder with a current list of residents and their contact information; it may be the PCC profile page, Prospect, etc. **The purpose is one book to "Grab and Go"**

TABLE OF CONTENTS

ALL-ON-510-04: SETTING UP A SITE EMERGENCY OPERATIONS CENTRE (SEOC)

Policies and procedures are for internal use only. They are considered intellectual property of AgeCare and are not to be shared outside AgeCare owned and managed properties without written approval of the Executive Committee.

    ALL-ON-510-26-04.01 - SEOC Emergency Set-Up Kit
    ALL-ON-510-26-04.02 - Emergency Preparedness Kit List
    ALL-ON-510-26-04.03 - AgeCare Incident Report
    ALL-ON-510-26-04.04 – Emerging Issues Notification

SETTING UP SITE EMERGENCY OPERATIONS CENTRE (SEOC)

ROLE OF SEOC

Emergency preparedness includes having an established location in the home as a central area of command to coordinate the emergency from. The SEOC location:

- is an area known to staff to report to
- has an alternative location based on emergency location in the home
- is away from main entrance areas where first responders may need as their primary access
- contains or is close to the emergency kit and supplies that may be required
- is an area that has telephone access or emergency telephone access
- is an area the generator may service in the event of power failure
- is an area that command can limit access to during the emergency to allow control, time to think and plan responses

Location of SEOC

1. Primary designated SEOC in the home is: [Click & insert the room include name of room and the specific location within the building]

2. Alternative SEOC location in the home is: [Click & insert the room include name of room and the specific location within the building]

In the event neither location is safe for SEOC, an alternative will be identified to staff

SEOC Kit Location(s)

Click & insert the specific location of site emergency kits noting room numbers or name; floor location; if in another building etc

Emergency Preparedness Kit Location(s)

Click & insert the specific location of site emergency kits noting room numbers or name; floor location; if in another building etc

Identification of SEOC Personnel

At the onset of a disaster/major emergency, the most senior person in the residence will either assume or designate the role of the SIC and take control of the situation. Until relieved of that post, the SIC will be responsible for establishing the basic requirements of an SEOC.

SEOC personnel will be identified by:

- SIC - Site Incident Commander: [Click & insert identification method i.e. arm bands, vests etc

- Scribe - [Click & insert identification method i.e. arm bands, vests etc

- CO - Communication Officer - [Click & insert identification method i.e. arm bands, vests etc

At the SEOC, personnel are responsible for:

☐ Strategic planning of facility use, site evacuation, etc.

☐ Calling back staff to duty and designating their duties on arrival

☐ Designating the roles under the IMS for communication, scribe etc.

☐ Building search

☐ Documentation of the incidents and the sequence of events

☐ Securing and using emergency kit and resources

☐ Internal communications; liaison with corporate; media communication is the role of corporate

☐ Termination of declaration of disaster under the direction of the designated authority.

☐ Staff debriefing session.

SITE EMERGENCY OPERATIONS CENTRE

SITE INCIDENT COMMMANDER (SIC)

Corporate INCIDENT COMMANDER (CIC)
Responsibilities include: authorization/arranging of Planning, Logistics, Operations, Finances, Media, Planning & Recovery

Scribe

Communication Officer
Fan Out List & other communication contacts EXCEPT media

Control Person(s)
Planning, Logistics, Operations, Finance
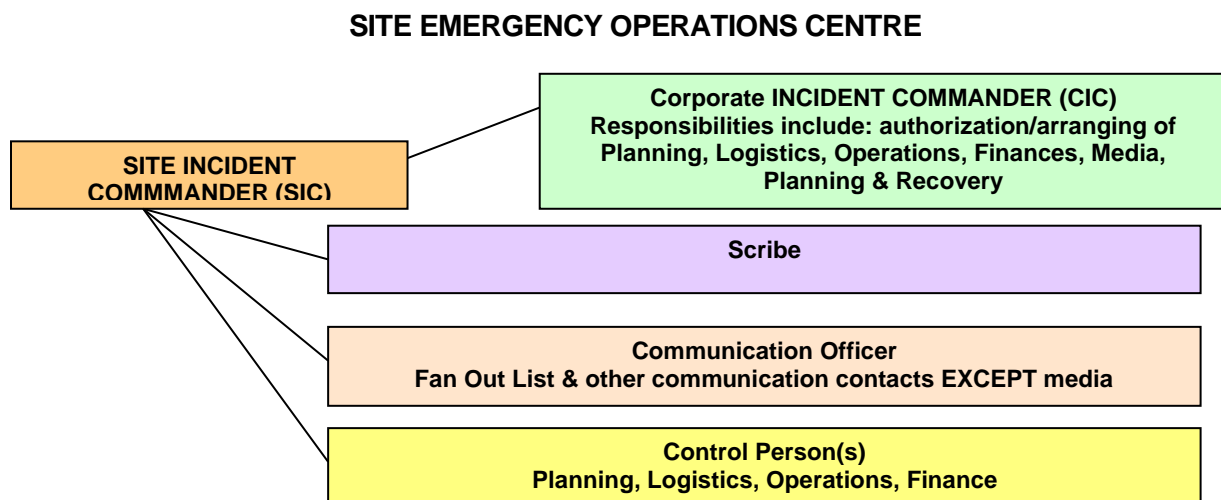
Responsibilities Site Incident Commander (SIC)

The SIC shall:

Assume command and control of the situation and establish the SEOC.

- Make **THEMSELF** identifiable to ensure everyone will recognize who is the SIC i.e. put on an orange vest
- Assess the situation and determine the code and required responses
- Assign a staff to communications as the Site Communication Officer(s)
- Assign a staff as the Scribe to document and monitor the events as they unfold; *it is probable each role of the IMS will be required have a documentation role for their actions or complete the checklist etc.*
- Assign staff as other Control Persons to coordinate the instruction provided by SIC
- Assign staff to obtain the emergency kit and place it in the SEOC location; ensure that all "Emergency Preparedness Cabinets" are accessible
- Access the Emergency Checklist appropriate for the emergency, provide to staff
- Liaise with other emergency operations centers and other emergency response organizations to coordinate information
- Ensure all residents and staff are accounted for
- Contact DRO to obtain communication support from corporate
  - o Scribe media response
  - o Initiate community broadcast radio, television for direction to staff and families
- Problem Solve - If more assistance is needed you will need to determine the most appropriate agency to ask. You will need to take into account whether the situation is specific to your location or region.
- If applicable, ensure the appropriate "Authorities" have been notified (ie. MoH, LTC, Regional Health Authorities, RHRA etc.)

Responsibilities: Site Communications Officer (SCO)

The SCO will:

- Relay information as provided by the SIC in an accurate manner to internal supports
- *Media communications is directed and assisted by corporate;*

  Refer to Tab 3: Media Protocol:

- Check to ensure the communication systems are working, including handheld megaphones, walkie - talkies
- Implement Fan Out List as directed by SIC
- If there is no phone or radio communication, use a runner to complete communications task.
- Implement Notification of resident and families as directed by SIC

Responsibilities of Scribe

This Scribe will:

- document the sequence of events to ensure comprehensive information is available throughout the emergency to SIC and information is available at the conclusion of the emergency for reporting

- Include date – time – person – request – action –locations - events – community responder instruction etc.

- All checklists, paper, pens, pencils need to be included in the SEOC Kit to be readily available for completion.

Responsibilities of Control Person

There may be more than one assigned Control Person to implement the instruction and complete the assigned tasks as directed by the SIC.

Notification of Relatives/Next of Kin

When all residents are accounted for and it is considered safe to do so, the SIC will direct the communication to contact relatives of all residents. The SIC may request corporate assistance to increase rapid relay of information to families and access more telephone lines.

Resident relatives will be kept updated through regular communication (telephone or email communication) about the emergency at regular intervals and at the conclusion of the emergency.

Emergency Fan-Out Next of Kin Message:

Communication needs to be clear, identify the need and request in an expedient manner.
Communications Officer:

1. The home has an emergency - "state emergency".
2. The residents are all safe or if a resident has been taken to hospital, advise the family why and the location.
3. We need you to comfort and assist your family member by going to "the identified location". More information will be available at that location.
4. Are you able to assist?
   a. **If yes**, please report to "identify the person/location"
   b. **If no**, we will be in contact with you to update you on your family member.
5. Please do not come to the home or telephone the home, all available resources are involved in responding to the emergency and attending to the safety of everyone.
6. Thank you

Termination of Emergency / Disaster

The SIC will:

- In conjunction with the designated community Incident Commander responding to the emergency determine when an emergency is concluded at the site
- Announce the termination of the emergency
- If applicable, prepare the property to be abandoned by securing property
- Complete a debriefing with staff and community at the earliest, safe opportunity after collecting all information required for review

Evacuation/Abandonment of Property Responsibilities

1. To secure the property, prior to final departure ensure the property is locked and/or secured and/or external security agency has been put into place to supervise the property and contents in the absence of staff presence.
2. During an emergency, the home must ensure all records containing personal information of residents and staff is secured either in the home and/or in transit from the home.
   - Complete the "Post Disaster Checklist"
   - Ensure emergency supplies used are replaced
   - De-brief with staff and any community agencies

Post Emergency

The SIC will:

- In conjunction with any required supports, return the home to safe operating conditions prior to the return of any residents and staff to the home

- Complete a detailed Critical Incident Report
  - If the home is regulated and has a designated process and form required to be submitted to the province, it is to be completed within the mandated time frame and forwarded to the "Authority" and to corporate DRO.
  - If the home is not regulated with a designated process and form to be submitted to the province, the home will use the AgeCare Incident Form and forward to DRO as soon as possible following the emergency event.

- The home Leadership team and the Corporate Critical Incident response team will determine the need and arrange for additional supports for those who experience distress during the emergency. This may include:
  - Social Worker/Social Service Worker supports
  - Employee and Family Assistance Program supports
  - External organizations that support the mental health and wellbeing of individuals post traumatic events.

Incident Documentation and Reporting

All incidents require reporting to the proper authorities and corporate personnel. Following the verbal reporting and immediate response to the situation, a written full disclosure of the series of events leading up to and including the incident as well as follow up are required to be documented and submitted to your DRO and other designated person(s) as required.

Numerous checklist and forms will be used throughout the emergency and the must be saved for reference and form part of the "reporting and evidence" chain.

Incident Reporting: the AgeCare form is to be used unless a province /sector is required to complete a specified alternate form; if required, AgeCare form will be passed, provincial form used and filed accordingly and a copy for the file.

ONTARIO LTC: CIS Reporting to Ministry Bulletin	Please reference website to remain current on this information. ltchomes.net

CORPORATE OPERATIONS CENTRE

Corporate Incident Command (**CIC)** is a designated corporate position that will be assigned to assist a home with the emergency at hand. In any emergency the best intentions of wanting to assist and provide support can be overwhelming at the receiving end and increase work and confusion therefore an assigned CIC to assist Site Command to focus on the emergency will reduce duplicity, interruption and expedite the needs of the home, works best.

The corporate position will be assigned based on the emergency and location and type of emergency which may be an incident for flooding, food recall, fire, evacuation etc.

The supports they will coordinate on your behalf may include:

- Communications
- Financial assistance
- Telephone calls to family, staff, and suppliers
- Coordinate distribution of goods and services – food delivery, medication, supply etc.

The home will coordinate and follow the direction of their respective Director, Regional Operation

FORMS LIST

The below information is available electronically on SharePoint. Forms are standardized to ensure the quality of content and structure is consistent across all sectors; please complete the forms as instructed for use and inserted into the ERP as indicated.

FORM #	ISSUE/REVISION DATE	FORM NAME	INSTRUCTION FOR USE
ALL-ON-510-26-04.01	December 2024	**SEOC Emergency Set-Up Kit**	This list needs to itemize all the available information and forms required by your community. The SEOC kit needs to be ready for use at all times. Place copies of all forms inside. Add the SEOC kit to routine audits to ensure the kit supplies and forms remain current. SEOC set the form requires each site to customize & insert what is available at their site.
ALL-ON-510-26-04.02	December 2024	**Emergency Preparedness Kit**	Please insert the information and list the contents of the emergency preparedness equipment kit you have customized for your community. Place copies of the form inside the SEOC Set Up Kit so they are readily available for use in the event of an emergency.
ALL-ON-510-26-04.03	December 2024	**Incident Report**	Standard report; all incidents at a property for residents, staff and visitors; • staff injury reporting to WSIB will be required; • If the home has a requirement for use of a provincial reporting form, copy the form submitted to the province for file; unless otherwise directed by DRO, there is no need to duplicate form completion.
ALL-ON-510-26-04.04 (CPM-ON-600-1010.4.1)	September 2024	**Emerging Issues Notification**	This AgeCare template is used for emergency incidents which include: • loss of property – fire, flood, evacuation and abandoning of property etc. • significant injury causing loss of life.

TABLE OF CONTENTS

ALL-ON-510-05: Code ORANGE

ALL-ON-510-26-05.01 – Hazards Identification Risk Assessment

CODE ORANGE Emergency (Disaster / Emergency)

A code orange announcement does not define the emergency; it is a prelude and preparation of staff that an emergency is in process and the appropriate response is being determined; staff are to prepare and will be notified.

Purpose

- ❖ To be prepared with the earliest possible response in an emergency.
- ❖ To take immediate action to eliminate or abate all sources of potential danger in the area of the emergency.
- ❖ To initiate rescue of all trapped persons, injured or in immediate danger.
- ❖ To ensure a controlled evacuation from the facility if required and to have these persons received at the appropriate reception centre or hospital if required.
- ❖ To facilitate a prompt, efficient recovery from the disaster or emergency.
- ❖ To conduct immediate inspections of buildings for damage to determine safe occupancy.
- ❖ To evacuate any building or area considered to be in a hazardous situation as quickly and efficiently as possible.
- ❖ To implement the staff call back procedure if required.
- ❖ To facilitate a prompt, efficient recovery from the major emergency or disaster.

Activation of a Disaster/Major Emergency Plan

The first person to learn of the Disaster/Major Emergency will contact the Executive Director or Designated On - Call Personnel.

Details of the event will be provided to the Executive Director/Designate, in order to make a decision whether to implement the Disaster/Major Emergency Plan and /or to obtain the direction provided from the community emergency response/measures team.

If there is a decision to implement an Emergency Plan in response to an emergency condition, then the SIC/Designate will announce or delegate the announcement of the CODE ORANGE.

The SIC will establish an SEOC and will be in charge of the SEOC (including the roles & responsibilities) for the duration of the event or until relieved by the Executive Director/delegate.

The SIC will direct that staff, residents, and visitors be informed of the event via the public address system or word of mouth that the Emergency Response Plan (ERP) is in effect, by announcing

"Attention all staff, Code Orange, report to SEOC or specify the location"
"Attention all staff, Code Orange, report to SEOC or specify the location"
"Attention all staff, Code Orange, report to SEOC or specify the location"

o The SIC will authorize the termination of the declaration of disaster according to protocol.

"Attention all staff, Code Orange has ended; All Clear"
"Attention all staff, Code Orange has ended; All Clear"
"Attention all staff, Code Orange has ended; All Clear"

Community Threat (Explosion, Fire, Spill, etc.)

In the event the property is in proximity to a community disaster, proceed as directed by emergency management services (EMS). The process would be a Code Orange assessment and the decision to call the appropriate code and set up a SEOC.

This may require evacuation for safety, example: environmental air contamination or as a result of the loss of all utilities etc.

If the event is during non-conventional hours:

- Immediately the senior staff person must contact the Executive Director or designated On Call Manager for direction OR to relay direction provided from you from emergency command

- Proceed with all instructions provided to you from emergency response incident command; as required use the resources within the manual for reference - example: lock down of air units or transportation for evacuation.

You may be required to turn off power, water, and gas etc. in and on the property either at the onset of an evacuation or at the conclusion of an evacuation. Lock the building on final departure if full evacuation is required.

Community Partnerships to Respond to Emergencies

The home must identify the relevant community agencies or partners and their resources that will respond to emergencies. Obtain in writing, using the Letter of Understanding form, to confirm the agency, contact person and type of assistance they have agreed to provide the home in the event of an emergency.

Update the contact/information annually as part of the emergency plan review.

Keep the information available with other contact information in Code Green – Evacuation for reference.

Listing of Community Hazards

The home must identify other surrounding hazards that may affect the operation of the home. To obtain this information contact the designated person in your city, town or municipality that is responsible for the planning of emergency measures.

In the event of a large-scale community incident the home will be instructed by emergency response team in regard to the hazard and directions as part of the community plan which may result in a code that requires response such as evacuation, loss of utilities, shut-down air hazard. The home may be notified of smaller scale potential emergencies that may require the home to prepare such as property flooding, intermittent losses of power etc.

FORMS LIST

FORM #	ISSUE/REVISION DATE	FORM NAME	INSTRUCTION FOR USE
ALL-ON-510-26-05.01	December 2024	**Hazard Identification Risk Assessment**	Identifies natural and technical hazards and determines risk level by looking at the Frequency and Consequence potential.

TABLE OF CONTENTS

ALL-CA-ALL-510-06: Code RED

CODE RED Fire

Fire within the Building

THE HOME WILL REFERENCE ALL PROTOCALS AS OUTLINED IN THEIR SITE-SPECIFIC FIRE SAFETY PLAN FOR YOUR PROPERTY THAT HAS BEEN DEVELOPED IN ACCORDANCE WITH LOCAL AND PROVINCIAL REGULATIONS AND APPROVED BY THE FIRE DEPARTMENT.

In the event of a fire, the home team member will activate the fire alarm system and take action/implement Evacuations Procedures as per their Fire Plan.

The SIC will announce the Code Red so that staff are able to respond immediately, by announcing

> **"Attention all staff, Code Red, report to location"**
> **"Attention all staff, Code Red, report to location"**
> **"Attention all staff, Code Red, report to location"**

When the SIC has determined that the emergency has ended and it is safe to return to normal activities, the termination code call will be announced.

> **"Attention all staff, Code Red has ended; All Clear"**
> **"Attention all staff, Code Red has ended; All Clear "**
> **"Attention all staff, Code Red has ended; All Clear "**

External Fire Presenting Risk

Any fire in close proximity to the building requires an immediate closure of all windows and airways (HVAC units) to maintain the air supply within the building to its safest level.

A fire on the property grounds or in the surrounding area may require an evacuation from the building due to hazards and loss of utilities. You will be instructed by the emergency responders in your community.

TABLE OF CONTENTS

ALL-ON-510-07: Code GREEN

CODE GREEN EVACUATION

Circumstances Requiring Evacuation

➜ Fire
➜ Explosion
➜ Flood
➜ Bomb Threat
➜ Loss of heat, power or water for an extended period of time
➜ Community disaster e.g. toxic spill, loss of utilities or gas leak
➜ Any other reason the IC coordinates an evacuation

Planning Evacuation Locations

When planning Evacuation Sites; consider the safe area around your environment and determine sites which may be a greater distance in the event of a loss of utilities or a need to evacuate all sites within a sector.

1. Immediate building property
2. Evacuation Zone within 1 km
3. Evacuation Zone 10 or more km
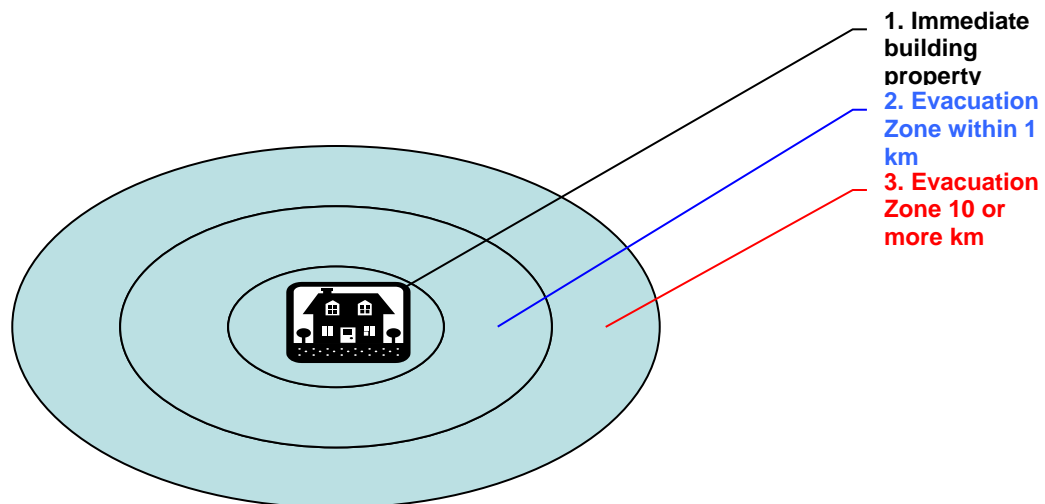
Types of Evacuation

1. **Simple Evacuation:** This involves removing people from an area where a dangerous situation has occurred to a safe area.

2. **Partial Evacuation:** This involves the movement of people within the building from a dangerous situation to a safe area/zone.

3. **Total Evacuation:** This involves total evacuation of the building. The decision to evacuate will be made by the site SIC in conjunction with EMS.

Designated Evacuation Area on Site

1st ➜THE DESIGNATED OUTSIDE ASSEMBLY AREA IS:

Click & insert LOCATION

2nd - ➜ LOCATION IN THE EVENT THE 1ST DESIGNATED LOCATION IS DEEMED UNSAFE

Click & insert LOCATION

Priority of Evacuation

1. Those individuals in immediate danger.
2. All ambulatory residents to be moved under supervision to a safe area.
3. Residents in wheelchairs are moved to a safe area. Residents who usually use walkers may need assistance in wheelchairs.
4. Residents who are totally dependent on staff to mobilize and/ or resistant residents are moved last and may be carried or placed on a blanket and dragged to a safe area.
5. Consideration of pets in the home

Responsibility During Evacuation

The SIC will do the following:

1. Implement the Emergency Plan; proceed to SIC roles and responsibilities.
2. Direct the roles of SEOC in conjunction with EMS.
3. Contact corporate contacts/office.

IF THE EXECUTIVE DIRECTOR IS NOT PRESENT, THE STAFF PERSON IN CHARGE WILL ASSUME THE ABOVE SIC RESPONSIBILITIES

In the event the SIC has determined and/or has been informed in consultation with designated emergency response personnel an evacuation is required in response to the emergency, the IC shall activate the plan.

☐ The IC will assess the impact on the facility, establish and announce the activation of the SEOC, and take immediate steps to protect the health and safety of building occupants.

☐ The IC will direct that staff, residents, and visitors be informed of the event via the public address system or word of mouth that the ERP is in effect, by announcing

"Attention all staff, Code Green"
"Attention all staff, Code Green"
"Attention all staff, Code Green"

☐ When the code announcement is made, the SIC and on duty staff will begin IMS process to determine the following concerns:

- <u>If an immediate threat of risk to residents and property and immediate departure is required</u>: meet all residents and staff in the pre-determined /designated meeting area. Complete accounting for all persons on duty and all residents on site according to daily census.

- Location of the SEOC & reporting if not previously established under Code Orange

- If community requires full evacuation and abandonment of property; proceed to below checklist steps.

SEOC COMMNICATION UPDATES required every fifteen (15) minutes between the SIC and all other SEOC positions.

THE SIC will contact the DRO, in their absence the designated VP-Operations, for the following:

- Media support - newspaper, radio & television to provide a statement of direction.

- Financial support - cash for immediate needs; take any petty cash in the Residence; contact DRO for funding needs to resolve.

- Logistic support - assign contacts for resources and supplies.
  - take staff schedules and phone lists from the Residence for use; this role may be appointed by the SIC to complete.

- If required, a set up SEOC & IT communication operations off site for copying, telephones.

- Obtain security for building once vacated.

The SIC will assign the Communication Officer (CO) to delegate/ complete the following tasks:

☐ Designate Scribe

☐ Designate Control person at entrance and control / record entrances & departures

☐ Inform all staff and volunteers who the site CO is by name and this contact name is to be provided to all contacts at sites / with services they are assigned to communicate with.

☐ Assign staff/volunteers a list of residents for evacuation.

Delegates will obtain *Resident ID Tags* from emergency box and place on each resident. Staff may be required for transit / continued supervision with the assigned resident to safe shelter.

- LIST OF RESIDENTS /STAFF transported to shelter; one copy remains at site; one with staff in transit.

- Provide paper. pens for documentation on further incidents; resident wellbeing

The CO will delegate staff / volunteers / corporate to specific tasks / assignments for evacuees.

☐ Contact to emergency evacuation sites; document identified contact person(s) with the temporary shelter & exchange site CO identity.

☐ Contact to emergency transportation; document identified contact person(s) with the transportation company & exchange site CO identity.

☐ Contact to regional / municipal authorities; document identified contact person(s) with the transportation company & exchange site CO identity.

☐ Delegate contacts to families:
Determine if family can provide lodging and care to resident; prepare for transition.
   o Inform of resident location
   o Obtain /provide detail instruction of how they may assist.
   o If family is NOT unable to go to evacuation site, advise on instruction for contact when / how.

☐ Upon departure of all residents & staff to safe shelter, the CO will do a final listing to ensure all resident and staff / volunteers reporting to duty have been accounted for.

The CO will delegate the following tasks which may have not been completed in evacuation transit:

☐ On completion of resident safe transport & shelter; prepare the following items required for the residents at locations.
- Kardex/Family Contact
- Arrange all wheelchairs & walkers for delivery to locations for use.
- Arrange MAR, medication and treatment supplies for delivery to evacuation locations for residents in locations.
- Arrange required personal supplies which may be required.
- Arrange for special dietary requirements.
- Possibly resident file if warranted by shelter site (LTC or hospital).

☐ Contact expected supplier delivery / pick up & stop action on delivery / pick up or re-route delivery

☐ On final abandonment of property
- Secure entrance / exit
- Inform corporate of vacated property.
- Ensure security in place and required access keys are available to them.

Message Centre / Machine

Change the message to indicate: "The insert name of home" has an emergency, please contact "insert name of person" at "insert contact number" for additional information.
Staff are caring for residents at this time in a safe location.

Standard Signage
Place signage at entrance doors to direct people to a specific location and or a contact number for information; it is best to have all traffic directed to one location and one contact to screen visitors.

Ontario Long-Term Care Addendum
Homes are to follow the *Ministry of Long-Term: The Guide on the Policy, Process, and Procedures during Emergency Evacuations*.

- In an emergency, the Home commences and follows its emergency plans and, where necessary, starts evacuating residents to the Recipient Home(s) or Stand-Alone Unit(s) (Determined with the placement coordinator). (Homes are encouraged to have emergency locations identified as part of their larger emergency procedures/plans.)
- The Licensee/Home must immediately report the emergency, including any related evacuation to the Director, LTC Inspections as per s. 115(1) of the Regulation under the Fixing Long-Term Care Inc.
- The Licensee/Home initiates the emergency licensing process by notifying the placement coordinator and SAO of the Home's need for evacuation (internally, the home will initiate an Emergency Management Communication Tool* ticket).
- The Home will provide the necessary information to the placement coordinator to complete the Emergency Placement Form, see LTC-ON-510-07-06.

- The Home will maintain ongoing communication with the placement coordinator and the SAO throughout the duration of the evacuation and provide updated documentation as necessary.
- Once the emergency is over, the Home notifies the recipient home and ministry branches that it is safe for the resident(s) to return to the source home. If required, it will submit clearance documentation to the SAO.
- If documents are destroyed due to the emergency, the Source Home should still complete the EPF to the best of their ability.

Note: The Emergency Management Communication Tool is used to manage system wide emergencies, such as fires, floods, natural disasters. It is a communication tool used to help coordinate system wide responses. https://emct.disasterlan.ca/

Cancellation of Code GREEN

The decision to cancel the CODE GREEN may only be made by the SIC in consultation with the advice of Emergency Services and following considerations surrounding the threat.

"Attention all staff, Code Green has ended; All Clear"
"Attention all staff, Code Green has ended; All Clear"
"Attention all staff, Code Green has ended; All Clear"

Immediately following the cancellation of the CODE GREEN:

- An all clear will be announced, THREE TIMES, using the telephone / PA system.
- Staff will return to their normal duties.
- A staff debriefing will take place with representatives as directed by the IC, and Emergency Services if available.
- Complete AgeCare Incident Report / Emerging Issue and send to emergingissueson@agecare.ca
- Provide detailed accounting to corporate.

FORMS LISTING

The below information is available electronically on SharePoint. Forms are standardized to ensure the quality of content and structure is consistent across all sectors; please complete the forms as instructed for use and inserted into the ERP as indicated to have available for use in an emergency

FORM #	ISSUE / REVISION DATE	FORM NAME	INSTRUCTION FOR USE
ALL-ON-510-07.01	December 2024	**Code Green Evacuation Checklist**	**Reference for the use during an evacuation to assist with evacuation process.** Ensure multiple copies are in SEOC Kit
ALL-ON-510-07.02	December 2024	Municipal / Regional Assistance List	This list needs to be customized with the contacts for your community included.
ALL-ON-510-07.03	December 2024	Evacuation Transportation Assistance List	This list needs to be customized and the contacts, types of transportation required for your community. Be sure to include accessible & truck transport.
ALL-ON-510-07.04	December 2024	Emergency Evacuation Locations	This list needs to be customized and the contacts for your community included.
ALL-ON-510-07.05	December 2024	Resident ID Card Template	Prepare on admission and place in emergency box; update with quarterly review or more frequently if the Residence has had significant change over in residents.
ALL-ON-510-07.06	December 2024	Letter of Understanding	Form to be used when partnering with external providers for emergency services.
ALL-ON-510-07.07	July 2021	MLTC – Emergency Placement Form	Form to be used to facilitate for resident placement in a recipient home or unit.
ALL-ON-510-07.08	July 2021	MLTC – The Guide on the Policy, Process, and Procedures during Emergency Evacuations	Print manual and tools to have available to utilize during an emergency evacuation. Home to follow the process for communicating to the recipient homes/units, the Home and Community Care Support Services and the ministry.

TABLE OF CONTENTS

ALL-ON-510-08: Code YELLOW

<mark>CODE YELLOW</mark> MISSING RESIDENT

AgeCare recognizes communities provide various levels of resident care; all communities must recognize there is a need to provide a plan to address "missing persons". Included in the community plan are risk level identifiers, stages of search and search plan grids to address the extent of the search.

Sign In/Out Protocol

All residents, visitors, staff and contractor/supplier/deliveries are required to sign into/out of a building in a Sign In/Out Register at all times. The register is normally maintained at front entrance / foyer; some properties will maintain a 2nd register at a delivery entrance for the convenience of supply delivery only.

> The recording of everyone's presence and/or absence is for safety reason. In times of emergencies, this register is a first point of reference to review the number of people within a residence.

If applicable, those communities who are responsible for the "presence and wellbeing of residents" and where residents may enter and exit the home either independently or with an escort, the sign in register is a first point of review when looking for a resident who has failed to appear at a designated time / event or be located.

Resident Risk Level Identification

The risk level will be assigned by the Director of Care (DOC) or designate to determine which stage of search procedure shall be initiated.

Risk Level One (1)
The resident is at great risk and deemed to lack the ability to cope independently due to a condition that may impair judgment.

Risk Level Two (II) (may not require all stages of search)
The resident who, although able to cope independently, has left the residence without notifying anyone and/or signing out on departure; destination and purpose are unknown.

Risk Level Three (III) (may not require all stages of search)
Residents at least risk and are independent. They may have indicated their departure by notifying a staff member and signing out in the register but have failed to return at a pre-designated time/date.

Code Yellow Search Plan Stages

The Missing Resident Search Plan consists of four stages and shall be implemented upon the discovery of a resident missing from a designated event or occurrence for a routine check.

1. **STAGE ONE SEARCH PLAN**

A resident has failed to be located for a routine event (example: mealtime).

A general search coordinated by the DOC/Designate, of known areas of habit within the building/property; utilizes a staff member as a search person.

If a resident is not located proceed to stage two search plan.

If a resident has been located, it may be appropriate to document the incident for future reference.

<div style="border:1px solid black; padding:10px; color:red;">

At any time during a search within the property if a resident is found in suspicious circumstances resulting in:

Resident injury - proceed to provide emergency assistance and document the conditions including pictures if possible.

Resident death has been determined - preserve the condition of person, any items and surrounding area as found; proceed to contacting local policing authorities as per protocol.

</div>

2. <u>**STAGE TWO SEARCH PLAN**</u>

1) The Search Coordinator / DOC or Designate has determined a more extensive detailed search plan and additional staff support is required; a code announcement is required. **Code Announcement:**

<div align="center">

"Attention all staff, Code Yellow"
"Attention all staff, Code Yellow"
"Attention all staff, Code Yellow"

</div>

The secondary detailed search coordinated by the DOC/Designate as the Search Coordinator.

2) Implement the use of the *Code YELLOW Checklist* form.

3) Assign the *Interior and Exterior Search Grid Plans* to individual staff members.

Remind all staff members to search every area extensively example: inside closets, washrooms, staff secured areas, calling out resident name.

<u>Note:</u> if time of day or weather for exterior search presents any hazard to staff, pair staff together for safety ensuing proper footwear, out wear, flashlights and radio contact are in place.

The grid checklist needs to be prepopulated with areas of search not necessarily staff assigned.

4) Search team members are required to follow and sign off each of their assigned areas of search on the form.

5) Search team members are to return to the SEOC upon completion of their search and submit their Search Plan form.

6) Resident location:

a. If Resident <u>has been located</u> announce:

<div align="center">

"Attention all staff, Code YELLOW has ended, ALL CLEAR

Announce the above code three (3) times.

</div>

Note if you have a search team in remote sections of the building or on the exterior ensure they receive the "All Clear" message.

b. Proceed to complete documentation of Code YELLOW Checklist and Resident Progress Notes to file.

c. If a resident has <u>NOT been located</u> and it is after business hours NOTIFY On-Call Manager a Stage Three - Code YELLOW is required and update status details of search.

3.   STAGE THREE SEARCH PLAN

After Business Hours: On-Call Manager is to be notified by the senior staff member coordinating the search and provide a status update if not previously completed.

The search plan is an extended detailed search including contacts to family / friends and known destination(s).

The Search Coordinator/Designate will coordinate the search plan to:

1) Assign a staff for communication to initiate telephone contact of family members, known locations, seeking information and documenting all contacts. Enlist family assistance as appropriate.

2) Assign a staff person to begin compiling the *Resident Profile Information*. Obtain information on current attire, last known mental condition, destination if known, vehicle information etc.

   The Resident Information Profile to prepare includes a copy of:

   • Current resident picture, family contact information etc. Note: The Resident Profile form may differ between provinces, regulated sector and retirement. Reference your operations manual.

   • Medication Administration Record (MAR), if appropriate

   • Personal vehicle information, if applicable

   • Alternative personal addresses if applicable (summer home etc.)

3) If the Resident <u>has been located</u> during a stage three search, terminate the code YELLOW by announcing:

   "Attention all staff, Code YELLOW has ended, ALL CLEAR

   "Attention all staff, Code YELLOW has ended, ALL CLEAR

   "Attention all staff, Code YELLOW has ended, ALL CLEAR

   Notify On-Call Manager if appropriate.

   Proceed to complete documentation of Code YELLOW Checklist and Resident Progress Notes to file. Any regional/provincial reporting requirements will be completed in keeping with the jurisdictional requirements.

4) If a resident has <u>NOT BEEN LOCATED</u> after exhausting all available contacts, you will proceed to Stage Four Search Plan.

   ➜ After business hours NOTIFY On-Call Manager a Stage Four Search is required and follow directions provided.

4. STAGE FOUR SEARCH PLAN: Community Alert

During Business Hours: A stage four search is coordinated by the DOC/Designate.

➡ Advise DRO of Stage Four Code YELLOW status.

Note: Additional advisories may be determined and completed by DRO at this time depending on circumstances, provinces and regulated sector.

After Hours: The Search Coordinator is the most senior staff person following the direction of the On-Call Manager if they have not arrived at site.

➡ Advise DRO of Stage Four Code YELLOW status.

Note: Additional advisories may be determined and completed by DRO at this time depending on circumstances, provinces and regulated sector.

The Search Coordinator will:

1) Contact local policing authorities and providing the following information:
   - Staff person's name; reason for report/call; location
   - Missing resident name
   - Level of Risk; state of mind
   - Last known visual time on site
   - Vehicle identification if applicable
   - Identify all search and contact procedures completed thus far.

2) Retrieve copies of resident profile information and contact list completed from assigned staff and have ready to provide to police on arrival.

3) Assign staff "communications" person to continue to:
   - Coordinate, monitor and document incoming/outgoing telephone communication.
   - Contact family / Power of Attorney and inform them of status of search. Request the family member / Power of Attorney contact all other family / friends to update resident status.

4) Notify the resident's physician.

5) Policing authorities will assume the coordination and responsibility of a community search. Provide copies of all compiled information from previous search plan, resident profile and any other assistance / information as they request.

6) Document information provided to policing authorities. Continue to document all pertinent information obtained during the on-going incident. All information is important which answers Who, What, Where, When and Why etc.

7) When the resident is located:
   - The announcement for an "All Clear" is required for all staff on duty.
   - Communication staff is to contact family member and physician.
   - Search Coordinator is to contact DRO.

- DRO will advise all contacts they have completed.
- Executive Director/DOC will report the incident to the regional/provincial regulatory bodies in keeping with the local requirements.
- DOC will ensure a resident incident report is completed in addition to the Code Yellow documentation.

8) A stage four search plan has involved extensive community resources, and an Action Plan is required to prevent the reoccurrence of the risk to resident, home and community.

9) In the event a stage four search plan results in locating a resident with injury and or resident has deceased, the documentation of the search process may be critical information.

FORMS LISTING

The below information is available electronically on SharePoint. Forms are standardized to ensure the quality of content and structure is consistent across all sectors; please complete the forms as instructed for use and inserted into the ERP as indicated to have available for use in an emergency.

FORM #	ISSUE/REVISION DATE	FORM NAME	INSTRUCTION FOR USE
ALL-ON-510-26-08.01	December 2024	Code YELLOW Checklist	Assist you to complete each step completely, follow process, notification and the documentation required.
ALL-ON-510-26-08.02	December 2024	Internal Building Grid Search Template Form	You customize the template to include all areas within your property
ALL-ON-510-26-08.03	December 2024	External Property Grid Search Template Form	You customize the template to include all exterior hazards & outbuildings surrounding the property.
ALL-ON-510-26-08.04	December 2024	Sample: Interior Grid Search	
ALL-ON-510-26-08.05	December 2024	Sample: Exterior Grid Search	

TABLE OF CONTENTS

ALL-ON-510-09: CODE GREY

CODE GREY AIR HAZARD

Definition

An uncontrolled potential air borne contamination is an emergency.

External Air Exclusion Plan (EAEP)

- Upon notification of a potential air borne contamination the Executive Director/Designate will be contacted

- Code call site SIC will advise staff, residents and visitors via the public address system that the EAEP is in effect by announcing

    "Attention all staff, Code Grey"

    "Attention all staff, Code Grey"

    "Attention all staff, Code Grey"

    Persons are not to leave the building until conditions are safe and advised by the SIC.

- At the time the announcement has been made, a pool of on-shift staff must be formed to address the following concerns:

    - **Windows**

        All windows in all areas, on all floors, must be closed. Persons in those areas need to be advised to keep windows closed.

    - **Exterior Doors**

        Entering and exiting the building must be restricted both for personal safety and to minimize external air entry. All perimeter exterior doors must be monitored and controlled to prevent frequent, indiscriminate or unnecessary usage. Post warning signage to inform persons who may approach the doors for use. (Form)

    - **Ventilation Systems**

        If all external ventilation systems need to be shutdown, proceed to:

        Site Specific Information:

        1.   The shut down for the HVAC system is located Click & insert the specific location of gas shut off.

        2   The shut down for kitchen range hood is located Click & insert the specific location of gas shut off

Internal Air Exclusion Plan (IAEP)

Natural Gas Supply

If/when advised by emergency services, **close all gas valves** and proceed to:

Site Specific Information:

- The main gas supply is located Click & insert the specific location of gas shut off.
- Insert instruction to turn off the valve; colour of the valve; angle of valve for shut off etc. ; insert a picture if available.
- The main gas valve MUST BE RE-OPENED by certified technician this equipment can only be restarted by qualified persons, and only <u>after</u> "all the **CODE GREY** all clear" is given.
- Ventilate the area / home

Carbon Monoxide Poisoning

Carbon monoxide is an odourless, tasteless gas that can cause illness and even death due to exposure. Carbon monoxide poisoning occurs most often in confined spaces, or when air must be re-breathed. Some health problems such as lung disease or respiratory problems can lead to carbon monoxide issues.

The symptoms of carbon monoxide poisoning such as headache, lethargy and nausea can be mistaken for other more common illnesses such as the flu.

Mild carbon monoxide poisoning brings symptoms such as elevated blood pressure, twitching muscles, flushing, and reduced neural activity. This level of exposure causes illness but not death.

As the severity of exposure or length of exposure increases so do the symptoms to include headache, lethargy, panic, convulsions, stomach pain, irregular heartbeat, chest pain, memory problems, and unconsciousness.

The SIC will:

- Ventilate the area / home
- Isolate the source and determine risks
- Resolve the issue and have equipment serviced
- Seek emergency assistance as required; evacuation may be necessary
- Announce an "All Clear" after all issues are resolved and it has been determined safe to do so

Prevention is better than treatment in these cases; any gas sourced appliance or vehicle is a possible source of contamination:

- Have your heating system, water heater and any other gas, oil, or coal burning appliances serviced by a qualified technician every year.

- Do not use portable flameless chemical heaters (catalytic) indoors. Although these heaters don't have a flame, they burn gas and can cause CO to build up inside your home, cabin, or camper.

- If you smell an odor from your gas refrigerator's cooling unit, have an expert service it. An odor from the cooling unit of your gas refrigerator can mean you have a defect in the cooling unit. It could also be giving off CO.

- When purchasing gas equipment, buy only equipment carrying the seal of a national testing agency, such as the CSA Group.

- Install a battery-operated or battery back-up CO detector in your home and check or replace the battery when you change the time on your clocks each spring and fall.

- Work in spaces that provide proper ventilation

- Monitor hazards in areas such as:
  o Kitchen – range and maintain vent hood free of debris and grease
  o Boiler Rooms – do not block air flow
  o Cars, van, buses, parking garage – any vehicle left idling especially in an enclose area or below an air intake vent
  o Fireplace, furnaces
  o Gas Fireplace

FORM LISTING

FORM #	ISSUE / REVISION DATE	FORM NAME	INSTRUCTION FOR USE
ALL-ON-510-26-09.01	December 2024	**Code GRAY Checklist**	Reference for the use during an emergency

TABLE OF CONTENTS

ALL-ON-510-10: Code BLACK

ALL-ON-510-26-10.01 - Bomb Threat Checklist
ALL-ON-510-26-10.02 - Bomb Threat Interview Checklist

CODE BLACK BOMB THREAT

Procedures
This procedure will be activated immediately following receipt of a Bomb Threat. The procedure will apply to all staff once the announcement of a CODE BLACK is made.

"Attention All Staff, Code Black"
"Attention All Staff, Code Black"
"Attention All Staff, Code Black"

Receiving a Bomb Threat

1. By Telephone:

Bomb threats are normally transmitted by telephone, and the person receiving the call must obtain precise information and enter it on the Bomb Threat Checklist (Appendix BT1).

If you receive a bomb threat, stay calm and try to get as much information as possible. Although this might be difficult, try to note any unique features of the voice and any background sounds you hear over the telephone. Keep the caller on the line as long as possible and take detailed notes about what is said.

Try to detect and note the following:

- Is the speaker male or female
- Does the speaker have a distinctive accent
- Is the voice disguised, muffled or strange-sounding
- Is the voice shrill or deep
- Any background noises (e.g. traffic, bus passing, bell ringing, fax or printer sounds)
- Any indoor vs. outdoor sounds

DO NOT HANG UP THE PHONE – Line Required for Phone Trace

Contact 9-1-1 immediately

2. By Letter or Note:

When staff receive / find a note / letter, reduce the handling of the letter / note to a minimum, staff must secure the letter / note (utilize another staff member if required) and leave as is (e.g. if found in an elevator, leave the note for the police and secure the elevator).

Notification

The Receiver of the Threat Will:
- ***REMAIN CALM***

- Use a different phone than the one on which the threat was received OR get another staff member to place the call. **(DO NOT USE YOUR CELL PHONE OR TWO-WAY COMMUNICATION DEVICES AS THESE COULD ACTIVATE THE DEVICE)**.

- Notify policing authorities; call 911.

- Advise there has been a bomb threat at:

    Click & insert the proper name & street location of the property.

- During "normal" business hours notify the Executive Director/Director of Regional Operations

- During other hours of operation, notify the most senior staff member on duty, who will be acting as the Incident Commander of the threat; have another staff member contact the On Call Manager. (Retirement and LTC)

SIC Responsibilities

- Refer to Code Black Checklist
- Announce the Code Black (3 times) and any additional information required, to remind residents to remain in their respective suites/rooms.

During a Code Black, the facility paging system will be used for emergency announcements only.

Bomb Search General Procedures

Once a decision is made that the bomb threat appears to be valid, the SIC will work in full cooperation following the full instructions from regional EMS support.

- The Incident Commander (IC) in conjunction with EMS will decide whether a full or partial search and/or evacuation is required. This individual is also authorized to give the order to re-enter the premises, once the threat has been dealt with satisfactorily.

- The IC will assign staff members to:

    - Have all entrances "Locked Down" to prevent further entry.

    - Assign one staff to check all exits and ensure they are locked and that the alarm system is on and functional unless evacuation is ordered.

    - Complete the Bomb Threat Check List (Appendix B).

- Residents and visitors are to remain in their rooms.

A Decision to Search

A search will be determined by emergency responders and the home may be requested to support by providing building schematics or search grid (Code Yellow).

The home may be required to evacuate (Code Green) until such time as it has been determined the home is safe. Staff must report to emergency responders any unusual findings, such as bags, or boxes or items moved from a normal location if observed during the bomb threat or evacuation. Staff are not to touch or move any items found.

Action(s) if an Unidentified Object is Located

Suspicious Objects:
Do not touch or move it.

- Do not assume it is the only device.
- Immediately contact the SIC or supervisor.

While awaiting the arrival of the Emergency Services the SIC will:

- Establish perimeter control of the area to ensure that no one approaches or attempts to move the object;
- Endeavor to establish ownership of the object.
- Determine the most direct route to the object; and
- Delegate someone familiar with the building and area where the object is located to meet Emergency Services personnel on their arrival and direct them to the suspected object.

Evacuation of the Building or Area

The decision to evacuate may only be made by the site SIC on advice by the police and following consideration of the circumstances surrounding the threat. In the event circumstances dictate an immediate evacuation, then the SIC will initiate **CODE GREEN**.

Cancellation of Code Black

The decision to cancel the **CODE BLACK** may only be made by the SIC. They are to take the advice of Emergency Services and following considerations surrounding the threat.

"Attention All Staff, Code Black has ended; all clear"
"Attention All Staff, Code Black has ended; all clear"
"Attention All Staff, Code Black has ended; all clear"

If any devices were located they must have been removed, or the threat was determined to have been a false alarm before the **CODE BLACK** can be cancelled.

Immediately following the cancellation of the CODE BLACK:

- Staff will return to their normal duties.
- A staff debriefing will take place with representatives as directed by the IC, and Emergency Services if available.
- A Bomb Threat Report must be completed and provided to emergency authorities if requested.

FORMS / TEMPLATES

The below information is available electronically.

Please have copies of all forms customized for your community available in the SEOC set up box in the event of an emergency you may not have time or available resources for printing.

FORM #	ISSUE / REVISION DATE	FORM NAME	INSTRUCTION FOR USE
ALL-ON-510-26-10.01	December 2024	Bomb Threat Checklist	Reference for the use during a threat
ALL-ON-510-26-10.02	December 2024	Bomb Threat Interview Checklist	Form for completion during receipt to capture all information & assist staff to remain in control of the call; if completed shortly thereafter a call, the requested information may assist to trigger recall of the call information.
ALL-ON-510-26-08.02	December 2024	Interior Building Search Grid	This template needs to be customized. Insert all suites / rooms / common areas / closets - any area that can be accessed by a person. When a search is required; the form is ready for staff to be assigned a search area / sign off.
ALL-ON-510-26-08.03	December 2024	Exterior Building Grid Search	This template needs to be customized. Insert all the information about building and terrain which may be locations which requires perimeter property search.

TABLE OF CONTENTS

ALL-ON-510-11: <mark>Code BROWN</mark>

Additional Policy References:

ALL-ON-505-04-01 Spill Response
ALL-ON-200-06-09 Cytotoxic and Non-Cytotoxic Hazardous Drugs Handling and Waste Removal

HAZARDOUS SPILL

A hazardous spill is determined by when-where-what is the spill

Definitions

Minor Spill: A minor spill is one that usually presents little or no hazard to person or property and is small enough to be safely cleaned up using the **Emergency Spill Kit**. Minor leaks or spills are normally reported by individuals detecting:

• An alarming or offensive odour,

• A small pool of liquid on the ground

If the minor leak or spill is in an open area and the vapours are being dispersed it will not be considered a significant hazard.

If the vapours from the minor leak or spill can collect in a confined space sufficiently to form an explosive mixture it will be considered a significant hazard, and an evacuation must take place immediately.

Major Spill: A major spill is one that cannot be contained safely with the materials on the site and/or threatens the safety of people and/or the environment.

Major leaks or spill may be detected by:

• The existence of large vapour cloud

• A large pool or liquid on the ground

A major spill may trigger a Code Brown and evacuation of an area.

Gasoline, Diesel or Oil Spill

Any amount of a spill or discharge of a petroleum product requires clean-up immediately

- Check for any open flames or anything that might produce a spark and remove and/or extinguish them. A gasoline spill dissipates pretty quickly, releasing fumes that can be ignited.

- Ventilate the area. If you are in an enclosed area, such as a garage or basement, open any doors or windows. The fumes from the gasoline can make you dizzy and nauseous, so maintaining a good air flow in the area is essential

- Cover the spill with kitty litter. The litter will absorb the gasoline and the fumes emanating from it. If you do not have kitty litter, you can use baking flour. Let the litter or flour sit for about 20 minutes to ensure that the majority of the gasoline is absorbed.

- Sweep up the litter or flour into a dustpan. Dispose of it right away into a receptacle that will not have any sparks or embers dumped into it.

Oxygen Use and Safety Pre-Cautions

The home is always responsible for the safety of residents and staff in the home including ensuring safe storage and use of oxygen in resident rooms/private suites.

If oxygen is in use in the home, all practices must be in accordance with the homes policies including staff training to understand the hazards and safe use of oxygen.

Safety Precautions:

- Oxygen in use sign on the door of resident's room.
- No smoking
- The refill of portable units must be in accordance with the manufacturer's instructions. If staff from the home are required or contracted to provide support for oxygen, only staff who have received training are to refill portable liquid oxygen units
- Filling of oxygen tanks from concentrators must be in accordance with manufacturer's instruction.
- If staff are filling portable tanks they must be trained to do so and wear PPE

In the event of a spill or failure during fill, staff/resident is to seek assistance from staff and contact the service provider for assistance / repair on the unit

- Keep the area ventilated to minimize concentrated oxygen pooling in the room
- Remove residents for safety
- Ensure unit is serviced
- Seek medical attention if skin contact with liquid oxygen has occurred and caused a "burn"

Mercury Spill

Any equipment which contains mercury such as a thermometer or manual B/P cuff, if broken can result in mercury spilling onto a surface. The mercury must be contained and disposed.

Clean-Up Mercury Spill:

- Wear disposable gloves
- Keep area well ventilated
- Use eye dropper to suck up beads or
- Duct tape to pick up beads
- Do not attempt to sweep, wipe, mop or vacuum up the mercury beads
- Place beads into a sealed container such as specimen container, zip lock bag
- Place into hazardous waste disposal; do not place in regular garbage

Environmental Emergencies Program

Should any staff witness a spill or sense that there are hazardous materials polluting the environment it is important that you report this immediately to the Executive Director or Designate to determine the extent of danger associated with the spill.

"Attention All Staff Code Brown"
"Attention All Staff Code Brown"
"Attention All Staff Code Brown"

The on-site manager will investigate the incident to determine the extent of the situation and follow procedures as outlined **Spill Response Policy; AgeCare Preventative Maintenance Manual.**

Injury or Illness

Employees must notify their immediate supervisor of an illness or injury related to exposure to hazardous materials. All injuries that may be work related must be reported.

Chemical Exposure to Skin:

- Immediately flush with cool water for at least 15 minutes.
- If there are no visible burns, remove all jewelry and soap area.
- Seek medical attention if a reaction occurs or if there is any doubt about possible problems.

Chemical Exposure to Skin – Serious:

- Remove all contaminated clothing.
- Locate the nearest emergency shower and soak for at least 15 minutes.
- Contact emergency services (911) if transport to hospital is required.
- Seek immediate medical attention.

Chemicals in Eyes:

- Irrigate eyes for at least 15 minutes with tempered water from emergency eyewash station.
- Remove contact lenses if possible.
- Seek immediate medical attention.

SPILL CONTROL PROCEDURES

All hazardous spills need to be reported to a supervisor and arranged for immediate clean-up to protect the health and safety of residents, staff and guests to the home.

Immediate Steps:

- Understand what has been spilled to determine the substance hazard

- Keep others away from the area by sealing off with signage, use another person to prevent others from walking into a spill

- Do not touch an unknown spilled substance with unprotected hands

- If the spill is chemical, use MSDS sheets for reference to PPE and safety

- Prepare for clean-up of a spill

- Remove contaminated clothing/equipment and place in a plastic bag.

- Avoid eating or drinking any food or water that may be contaminated

- Seek first aid treatment as required

- If there is doubt of a spill and hazard contact emergency responders for assistance

A hazardous spill in the community which results in a Code Brown may impact on the home will be directed by local emergency authorities and the home will follow the direction as provided.

Spills which are hazardous and may affect the greater community and/or environment are assessed by emergency responders. Each province has a requirement to report hazardous spills, and the home will be directed to contact the authorities.

What Do I Report?

When you call in a spill, you'll probably be asked for the following information:

- Date, time, and location of spill

- Type of contaminant spilled and quantity

- Cause of spill

- Area affected by spill

- Whether spill is continuing or has stopped

- Action taken to clean up and dispose of contaminant

- Name of person in charge of contaminant at time of spill

24 HOUR SPILL REPORTING PROVINCIAL CONTACTS

In an emergency...ONTARIO
To report an environmental emergency – a spill to air, land or water, or a drinking water incident: **Call the Spills Action Centre.** Toll Free: 1-800-268-6060 or Tel: (416) 325-3000

TABLE OF CONTENTS

ALL-ON-510-12: Code WHITE

CODE WHITE VIOLENCE / AGGRESSION

Procedures

A code white is called when there is imminent risk to safety and/or life.

This procedure will be activated immediately following receipt of a Code White. The procedure will apply to all staff once the announcement of a CODE WHITE is made.

Violent Offender

In the event any person on the property presents a threat to the safety of others:

> **It is not an expectation for any staff member to place themselves at personal risk; staff are to contact 9-1-1- for assistance.**

The SIC will announce the code call:

> **"Attention All Staff, Code White; announce location"**
>
> **"Attention All Staff, Code White; announce location"**
>
> **"Attention All Staff, Code White; announce location"**

- ✓ Immediately remove all persons out of the danger zone into a safe area
- ✓ Immediately report the threatening or active acts of violence or situation to policing authorities to determine actions
- ✓ If possible, lock down the area where the danger present if a safe distance is maintained
- ✓ If the offender is interior / exterior of the building / property lock down points of entry / exit / windows to prevent access.
- ✓ Monitor presence of the offender from a safe distance without antagonizing the situation
- ✓ Obtain descriptive information as available; name, relationship, dress, physical statue etc.
- ✓ Obtain any information on the offender from sources as available to provide to authorities.
- ✓ Advise their DRO Complete AgeCare Incident Form and other required forms as provincially legislated (Ministry, OH&S etc.)

LOCK DOWN PROCESS

- Lock Down process may be applicable in a code white or in the event of other emergencies such as an animal threat.

- LOCK DOWN THE BUIDLING FROM THE INTERIOR/EXTERIOR, depending on source of danger by LOCKING all main doors to prevent entrances / departures.

- As appropriate, Post Warning. Example: "DANGER DO NOT ENTER/EXIT - DANGER ON PROPERTY" for all residents, guests and staff.

- Announce the immediate threat to ALL residents, guests and staff and inform all the building is in a "lock down mode" until the danger or threat has passed.

"Attention everyone we are in lock down mode"

"Attention everyone we are in lock down mode"

"Attention everyone we are in lock down mode"

- <u>Ensure you have staff</u> available to monitor points of entry/exit from a safe point and allow entry/exit of persons who may not be aware of the situation.

As part of the IMS operation, the SIC may determine in conjunction with emergency authorities to enact a **Code GREEN**; proceed to Code Green protocols & checklist.

In conjunction with authorities, the SIC will determine the termination of a Code White; announcement to all persons must be declared as:

"Attention everyone Code White has ended; all clear"

"Attention everyone Code White has ended; all clear"

"Attention everyone Code White has ended; all clear"

Reporting

Never hesitate to report any act or threat or concern you have about violence to a supervisor.

In a violent incident emergency staff are to:

- Contact 911 for assistance and to report imminent and immediate danger: (weapons involvement; physical injury related to violent behaviour; and obvious signs of abusive threatening behavior, threats of violence, assaults or other violent incidents)

- Critical information must be provided including the nature of the incident; whether other emergency services are required; whether perpetrator(s) are still present; whether weapons are involved; etc.

- The Employee and/or Resident Incident Report form shall be completed.

- The Supervisor, in consultation with Management will request the participation of other workplace parties to review the details surrounding the situation and determine the appropriate corrective action to resolve.

Reference Policies:
- **ALL-ON-605-01-03 Prevention and Management of Workplace Bullying, Harassment, and Violence**
- **LTC-ON-200-07-14 Reactive Expressions**

TABLE OF CONTENTS

ALL-ON-510-13: CODE BLUE

Medical Emergency

If a Code Blue relates to a resident, the home is to follow the direction provided by the resident in reference to their Advanced Care Directive.

A Code Blue is initiated by a staff in the event a resident / visitor / staff is exposed to a life-threatening situation. Depending on the community, the resources of registered and trained staff may or may not be available; the available resource is assistance through 911.

Every community is required to develop a plan that enables staff to readily respond to the medical emergency.

The staff member who may discover an individual in distress will stay with the individual until assistance arrives.

As designated / assigned a staff person contacting emergency assistance (911) will be required to do so in a clear, controlled manner and provide the following information.

    a. Name of Property / Community
    b. Street Address
    c. Location of the incident / room number of the resident/tenant
    d. Date of Birth of the individual if available
    e. Current status of the individual as applicable and may include:
        i. breathing/not breathing,
        ii. pulse/no pulse,
        iii. Seizure activity etc.

All available staff will respond immediately to a Code Blue announcement as directed.

In communities with overhead paging capabilities or handheld telephone units capable of broadcast, Code Blue will be announced three times as follows:

"Attention all staff Code Blue; Announce location of incident"
"Attention all staff Code Blue; Announce location of incident"
"Attention all staff Code Blue; Announce location of incident"

SIC or Designate will terminate the Code Blue by announcing three times as follows:

"Attention all staff Code Blue has ended; All Clear"
"Attention all staff Code Blue has ended; All Clear"
"Attention all staff Code Blue has ended; All Clear"

Follow up with documentation protocols as required when the emergency has been resolved.

TABLE OF CONTENTS

ALL-ON-510-14: <mark>Code PINK</mark>

ELEVATOR EMERGENCY

Person Trapped (Elevator Not Operating)

In the event the elevator malfunctions or is made in operable, staff will undertake the following as the need arises.

1. Reassure the person to remain calm and assistance is forthcoming
2. To maintain on-going communication with the person in the elevator
3. To ensure personal safety of all residents and staff with notifications.
4. Contact Elevator Company responsible for services.
5. Make alternative arrangements as required to transport residents and provide services.

Code Procedure

Staff will announce the code pink as:

"Attention everyone, code pink" (if you have more than one elevator insert location)"
"Attention everyone, code pink" (if you have more than one elevator insert location)"
"Attention everyone, code pink" (if you have more than one elevator insert location)"

Elevator Service Company:

Contact Information	Click & insert name
	Business Hours: Click & insert telephone #
	After Hours: Click & insert telephone #

Property elevator service area(s) are located:

1. Click & insert locations

2. Click & insert locations

3. Click & insert locations

In the event a staff person is alone on shift and the elevator becomes non-operational and confines them; staff are to use the elevator telephone and/or portable telephone and contact 911 immediately; notify the Executive Director / On Call Manager. The manager / on call will determine if further notification to Director of Regional Operations.

In the event that staff are advised the elevator is not operational they are to:

1. Determine if there is a person(s) confined within the elevator by checking the door(s) on each floor, knocking on the elevator door(s), calling out to make contact with anyone on the interior.

2. In the event a person(s) is confined within the elevator; contact emergency authorities and advise of the risk to trapped person. Determine the immediate risk to the person(s). Example: fear of confinement, cardiac conditions, diabetic. Provide reassurance that assistance is being arranged and keep them informed of progress to restore services. It is important all person(s) remain calm. **Stay in constant contact with the person in the elevator.**

3. Contact Elevator Company for service and **identify emergency.**

4. Post signage to prevent others from attempting use.

5. Upon termination of a Code Pink, staff will announce as:

> **"Attention everyone, code pink has ended; all clear"**
>
> **"Attention everyone, code pink has ended; all clear"**
>
> **"Attention everyone, code pink has ended; all clear"**

Elevator Not Operating (Non-Emergency)

An elevator not functioning and there is no one trapped inside; <u>this is not a Code Pink</u>.

In the event the elevator is not operating, and staff has checked to be sure no person is confined within by knocking on the door at every level, immediately notify and request repair to restore elevator service. If the doors do open at a floor, lock off the elevator doors to prevent access.

Announce to residents the elevator is out of service and request they remain in their suites/rooms or common areas on the floor.

Post "Out of Service" signage at each elevator door / area. If alternative or secondary elevator service is available post the direction. Yellow caution tape may be used to restrict access to the elevator.

Assist those residents who are on other floors to return to rooms / suites by escorting them to use stairwells if they are able to do so safely. If they are unable to climb stairs, please ensure they are placed in a safe location which has supervision and / or services (water, food & washrooms) which may be required while the elevator is non-operational.

In the event of an elevator failure at a time resident care or meal services is required, alternative measure need to be activated. Meals will need to be taken to the residents on each floor. Residents can be gathered into common areas for meals. Substitute or alteration to meals may be required for ease of service. Resources such as paper products, contained meals may be required. Direction from the Food Services Manager or On-Call manager is to be obtained for direction as required.

Alternative arrangements to accommodate needs of residents and staff:

- Service to areas for emergency assistance
- Safety of residents (additional supervision may be required)
- Safe storage of utility carts
- Medication delivery

- Visitors
- Meal and or Activity scheduled service
- Delivery / Moving Service

Elevator Lock-Off Protocol

Any elevator which has malfunctioned requires service immediately before it returns into service.

If an incident has occurred (adverse consequences to people or property), a report to TSSA must be made. The reportable incident can be reported by calling 1-877-682-TSSA and pressing 1 to be connected to the incident hotline or complete the online form at:

TSSA Elevating Device Incident Report

Reporting timelines are as follows:

Summary of Reporting Requirements				
Reg	Occurrence Type	Notification (or CALL)	Written Reports	Device Status
s36.(1)	Death / Injury requiring services of a medical practitioner	Owner holder must notify the Director immediately by telephone	The contractor shall submit a written report to the Director within 24 hours of becoming aware of the incident	Shut Down until 36.(8) fulfilled.
s36.(2)	Injury other than 36.(1) or property damage	Owner must notify the Director by telephone within 24 hours of becoming aware	The Owner and the Contractor shall submit a written reports to the Director within 7 days of becoming aware	Return to Service after contractor evaluation
s36.(3)	Equipment exposure to harmful events impacting safe operation			Shut Down until 36.(8) fulfilled.
s36.(4)	Mechanic finds equipment in a condition that constitutes an immediate hazard	The mechanic must notify the licence holder immediately	The licence holder shall submit a written report to the Director within 7 days of the finding	
s36.(5)	Licence holder finds or becomes aware of equipment in a condition that constitutes an immediate hazard	The Owner must notify the Director by telephone within 24 hours of the finding	The licence holder shall submit a written report to the Director within 7 days of the finding	

TSSA must approve the elevator to be put back into services after the elevator company has serviced.

During this time period the elevator is to be turned off and placed out of service.

TABLE OF CONTENTS

ALL-ON-510-15: LOSS OF UTILITIES

LOSS OF UTILITIES & SERVICES

When you have an interruption of any utility service, electrical, water or gas power to a property it may affect your lighting, elevators, water, refrigeration & freezers, heat, air conditioning & supply, telephones, cooking and/or fire system monitoring.

General Information Electrical Power

A loss of primary power to the home will mean an absence of a power source EXCEPT in a home that has generator service.

EQUALLY IMPORTANT TO REMEMBER, when utilities are restored, and services appear to be operational, to run a building check to ensure all is safe for the return of services. Example: do an elevator run with a staff person stopping at all floors before you have resident use the elevator; ensure fire technical panel is a full power and operational, check with monitor company to be sure system is reading correctly.

Back-up Mechanisms and Reserves

In the event of external power failure, the home will:

☐ Have a generator that ensures that the following are served:

  (i)   the heating system,
  (ii)   emergency lighting in the hallways, corridors, stairways and exits, designated receptacles and
  (iii)   essential services, including dietary services equipment required to store food at safe temperatures and prepare and deliver meals and snacks, equipment required to store drugs at safe temperatures and to prepare and deliver drugs, the resident-staff communication and response system, elevators and life support, safety and emergency equipment

☐ Have complete loss of power – there is no generator. The home will need to gain access a generator that will be operational within three hours that can maintain the items listed above.

☐ The generator will self-start, and the home will have limited sources of power; a complete listing of generator supported outlets, and appliance is beside the generator.

☐ An external power failure requires a person to switch on generator manually.

☐ Elevator will operate from the generator.

☐ Elevator will NOT operate from the generator.

Please reference the Fire Safety Plan

☐ Fire System will automatically switch to battery and last for Insert the length of time

☐ Fire System will automatically send a distress "trouble" signal when it is on battery and the home must notify the monitoring company.

☐ Fire System will be sourced from the generator.

☑ **The home must begin a Fire Watch immediately when the surveillance and monitoring of the system has been compromised.**

Emergency Lighting

☐ Is battery feed and will light all corridors and exits for: Insert the length of time; after the time period, there will be no lights.

☐ Is supported by the generator and will remain on while generator is operational.

Telephone Service

☐ Will be operational and is supported by the generator.

☐ Will NOT be operational and is NOT supported by generator.

Emergency / Personal Pendants - Call Bells

☐ Will not operate in a power failure.

☐ Are supported by the generator.

Refrigeration Service

In kitchen only:

☐ Fridges will not have power source; therefore, keep doors closed and if power failure continues for an extended time and the internal temperature falls below safe storage the food will be compromised and must be disposed. Maintain an itemized inventory of disposed items.

☐ Freezers will not have power source, therefore, keep doors closed and if failure continues for an extended time and food thaws as a result and the food temperature falls below safe storage and results in compromised food it must be disposed. Maintain an itemized inventory of disposed items.

☐ Fridges will be powered by generator.

☐ Freezers will be powered by generator.

☐ Fridges / freezers in all other areas of the home including bistro / café area are not supported during power failure by generator.

Power Outlets

☐ Some outlets are powered by generator; they are indicated by RED cover or signage on outlet cover.

- ***All essential service such as oxygen and air surfaces must be moved to these outlets or residents to use portable tanks.***

Generator Service:

Generator Location	Click & insert your site specific inform

Generator Turn on/off switch	Click & insert your site specific inform
Primary Generator Fuel Service*	Click & insert your site specific inform
Secondary Generator Fuel Service *	Click & insert your site specific inform
* *if a service truck is unable to deliver to the home due to emergency, ensure the service can deliver fuel in proper storage vessels at intervals sufficient to keep the home with on-going fuel*	
Average Fuel in tank	Click & insert the volume on site
A full tank will last for	Click & insert the length of time

In the event you have two (2) adjacent or separate buildings on the property you may have more than one system.

Property Specific Power Failure

During Business Hours: Maintenance is to investigate the source of the problem. Once confirmed, proceed with contacting a certified electrical contractor to rectify the problem.

All Other Times*:* If the problem does not immediately correct itself within a ten (10) minute period; the senior staff member on duty will assume the responsibility of the Site incident Command and will contact the On Call Manager for direction.

On call manager to contact the regional power authority to determine if the outage is due to a regional outage and the duration of outage. If power failure is not a regional issue continue to contact the certified electrical contractor to rectify the problem.

The SIC will continue with the responsibilities until relieved by a manager of the home.

Contacts for Electrical Service/Contractor:

COMPANY:	Click & insert company name
LOCATION:	Click & insert mailing address: street, city/town, postal code
TELEPHONE:	Business Hours: Click & insert #
	Emergency and After Hours: Click & insert #

Community / Regional Power Failure

During Business Hours: The ED/Designate will contact the municipal, regional or provincial power authorities to determine the duration of the power failure contact: Click & insert #

All Other Times: The senior staff member on duty will assume the responsibility of Site Incident Command and proceed to contact the designated On-Call Manager. On call manager to contact the regional power authority to determine the duration of outage.

The SIC will continue responsibilities until relieved by Manager.

Proceed with directions and contact services.

Regional Power Authorities

COMPANY:	Click & insert company name
LOCATION:	Click & insert mailing address: street, city/town, postal code
TELEPHONE:	Business Hours: Click & insert #
	After Hours: Click & insert #

Failure of Primary Power Supply Procedures

The SIC will:

- **Notify DRO if power is out for one hour or more. If after hours notify the DRO on call**

- Utilize the designated "Emergency Telephone" this is a corded analogue telephone or use of a cell phone.

  As applicable, depending on sector, reporting to provincial authorities may be required.

- **Patrol the building "Fire Watch"** and ensure there are no immediate emergencies, and that staff are adequately equipped with flashlights, batteries and other emergency supplies.

- **Advise Residents of the current situation.** Staff to not bath residents during this time. If its safe to do so, residents are to remain in their room unless otherwise directed by SIC.

- **Minimize the use of hot water**. Never leave tap running, as the hot water supply will deplete quickly without power.

- Where available, ensure that critical equipment for resident use (i.e., oxygen, feeding pumps, air mattress) are plugged into the generator designated outlet to continue use.

Maintenance Staff will:

- Monitor the performance and fuel reserve for the standby generator and provide recommendations to the ED concerning potential load shedding or added fuel requirements (where applicable).
- Direct their efforts to ensuring residents are warm/cool and have an adequate water supply.
- Take steps to ensure emergency lighting supplies are operable and that a supply of backup batteries is available.
- Maintain contact with the municipality to determine the potential length of external power failures or maintain contact with contractor on repair status.
- Advise staff that electric security doors are now unlocked. Doors must be supervised at all times to monitor resident exit.

Food Services will:

- Immediately implement use of paper supplies until normal power is restored. A supply is to be maintained on site.
- Contact food sources.
- Prioritize the use of existing food supplies according to their longevity.

- Refrain from opening the refrigeration equipment doors as much as possible.
- Modify food and drink preparation and deliveries.
- Hand-wash cooking utensils and cooking apparatus.
- Prepare to move refrigerator / freezer foods if necessary to an available source.

GENERATOR FAILURE

Generator Switch/Hook Up Assistance: Contact Executive Director / Designate/ Maintenance Manager

Generator Service:

COMPANY:	Click & insert company name
LOCATION:	Click & insert mailing address: street, city/town, postal code
TELEPHONE:	Business Hours: Click & insert #
	After Hours: Click & insert #
FUEL SOURCE	Click & insert company name
	Click & insert mailing address: street, city/town, postal code
	Business Hours: Click & insert #
	After Hours: Click & insert #

Rental Service

(For temporary generator)

COMPANY:	Click & insert company name
LOCATION:	Click & insert mailing address: street, city/town, postal code
TELEPHONE:	Business Hours: Click & insert #
	After Hours: Click & insert #

Emergency Freezer Storage

COMPANY:	Click & insert company name
LOCATION:	Click & insert mailing address: street, city/town, postal code
TELEPHONE:	Business Hours: Click & insert # After Hours: Click & insert #

COMPANY:	Click & insert company name
LOCATION:	Click & insert mailing address: street, city/town, postal code
TELEPHONE:	Business Hours: Click & insert # After Hours: Click & insert #

The SIC will:

- Notify key personnel as identified in the emergency contact directory utilizing the designated "Emergency Telephone". The designated emergency telephone is required to be a corded "plug-in" telephone, and not a cordless phone or cell phone. A cellular phone may be used for notifications where cellular service has not been impacted by the hydro outage.

- Manager or on call manager will attempt to contact hydro provider to advise of the power failure.

- Staff will be assigned to patrol the building and ensure there is no life-threatening situations, and that staff is adequately equipped with flashlights, batteries, and other emergency supplies.

- Deliver additional blankets to residents who may be cold due to the shutdown of central heating equipment.

- Advise staff that electric security doors are now unlocked. Doors must be supervised at all times to monitor resident exit.

- Be notified by Food Services with respect to modified delivery of meals services.

- Advice residents of the situation and emergency measures.

- Refrain from providing baths to residents.

- Hand wash residents requiring washing or bathing.

- Minimize the use of hot water. Never leave tap running, as the hot water supply will deplete quickly without power.

- Assist in the distribution of emergency supplies to individual departments as required.

- Maintain contact with hydro provider to determine the potential length of external power failures.
- Communicate and cooperate with other health care facilities as may be required to support internal or external emergency needs.

Maintenance Staff will:

If available, the Maintenance Worker will investigate the reason for failure of the emergency generator(s) and will attempt to manually start the generator according to the manufacturer's instructions:

- If the generator does not start, check the starter system.
- If the starter system is functional, check to see if there is adequate fuel in the diesel day tank, or that the natural gas supply to the generator is intact. If there is no diesel fuel, contact the fuel supplier for immediate delivery of additional fuel.
- If the starter system is not functional or additional fuel must be obtained from the supplier, call the local power company to determine the estimated time of power outage.
- If the generator starts but will not come online, check the generator switchgear for indications of ground fault or short circuit condition. If a ground fault or short circuit is indicated determine the cause and clear it. This may require isolating sections of the emergency buss to restore partial emergency power.
- If the generator fails to run properly, contact the generator service company for emergency service.
- Upon activation of the Emergency Generator, tour the building to ensure power is restored to critical equipment where necessary and advise staff to discontinue use of all non-critical lighting and other electrical equipment.
- The building maintenance workers will focus on responding to incoming requests for emergency service, which are dependent for the health and safety of Residents and Staff. Specifically, they will direct their efforts to ensuring residents are warm/cool, safe, and have an adequate water supply.
- Take steps to ensure emergency lighting supplies are operable and that a supply of backup batteries is available.

Food Services will:

- Immediately implement use of paper/plastic supplies until the emergency is over.
- Prioritize the use of existing food supplies according to their longevity.
- Refrain from opening the refrigeration equipment doors as much as possible.
- Modify food and drink deliveries as per the emergency plan while accounting for in-house inventories and available water supply.
- Hand-wash cooking utensils and cooking apparatus in the main kitchen.

- Prepare to move refrigerated / freezer foods to emergency storage location.

LOSS OF NATURAL GAS SUPPLY

General Information:

- The facility may rely on its natural gas supply for heating, hot water supply for cooking and laundering.

- All gas operated equipment and location of shut offs are identified in building drawings and in systems and equipment manuals located in Maintenance Office.

- The natural gas and equipment maintenance provider contact numbers are identified in "emergency contacts" in the beginning of this manual.

Regional Gas Authorities

COMPANY:	Click & insert company name
LOCATION:	Click & insert mailing address: street, city/town, postal code
TELEPHONE:	Business Hours: Click & insert #
	After Hours: Click & insert #

Back-up mechanisms and reserves for loss of natural gas:

- Electrically operated cooking equipment including microwave ovens.
- Spare blankets and comforters.
- Automatic shut off portable heaters.
- Lighting if impacted by loss of natural gas

Areas that will be affected by a loss in the natural gas supply:

- Click & insert site specific information
- All gas fired kitchen equipment.
- All industrial dryers within the laundry room
- Central heating / air system
- Portions of the domestic hot water heating system
- Generator supported by natural gas

The SIC will:

- Ensure that residents are kept warm and comfortable or cool depending on the season. Residents may require additional blankets if loss of heat etc. Refer to loss of heat or air conditioning.

- Communicate to staff the operational impact to residents in terms of meal service, bathing and laundry services.
- Advise staff to refrain from the use of domestic hot water for resident bathing until further notice.
- Weather dependent, advise staff to ensure that all exterior doors and windows are kept closed at all times.
- Advice staff of alternative methods for heating water including the use of electric kettles, and microwave ovens as required. Water for use of any personal care must be regulated and ensure temperatures are taken and within safe range before use.

The Maintenance Worker or designate will:

   Determine if problem is internal or external.

Internal Problem:

   Refer to drawings/equipment manuals for shut-offs.

   Contact service contractor to fix equipment.

Regional Problem:

- Contact regional gas provider to determine problem and estimated duration of gas loss.
- Advise Food Services or designate immediately of the disruption so that alternative meal preparations can be made.
- Advise the Admin or designate to initiate procedures and communicate to all staff.
- Shut down the appropriate ventilation equipment to conserve heating energy.
- Ensure that all outside air dampers in ventilation equipment are completely closed.
- Ensure that all windows are closed.
- Post notices in all areas to conserve the use of domestic hot water for emergency purposes only.

Food Services will:

- Utilize all available non-gas supplied equipment for meal production.
- Implement the use of disposable supplies.

LOSS OF AIR CONDITIONING / HEATING

HVAC Services

COMPANY:	Click & insert company name
LOCATION:	Click & insert mailing address: street, city/town, postal code
TELEPHONE:	Business Hours: Click & insert #
	After Hours: Click & insert #

LOSS OF AIR CONDITIONING (AC)

Loss of air conditioning may be due to a variety of issues such as HVAC Failure, Power Outage or Natural Gas Outage.

The SIC will:

- Ensure that residents are kept cool and comfortable. Assist residents by supplying extra cool / cold fluids etc.
- Ensure residents are wearing light clothing to keep resident comfortable.
- Communicate to staff the operational impact to residents in terms of meal service, bathing and laundry services.
- Consider relocation of residents to cooler areas within the home if there is only partial AC loss to specific areas of the home.
- Utilizing the use of portable AC units in resident rooms. Extra units can be used to cool common areas where available.
- Advise staff to ensure that all exterior doors and windows and window coverings are kept closed at all times.
- Advise staff of alternative methods for cooling as required.

The Maintenance Worker or designate will:

- Determine the internal problem.
- Refer to drawings/equipment manuals for shut-offs.
- Contact service contractor to fix equipment.

Food Services will:

Utilize all available beverages and foods for resident, staff and guests to maintain hydration.

- Avoid serving beverages with caffeine.
- Implement the use of disposable supplies rather than using heat producing dishwashers if needed.

In the event of an extended absence of air conditioning in extreme heat, the SIC may:

- Contact family members and advise of the issue with thoughts of how they may assist with a fan or a visit out for cooling or an alternative placement.

- Utilize all electrical fans and portable AC units. If central corridors have AC, keep resident room doors open to move air flow.

- Reduce resident activities and movement to avoid overheating; this may include the cancellation of some activities.

LOSS OF HEAT

Loss of heat may be due to a variety of issues such as HVAC Failure, Power Outage or Natural Gas Outage.

The SIC will:

- Ensure that residents are kept warm and comfortable.
- Communicate to staff the operational impact to residents in terms of care services such as bathing and meals.
- Consider relocation of residents to warmer areas within the home if there is only partial heat loss to specific areas of the home.
- Advise staff to ensure that all exterior doors and windows are kept closed at all times. Curtains are to be kept open during the day to let sunlight in and closed at night to retain warmth.
- Advise staff of alternative methods for heating as required.

The Maintenance Worker or designate will:

- Determine the internal problem.
- Refer to drawings/equipment manuals for shut-offs.
- Contact service contractor to fix equipment.

Staff will:

- Assist residents by applying warm clothing or dressing in layers (i.e. sweaters and thick socks or such as sweaters, jackets, warm thick socks and hats.
- Supply extra blankets or warmed blankets if power still available.
- Offer warm food and beverages.
- Reverse ceiling fans, if applicable) to circulate warm air downward or turn off fans completely
- Increase resident activities and movement to generate body heat.

In the event of an extended absence of heat in extreme cold conditions, the SIC may:

- Contact family members and advise of the issue with thoughts of how they may assist with a visit out or temporary alternative placement until heating issue resolved.
- Utilize automatic auto shut off portable heaters (if power is available) in common areas.

LOSS OF WATER SUPPLY

Non-Potable Water Services

COMPANY:	Click & insert company name
LOCATION:	Click & insert mailing address: street, city/town, postal code
TELEPHONE:	Business Hours: Click & insert # After Hours: Click & insert #

Fresh Water Supplier

COMPANY:	Click & insert company name
LOCATION:	Click & insert mailing address: street, city/town, postal code
TELEPHONE:	Business Hours: Click & insert # After Hours: Click & insert #

Chemical Toilet Supplier

COMPANY:	Click & insert company name
LOCATION:	Click & insert mailing address: street, city/town, postal code
TELEPHONE:	Business Hours: Click & insert # After Hours: Click & insert #

Laundry Service

COMPANY:	Click & insert company name
LOCATION:	Click & insert mailing address: street, city/town, postal code
TELEPHONE:	Business Hours: Click & insert # After Hours: Click & insert #

Water and Sanitation Advisory Plan

Water is the single most abundant substance in the human body, making up about 60% of an adult's weight. A person can live for several days without food but just a few days without water. Disposal of waste is also something that we take for granted that is essential to maintaining hygienic and sanitary conditions.

In the event of a major emergency such as an earthquake, it is expected that there will be a disruption of water supply and sewer lines. It is further expected that the municipal water supply may quickly become contaminated.

In the event that city water supply or sanitary systems have been disrupted, the following procedures will be implemented:

The SIC will:

Identify emergency water distribution priorities, temporary toileting facilities, and waste disposal.

Water Requirements & Distribution

- An absolute minimum of 2 litres of potable drinking water per person per day over a 3-day period should be available for major emergencies. Occupancy (resident + staff + volunteers x 2 x 3 = water requirement

- It is estimated that the total potable drinking water requirements Click & insert residence name is Click & insert volume of water.

- Another 1litre per person per day will be required for washing and food preparation. Click & insert volume of water

 Total in-house water reserves Click & insert volume of water tanks hold are held within hot water tanks. hot water tanks are located: Click & insert locations

Toileting Facilities

The minimum number of portable toileting facilities should be 2 toilets per every 25 persons.

Central facilities are located Click & insert volume of water

Portable Facilities: In general, there should be two portable facilities for each area (unit), and one or two additional within in a common area deemed safe and central to continuing operations. All other toilet facilities should be closed to prevent unauthorized use and depletion of existing critical water supplies.

- Duct tape the toilet seat lid, if no lid cover with garbage bag or cardboard with duct tape

- When possible, shut down the suite washroom to prevent use.

- Shut down of common washrooms as required.

Bag and Tag Alternative: Is the use of a large disposable waterproof bag placed over the bowl and held in place with the toilet seat. The bag contents are then disposed of into

an appropriately labeled (Biohazard) garbage container with a lid. The garbage can contents are disposed later using the designated municipal disposal method for biohazard.

Existing Water Supplies Contamination

The SIC/Designate will:

Contact local Health Authorities to determine type of water issue.

Based on issues, determine if the water issue is:

- Boil water advisory for all food washing / preparation, dishes, drinking and resident care **or**

- Contamination issue which means NO USE AT ALL

Contamination

Maintenance / or designated staff will:

- Shut down of all water access / supply **EXCEPT to the fire sprinkler**

- Drain all existing water from the system & supply lines.

- Destroy all existing water i.e., ice machines, water in fridge.

- Follow all the direction provided by local Health Authority

Housekeeping Services will:

- Discontinue all laundry operations.

- Modify Housekeeping processes.

- Eliminate auto scrubbing and wet mopping procedures.

- DO NOT dry mop floors; this means use the micro-fibre systems where possible.

Toileting Areas:

- Disinfect toileting areas frequently.

- Remove garbage cans from all resident rooms and offices. Designate approved garbage locations.

- Increase frequency of garbage pick-up from approved locations; confirm with SIC.

Arrange for distribution of "BOIL WATER ADVISORY" and/or "DO NOT DRINK WATER" notices.

- Obtain signage from SEOC Kit (Pre-make)
- Contact the Municipal EOC to update facility status and request emergency water and sanitary supplies including outdoor latrines as required.
- If admitting residents from the community or other health care facilities, identify the number of persons that can be safely accommodated. This number will depend on the scope of internal damages, supplies, casualties and the status of other community health facilities and emergency shelters.

Maintenance staff will:

If it is a NO USE OF WATER, all water access is to be tuned off EXCEPT TO THE FIRE SPRINKLER

Boil Water Advisory:

The SIC will:

- Shut–off water supply lines to sinks where water access may be used as drinking water.
- Arrange for pick-up and distribution of emergency water supplies as may be directed by the SIC.
- Inform kitchen to use boiled water in all preparation of foods.
- Provide hand sanitation solutions for use.

No Water Use:

The SIC will:

- Shut–off water supply lines to sinks where water access may be used as drinking water.
- Identify emergency water source locations. Such locations may include:
    o Hot water holding tank.
    o Toilet tanks (not the bowl)
    o Ice cubes from ice machine
- Water pipes if external water supply has been severed (release air pressure into the plumbing system by turning on the highest faucet in the building and then draining from the lowest faucet).
- Verify on-hand water supplies and confirm volume availability.
- Arrange for pick-up and distribution of emergency water supplies.
- Inform kitchen to use cease use of water at source in all aspects of food service including food preparation, dishwashing and sanitation.

- Provide hand sanitation solutions for use.

Environmental Services will:

- Discontinue all laundry operations
- Modify Housekeeping processes
    - Eliminate typical auto scrubbing and wet mopping procedures.
    - DO NOT dry mop floors. Use damp mop only.
    - Disinfect toileting areas frequently.
    - Remove garbage cans from all resident rooms and offices. Designate approved garbage locations.
    - Increase frequency of garbage pick-up from approved locations; confirm with SIC.

Food Services will (Refer to Food Service Interruption):

- Post "non-potable" water signs throughout food preparation and delivery areas including the main kitchen, ice machine, and juice machines.
- Requisition bottled water as required for food preparation purposes.
- Educate those preparing and/or serving meals or nourishments to residents of the precautions that are taken under a Boil Water Advisory so that they are prepared to answer any questions.
- Ensure Food Safety and Infection Control during emergency conditions by:
    - Reheating foods to reach an internal temperature of 74 degrees C for 15 seconds before serving.
    - Cooling stored foods to an internal temperature of 21 degrees C within two hours and 4 degrees C within 6 hours. Leftover foods should be used within 72 hours.
    - Maintaining clean food preparation surfaces. Use disinfectant solution when required.
    - NOT using foods from bulging or punctured cans.
    - Ensuring that prepared food does not become cross contaminated with "non-potable" water.
    - Wearing gloves when handling food and dispose of gloves after touching any contaminated utensils or surfaces.
- Designate staff to assess and confine <u>ALL</u> food items that may have come in contact with "non-potable" water prior to the alert.

- Contaminated food products are to be tallied and recorded prior to being discarded.

- Consider the preparation of hot and cold food and nourishments that can be made without "potable drinking water".

- Cold items including baked goods with meringue, diet lemonade, juices, raw fruits and vegetables, pureed/minced fruits, Jell-O or products made with gelatin, boiled eggs for sandwiches/salads.

- Hot items including coffee, tea, hot chocolate, hot water, sauces, soups, entrees made with water, pureed/minced vegetables, and pureed/minced meat.

Designated Staff will:

Post "NON-POTABLE" water signs at all water taps within their assigned area including:

- Common Washrooms
- Resident Washrooms
- Laundry Room
- Water taps in kitchen used for food preparation, handling, pot washing.
- Dining Area's
- Utility Rooms

Communicate the following water treatment procedures in the event of a Boil Water Advisory:

- Bring water to a boil for two minutes and then allow to cool.

- Water can be disinfected with standard household bleach (4-6% Sodium Hypochlorite)

- Add 2.25 ml of bleach to 5 gallons of clear water or double this amount if water is cloudy. The treated water should be agitated and allowed to stand for 30 minutes prior to use. Double the standing time for water colder than 15 degrees C. (1.0 ML OF BLEACH = 20 DROPS FROM AN EYE DROPPER)

- Public Health will advise if the above procedures are not appropriate, e.g., for water that is heavily polluted or has parasite contamination.

Consider the use of tip buckets or serving bowls for handwashing to minimize the potential for water being accidentally drained in sinks.

- Tape plastic bags over all toilet seats (except those approved by the incident commander for emergency use)

- Tape flush handles on all toilets (DO NOT FLUSH), close doors to resident washrooms and tape shut.

- Communicate Emergency Sanitation information to all building occupants:
    - Emergency toilet locations (as approved by the Incident Commander)

- Toileting Procedures for approved locations:
  - Garbage bags must be placed in the toilet bowl before use.
  - DO NOT FLUSH emergency toilets as this will use up valuable water supply.
- Waste disposal guidelines:
  - Identify approved garbage can locations. Cans in resident rooms and personal offices will be removed by housekeeping services.
- Water substitutes for cleansing
  - Hand sanitizers
  - Rubbing alcohol
  - Lotions containing alcohol.
  - Shaving lotion
  - Face creams and lotions
  - Use damp wash cloth to clean teeth, wash face, comb hair and wash body.
- Disinfectants
  - Use common disinfectants as available. An alternative and very effective disinfectant solution is 1 part liquid chlorine bleach to 10 parts water.

LOSS OF COMMUNICATIONS

You must first determine whether the loss of communication services is specific to your property or is a regional /provincial loss of services.

Location of Emergency Telephone

Location: Click & insert the exact location of telephone

Plug In: Click & insert the emergency telephone line

Communication Service Contacts

Telephone System / Lines Service

COMPANY:	Click & insert company name
LOCATION:	Click & insert mailing address: street, city/town, postal code
TELEPHONE:	Business Hours: Click & insert # After Hours: Click & insert #
COMPANY:	Click & insert company name

Telephone Equipment Service

COMPANY:	Click & insert company name
LOCATION:	Click & insert mailing address: street, city/town, postal code
TELEPHONE:	Business Hours: Click & insert # After Hours: Click & insert #
COMPANY:	Click & insert company name

Use other available communication devices for internal and external communications:

- Walkie-talkies
- iPads – *FaceTime, Text Me*
- Blackberry Messenger / iPhones
- Use media resources
- Corporate links to collect, share, transmit information etc.

Resident Call Bell System

You must determine the extensiveness of the Call Bell System Outage (i.e., one resident room, one neighborhood, one floor, or whole building.)

Resident Call Bell System Contract

COMPANY:	Click & insert company name
LOCATION:	Click & insert mailing address: street, city/town, postal code
TELEPHONE:	Business Hours: Click & insert # After Hours: Click & insert #
COMPANY:	Click & insert company name

The SIC/delegate will:

- Determine the extensiveness of the call bell outage by testing the system in different areas.
- Inform staff of the outage and to ensure each resident is provided with an alternative method for signaling assistance such as a bell or whistle. For those who are unable to utilize a call-bell or alternative device, staff are to continue to do regular safety checks.
- The Executive Director or on-call Manager to be informed.
- Contact the service contractor to fix the equipment. For individual call bells, the Environmental Staff may be able to replace the broken piece of equipment (i.e., call bell cord or box) if spare parts are available.
- Once equipment has been repaired and tested, inform residents and staff and collect temporary signaling devices.

TABLE OF CONTENTS

ALL-ON-510-16: FOOD SERVICES INTERRUPTION

Food Service Interruption

During an emergency/crisis event, Food and Nutrition Services may be impacted requiring the home to consider the minimum preparedness needed to maintain essential services. This plan addresses home considerations for departmental specific needs.

Emergency Scenario	Food Service Action Plan (Items to Consider)
Loss of Power	Identify generator powered appliances and equipment. Review and adjust menus as needed; refer to contingency binder for emergency menus. Review menus and adjust to prepared menu items as appropriate Communicate loss of power and impact to residents, families, and staff
Loss of Water	Coordinate back up water supply Coordinate for water replenishment as required Adjust menu to foods and fluids that do not require water for preparation Communicate loss of water and possible changes to menu to residents, families, and staff Communicate Loss of Water to your local Public Health Unit. Use disposable dishes and utensils. Ensure hand hygiene stations are available in kitchen and serveries and use of ABHR. Re-evaluate daily and adjust as needed
Loss of Kitchen- Fire/Flood/Staffing Shortage/Major Equipment Breakdown	Short term food service strategy – ordering in from local restaurants; community services-Complete tables below Long term food service strategy - Identify back up kitchen service to prepare menu/snacks- (Local Church/ Community/ Legion/School Kitchens) Complete Table Below Determine food transportation to the home that maintains the temperatures from preparation to service Implement disposable dishes and utensils Collaborate with Executive Director/Consultant for ongoing planning Communicate changes to food and dining plans to residents, families, and staff
Relocation of Residents	Have menus available including productions sheets, recipes, etc. Print updated Resident profiles that include food preferences, nutritional risk, needs and interventions Print updated staff contact lists and master schedules. Transport the emergency food and supplies If unable to transport borrow emergency food and supplies from sister site to evacuation site

	Source food and fluids from restaurants, community services etc. (see below) Assign staffing accordingly. Food and Nutrition Manager to re-evaluate daily, identify risks and report to Executive Director. Food and Nutrition Manager or designate to communicate with Executive Director daily regarding the food service plan
Home Wide Outbreak	Refer to Outbreak Management Policy
External Emergency	Implement emergency menu plan, if needed Daily evaluation and planning for ongoing meals/snacks. Communication to residents, families, and staff.
Other Scenario	

In the preparation for essential foodservice delivery needed in the event of a loss of utilities, natural disaster, fire, flood, insufficient staffing/labour disruption or a home wide outbreak, all homes will create a food service contingency plan in the table below.

Loss of Utilities or Fridge/Freezer: Please refer to **ALL-ON-510-15 of the Emergency Response Plan**

In the event you do not have access to food storage or food preparation areas, emergency meals may be obtained from the following locations:

1. Short Term

COMPANY:	Click & insert company name
LOCATION:	Click & insert mailing address: street, city/town, postal code
TELEPHONE:	Business Hours: Click & insert # After Hours: Click & insert #
CONTACT NAME	Click & insert contact name

2. Short Term

COMPANY:	Click & insert company name
LOCATION:	Click & insert mailing address: street, city/town, postal code
TELEPHONE:	Business Hours: Click & insert # After Hours: Click & insert #

CONTACT NAME	Click & insert contact name

3. Long Term

COMPANY:	Click & insert company name
LOCATION:	Click & insert mailing address: street, city/town, postal code
TELEPHONE:	Business Hours: Click & insert # After Hours: Click & insert #
CONTACT NAME	Click & insert contact name

4. Long Term

COMPANY:	Click & insert company name
LOCATION:	Click & insert mailing address: street, city/town, postal code
TELEPHONE:	Business Hours: Click & insert # After Hours: Click & insert #
CONTACT NAME	Click & insert contact name

Food Service Interruption

A Recall means the removal of a product from sale or use, or correction, of a distributed product that <u>presents risk to health and/or safety of consumers</u> or violates legislation administered by the Health Products and Food Branch, Health Canada. The Act and Regulations are the final authority in all matters of recall.

This may include:

- Food and food related products, including the labeling of a product.

- Pharmaceuticals.

- Health product(s) includes any product under the mandate of the Health Products and Food Branch (HPFB), with the exception of food products. The HPFB has regulatory responsibilities in the following health product areas: drugs for human use; blood and blood products; medical devices; transplanted tissues and organs; biologics and genetic therapies; natural health products; and veterinary drugs.

Product Withdrawal means the responsible party's removal from further sale or use, or correction of a distributed product.

If there is no health and safety risk and no contravention of the legislation it is not considered to

be a recall.

Communication for food and/or health product recall for AgeCarel home(s) will be provided by AgeCare corporate office and/or the vender/service provider as directed by corporate. As part of the emergency plan Incident Management System, one person will be designated as the CIC and manage the event. This person will act as liaison from corporate on a product which is recalled under the authority of Health Canada.

1. Communication to the home will include:

    a) Instruction on the specific product(s) identified by name(s) and code if applicable.

    b) The process to be undertaken for how the product is to be disposed, isolated and or prepared for the return to a supplier.

    c) Instruction in the event the product has been consumed and any medical interventions may be required.

    d) Instruction for accounting of lost product

    e) Provide corporate communication for home wide use including key messaging, general inquiries, and media response.

2. Upon receiving product recall information from CIC/Designated Vendor the home will:

    a) Document the instructions provided by CIC/vendor regarding the identified product(s)

    b) Locate the identified product, cease using and isolate the product.

    To isolate a product means to clearly label the product to avoid the product from being used by others and to place the product in an area to preserve the product and to ensure the product will not contaminate other goods in same storage area.

    If the instruction is to immediately dispose of a product, the product is to be labeled and placed into an appropriate receptacle.

    Product recall information communication may be received at the home via personal visit, telephone, fax, or email.

    c) Determine if the product(s) has been consumed by residents and/or staff, the home will document:

      • Date – time of the product use

      • Inform the registered / care staff to monitor and observe.

      • Registered staff will seek medical advice and/or direction as required.

      • The Executive Director will contact their Director, Regional Operations, and seek assistance with media communication.

      • The Executive Director / Designated Manger will provide communication to residents/family as received from corporate.

    d) Communicate recall information to all appropriate staff charged with the responsibility of the service for the day/shift i.e., the Cook if the product is food.

      • If the product recall impacts immediately on services to be provided i.e., menu item

of the day or the product has been identified and consumed.

- If the product has been consumed by residents, staff and/or guests.

- If the product may have contaminated other goods in storage

- Ensure written communication is left in a designated communication area/book for applicable staff to ensure the product will not be used and follow up instruction if applicable.

e) The Executive Director / Designated Manager is responsible for all communication to residents, families, staff and general media as directed by the corporate office.

TABLE OF CONTENTS

ALL-ON-510-17: ANIMAL THREATS

ANIMAL THREAT

Any animal of any size can be a threat of injury or life to resident, staff and visitors.

A nuisance animal situation is an event that does not threated harm or life such as raccoons, skunks - contact Animal Control

A predatory animal event is one that threats harm or life in the immediate area such as bears, wolves, wild or stray dogs, coyotes or an animal which appears "peculiar in appearance" etc. **call 911 for assistance.**

Prevention practices for animal control are required in all communities such as:

- Do not initiate or invite animals to the property such as feeding of wildlife.
- Pest control practices.
- Ensuring garbage bins are secured inside a locked area and/or bins have locking devices to prevent animal access.

In the event an animal presents as a threat or risk is on/in the property:

- Secure all exterior doors and windows on the main floor to prevent access.
- If an animal has accessed the interior of the home (skunk, raccoon, squirrel etc.) secure the area in which they have been located.
- Depending on the assessed threat, notify Animal Control or regional policing authorities for immediate assistance to ensure personal safety and for controlled removal
- In the event an injury such as scratch or bite in which the skin is broken, the individual must seek immediate medical treatment at hospital for assessment.

> **Animal Control / Conservation Contact**: **Click & insert telephone #**

Lock Down Process

- LOCK DOWN THE BUIDLING FROM THE INTERIOR - Lock exterior doors to prevent departures
- Post warning; example: "DANGER DO NOT EXIT BEARS ON PROPERTY" for all residents, guest's and staff.
- Announce the immediate threat to all residents, guests and staff and inform all the building is in a "lock down mode" until the danger or threat has passed.
- Ensure you have staff available at entrance(s) to monitor the area and allow entry of persons who may not be aware of the situation.
- Position staff as available to monitor a visual location of the animal from the building interior.

TABLE OF CONTENTS

ALL-ON-510-18: EARTHQUAKE

EARTHQUAKE

Earthquake Zone

Please check appropriate boxes: The insurance provider has identified:

☐ **This property IS NOT located in an earthquake zone**

_____

☐ This property is located in an earthquake zone

☐ This building has Seismic Protection Valve which will be triggered to automatically shut off gas lines in the event of earthquake activity.
Seismic Valve Location: N/A

☐ This facility does not have automatic shut off installed on gas lines; in the event of seismic activity or other emergency; gas line is to be manually shut off.

Location of main gas line: **Click & insert location ; picture if available**

All staff must be fully aware of earthquake/evacuation/emergency and disaster procedures and their individual responsibility within the process.

Managers or delegates are responsible in ensuring their staffs are trained.

Since people are unlikely to be forewarned, the actual shock or tremor may provide the only warning. All staff must be trained and knowledgeable to the degree that will enable them to respond immediately and efficiently to the emergency.

Most wood-frame residential buildings are highly resistant to earthquakes. During an earthquake the primary dangers are from falling objects and debris, such as collapsing chimneys, masonry facing, shattered glass, light fixtures, plaster ceilings and heavy furniture. A few simple steps can greatly reduce the risk of personal injury during an earthquake.

Actions During and Immediately Following an Earthquake

The first indication of an earthquake

- A low or loud rumbling noise.
- A sudden violent jolt.
- Shaking or moving objects.
- Any combination of the above.

During The Shaking

- Do not attempt to assist others until the shaking stops, **protect yourself**!
- **DROP – COVER – HOLD ON**
- Provide verbal direction to residents/clients, staff and visitors.
- If you are inside, stay inside. Do not attempt to exit.
    - Move away from windows and mirrors that may shatter and objects that may fall.
    - Crawl under a strong table, counter, or desk if possible.
    - Do not stand in a doorway.
    - Drop to your knees and cover your head and neck with your hands
- If you are outside, stay outside.
    - Move away from the building and power lines.
    - Avoid overhanging structures.
    - Remain in your location until the shaking stops.

Once the Shaking Stops

- **WAIT 60 SECONDS AFTER SHAKING STOPS. Think, assess and move slowly.**

- **Prepare for aftershocks –** Respond with Drop, Cover and Hold On
    - Account for all individuals.
    - Check for injuries:
        - Assess if anyone is injured and provide medical assistance where required or call other staff members for assistance.
    - Check for people who may be trapped:
        - Inspect rooms, common areas, and other locations in your area. Leave doors to rooms open.
    - Calm Persons in Care:

- o Instruct Persons in Care to remain calm and stay in an intact room, or
- o Assemble Persons in Care in hallways until a detailed damage assessment is complete.
- o Keep Persons in Care away from windows, exterior walls, and objects which may fall.
- Check for hazards:
  - o Check for fires.
  - o Floors may be covered with glass, spilled liquids, and chemicals.
  - o Check the operating status of all telephones, and replace receivers on the bases.
- Do not touch fallen or damaged electrical wires.
- Delegate the following tasks to staff as they become available (See Checklist):
  - o Compile a list of those present at the time of the earthquake.
  - o If someone is missing either conduct an immediate search, or wait for emergency services, depending upon the condition of the building.
  - o **See *Damage Assessment Checklist***
  - o Check for fires and fire hazards.
  - o Check utilities – shut off if necessary (i.e. electrical appliances, etc.).
  - o Assess the damage to gas and water pipes, electrical wiring, and sewage lines. Turn off valves and water.
  - o Check building for structural damage
  - o Clear hallways and evacuation routes of hazards.
  - o Avoid other probable dangers (fallen wires, overhanging debris, etc.).
  - o Use a flashlight NOT a candle.
  - o Turn on battery operated radio (or car radio) for emergency bulletins.
  - o Check supplies, food, water, first aid.
  - o Draw a moderate amount of cold water. Fill tubs with water in order to provide a short-term resource.

If the building assessment indicates that it is unsafe to remain, the Incident Commander or delegate will contact their alternate site or other local Licensed Residential Care Facilities with which they have a mutual aid agreement. Use CODE GREEN protocol if full or partial evacuation of the building is required.

What to do DURING an Earthquake

Sourced: FEMA

1. **If you are indoors:**

    - Duck or drop down to the floor. Take cover under a sturdy desk, table or other furniture. Be prepared to move with it. Hold the position until the ground stops shaking and it is safe to move.

    - Stay clear of windows, glass light fixtures, fireplaces, woodstoves, and heavy furniture or appliances that may fall over.

    - If you are in a bed, remain there unless you are directly below a heavy fan/light fixture. Cover yourself for protection, cover your head with a pillow

    - Use a doorway for shelter only if it is in close proximity to you and it is strongly supported load bearing doorway.

    - Stay inside until the shaking stops to avoid being injured by falling glass or building parts. If you are in a crowded area, take cover where you are. Stay calm and encourage others to do likewise. Research has shown that most injuries occur when people inside buildings attempt to move to a different location inside the building or try to leave.

    - DO NOT use elevators

2. **If outdoors:**

    - Stay there.

    - Move away from buildings, streetlights, and utility wires. Once in the open, stay there until the shaking stops. The greatest danger exists directly outside buildings, at exits, and alongside exterior walls. Many people are killed or injured when they run outside of buildings by falling debris from collapsing walls; stay in open areas, away from buildings and power lines.

3. **If in a moving vehicle:**

    - Stop as quickly as safety permits and stay in the vehicle. Avoid stopping near or under buildings, trees, overpasses, and utility wires.

    - Proceed cautiously once the earthquake has stopped. Avoid roads, bridges, or ramps that might have been damaged by the earthquake.

4. **If trapped under debris:**

    - Do not light a match.

    - Do not move about or kick up dust.

    - Cover your mouth with a handkerchief or clothing.

    - Tap on a pipe or wall so rescuers can locate you. Use a whistle if one is available. Shout only as a last resort. Shouting can cause you to inhale dangerous amounts of dust.

What to Do FOLLOWING an Earthquake

- Check for injuries. Do not move seriously injured persons unless they are in immediate danger.
- *Safety Check* for the following hazards following seismic activity in both earthquake and after shock:

  - Fire or fire hazards after earthquake is commonly initiated from electrical or fuel related sources. The additional hazard is the potential of a delay from fire emergency personnel due to multiple demands and obstruction in transportation.

  - Gas leaks: Shut off the main gas valve if a leak is suspected or identified by odour. Wait for professional assistance to turn gas back on following a repair

  - Electrical wiring or utility lines down; SHUT OFF POWER at the control source.

  - Down or damaged power lines, do not approach even if they appear to be off.

  - Fallen objects in closets, cupboards and storage areas. Displaced objects may fall when a door is opened.

  - Check for liquid spills which could present danger for falls, flammable liquids, chemical reactions and contact combustibles etc.

  - Structures can be weakened, unstable or damaged to any part of a building including elevator shafts, doors, windows, chimneys, etc. Any structural damage apparent to the eye or not must be approached with caution. In the event the structure has been damaged and is deemed to be unsafe it is to be evacuated. Any area or zone is to be quartered off and access restricted to prevent entry.

  - Check your telephone make sure each phone is on the receiver. Telephones which are off the hook tie up the telephone lines unnecessarily

  - Clean up potentially harmful materials and debris

Aftershocks

Prepare for further warnings for aftershock earthquakes which may be lesser in intensity; some may be large enough to do additional structural damage and / or present same dangers as an initial earthquake; proceed to review the safety checklist for hazards.

Coastal areas surrounded by large bodies of water may have additional tsunami dangers and be required to move to higher grounds.

Activation of a Disaster/Major Emergency Plan

General Responsibilities & Guidelines

AFTER THE EARTHQUAKE - ALL STAFF

- Wait 60 seconds after shaking stops. **Think before you move! (Personal Safety)**
- Staff will then assist residents and visitors where necessary.
- Remain calm - reassure others.
- Listen for announcements.
- Move slowly.
- Wear shoes.
- Account for all individuals.
- Stay out of danger areas.
- Be on the alert for aftershocks.
- Avoid other probable dangers (fallen wires, overhanging debris, etc.).
- Check for fires and fire hazards.
- Check gas, water, and electric lines.
- Use a flashlight NOT a candle.
- Check for spills and clean up any hazardous materials *(Check WHMIS policies).*
- Check telephones for operational use. Report unusable telephones immediately to the Incident Commander.
- Telephones are for emergency use only.
- Plan for possible evacuation from area.
- Do not go without food or water too long. Avoid open containers near shattered glass.
- You must remember to take your own routine medication.

Site Incident Command

- Call **CODE ORANGE** via the public address system and ask representative from each floor to meet at Site Emergency Operations Centre (SEOC) – designate the location.
- Call or delegate phoning 911, advise them of facility status, as well if main access route is unavailable; ask if the emergency crews will be attending.

- Contact the Executive Director/DOC and let them know you will contact them again with updated status reports, ascertain if they are able to attend the facility.

- Set up an Emergency Operations Centre, as per the Emergency Response Plan.

- Have someone meet the Emergency Services crews at the main front door or other specified location, if they are attending.

- Check with all areas to receive status reports, for areas not reported, send a runner to receive information, advise them to report back to you immediately.

- Have Maintenance staff (if available) assess any damage to gas and water pipes, electrical wiring, and sewage lines. Turn off valves and water.

- Re-contact Executive Director/DOC with full status reports.

- If there are a significant number of injuries and/or deaths due to the earthquake, a triage area should be created to best attend to injuries.

- Designate staff to set up triage area in a safe location for the injured and deceased.
  - Four sections denoted by colour: Green, Yellow, Red, Black. Ensure Black section is discreetly separate from other areas.
  - Green – residents who do not need medical attention
  - Yellow – residents who need medical attention for non-life-threatening injuries
  - Red – residents who are severely wounded/injured, needing immediate medical attention
  - Black – residents who are deceased.

Duties of the Floor Watch/Wardens

The Floor Wardens are the most Senior Staff members assigned to each floor or Service Area.

Think before you move! (Personal Safety)

1. **Check for hazards**
   - Fires.
   - Connection of oxygen supplies.
   - Floors may be covered with glass, spilled medications, and chemicals, wear shoes (clean up hazardous conditions).
   - Do not touch fallen or damaged electrical wires.
   - Unplug Electrical Appliances.

2. **Account for all residents, staff, and visitors**
   - Compile a list of staff and visitors present at the time of the earthquake.

- If someone is missing either conduct an immediate search, or wait for emergency services, depending upon the condition of the building.

- Assess if anyone is injured and provide medical assistance or send to triage area

- Notify the IC as to the status.

- Calm residents

- Check the operating status of all telephones, and replace receivers on the bases.

- Instruct residents to remain calm and stay in an intact room, or

- Assemble residents in hallways until a detailed damage assessment is complete.

- Keep residents away from windows, exterior walls, and objects that may fall.

- Check for people who may be trapped

3. **Assess damages and prioritize actions**

- Inspect residents' rooms, and other locations in your area.

- Leave doors to rooms open.

- Clear hallways and evacuation routes of hazards.

- Fill tubs and sinks with water in order to provide a short term resource.

- As normal routine will be altered by the event, it is important to remember that people still need care.

- Report your assessment and status to the SEOC; utilize a runner for this if available.

- Report status every 15 minutes, and as new information is available

- Follow the direction of the SEOC to move residents to safe location within building or prepare for evacuation.

4. **Care Staff**

- Provide emergency care for injuries

- Food and fluids (be careful not to use food that may be bad).

- Provide routine Medication for residents

5. **Maintenance Staff (or delegate)**

- Check utilities - shut off if necessary

- Check all gas supply lines and shut off if you smell gas or hear a hissing sound.

- Check sewage lines.
- Check building for structural damage.
- Report damage assessment to SEOC.

6. **Kitchen Staff (or delegate)**

- Check for hazards
- Shut off natural gas supply if you smell gas or hear a hissing sound.
- Check supplies, food, water, first aid.
- Draw a moderate amount of cold water.
- Fill tubs with water in order to provide short-term resource.
- Report operational status to the SEOC.

7. **Laundry Staff (or delegate)**

- Shut down Laundry Operations.
- Shut off gas supply if you smell gas or hear a hissing sound.
- Coordinate delivery of laundry and linen supplies if needed.

Types of Evacuation (Code Green)

1. **Simple Evacuation:** This involves removing people from an area where a dangerous situation has occurred to a safe area.
2. **Partial Evacuation:** This involves movement of people within the building from a dangerous situation to a safe zone, preferably to a different fire zone. Partial evacuation may occur horizontally on the same floor or vertically to a safer location on another floor.
3. **Total Evacuation:** This involves total evacuation of the building. The decision to evacuate will be made by the site SIC in conjunction with EMS.

Designated Evacuation Area on Site

1st ➜THE DESIGNATED OUTSIDE ASSEMBLY AREA IS:

Click & insert location

2nd - ➜ Alternative if above not available: Click & insert location

Priority of Evacuation

1. Those individuals in immediate danger.

2. All ambulatory residents to be moved under supervision to a safe area.

3. Residents in wheelchairs are moved to a safe area. Residents who usually use walkers may need assistance in wheelchairs.

4. Residents who are totally dependent on staff to mobilize and/ or resistant residents are moved last and may be carried or placed on a blanket and dragged to a safe area.

Responsibility during Evacuation

The SIC will do the following:

1. Implement the Emergency Plan; proceed to SIC roles and responsibilities.

2. Direct the roles of SEOC in conjunction with EMS.

3. Contact corporate contacts/office.

TSUNAMI

☐ This property is located in an area which could be affected by the effects of a Tsunami.

☐ This property is NOT located in an area which could be affected by a Tsunami.

Reference:
http://www.embc.gov.bc.ca/em/hazard_preparedness/Earthquake_and_Tsunami_Smart_Manual.pdf

FORMS LISTING

The below information is available electronically on SharePoint. Forms are standardized to ensure the quality of content and structure is consistent across all sectors; please complete the forms as instructed for use and inserted into the ERP as indicated to have available for use in an emergency.

FORM #	ISSUE / REVISION DATE	FORM NAME	INSTRUCTION FOR USE
ALL-ON-510-18.01	December 2024	Activation of a Disaster/Major Emergency Plan Checklist	Form is not to be altered.
ALL-ON-510-18.02	December 2024	Damage Assessment Checklist	Add to the checklist as required to ensure all key features of the facility are included.
ALL-ON-510-07 Code Green		ALL-ON-510-07.02 Municipal / Regional Assistance List ALL-ON-510-07.03 Evacuation Transportation Assistance List ALL-ON-510-07.04 Emergency Evacuation Locations ALL-ON-510-07.05 Resident ID Card Template	
Further Resources Available		Earthquake and Tsunami Guide	

TABLE OF CONTENTS

FLOODING

Building Mechanical Plumbing Failure

Mechanical plumbing failures such as plumbing, fire systems, irrigation systems, boilers or fire hydrants may occur periodically, and staff will need to immediately:

- Remove residents and staff from immediate danger.

- Shut off the water source to the system to **STOP** the flow of water.

- Place barrier to restrict access to water saturated areas to prevent people from entering. Water is a hazard monitor the area:

  → Turn off all electrical and mechanical equipment in the path of water from below or above.

  → Restrict access the area; place barriers or use yellow warning tape to section off areas unsafe. Post notice of danger

  → Monitor surfaces for hazards (slips, trips & falls) from wet slippery surfaces or pooled water which may be visibly deceptive.

  → Monitor exterior areas for unstable earth; stop vehicle access in traffic zone to prevent entrapment.

- Assess for area damage; take pictures of damaged area.

- Contact On-Call Manager for direction to arrange clean-up to return the area for safe operations. Minor clean up may be completed by Maintenance and staff and larger clean up may require professional service assistance may be required (Winmar).

- Anytime water flows through ceilings, under walls and saturates dry wall or is suspected or wetting areas hidden, professional service is required ensure correct clean up to prevent compounded problems in future.

- Executive Director to assess for insurance claim.

Water Shut-Off List and Instruction

FIRE HYDRANT SERVICE:

☐ This site does maintain a private fire hydrant and is responsible to annual maintenance and service.

Fire Hydrant Service Assistance: **Click & insert name & Telephone #**

OR

☐ The fire hydrant(s) located for the property belongs to the municipality, For assistance contact:

Fire Hydrant Service Assistance: **Click & insert name & Telephone #**

WATER SHUT OFF	LOCATION/CONTACT	CONTACT
INTERIOR Water Valves **Instructions are posted beside the valve(s) as follows:**		**Click & insert name & Telephone #**
Main Valve:	**Click & insert LOCATION**	
Secondary Valve:	**Click & insert LOCATION**	
Fire System Sprinkler Services	**Click & insert LOCATION**	**Click & insert name & Telephone #**
EXTERIOR Water Valves		
Irrigation / Lawn Sprinkler Shut-Off	**Click & insert LOCATION**	**Click & insert name & Telephone #**

Main Power – to shut-off - go to Click & insert location

Instruction is posted beside switch

Generator is located: Click & insert location

A list of outlets that will be powered by generator is beside the generator

Flood Emergency Response Plan (FERP)
Please check appropriate box:

☐ This property IS LOCATED in a flood plain region as identified by the insurer or;

☐ This property IS NOT LOCATED in a flood plain region as identified by insurer.

NOTE: FLOODS may occur to a property whether or not they are in a flood plain designated area; floods are subject to weather conditions.

Flood Waters Source / Region:

Source:	Click & insert source of water ie Thames River
Location From Property:	Describe km to source, direction to building
Potential Risk	Select a description high, medium, low or rare
Community Flood Warning System	Insert method ie radio - identify station
Information Contact	Name of organization 24 Hour Contact number

Flood Alert
When conditions prevail which may trigger flooding in a region, the local authorities will monitor and inform the public of the potential for risk; a "flood warning" or "flood advisory".

If a flood is likely in your area, you should:
- Listen to the radio or television for information.
- Be aware that flash flooding can occur. If there is any possibility of a flash flood, move immediately to higher ground. Do not wait for instructions to move.
- Be aware of streams, drainage channels, canyons, and other areas known to flood suddenly. Flash floods can occur in these areas with or without such typical warnings as rain clouds or heavy rain.

The period of time between warning and flood conditions may be short; preparation on advance at an early warning stage is important for the safety of all and to minimize property damage.

At any time, if a property is instructed to prepare to evacuate by local community emergency personnel, immediately implement the **CODE GREEN** procedure.

The emergency response actions undertaken to reduce or minimize the flood damage should be based on an understanding of the flood scenario which includes the following:
- type of flooding
- reliability and the amount of warning time available
- time required to undertake emergency action

Flood Advisory Preparation Steps

1. In the absence of the Executive Director on site, notify designated On Call Manager for direction.

2. Proceed to inform staff of <mark>CODE ORANGE</mark> and a sequence of conditions which may result in implementation of protocols to manage emergency situation from power failure to Code Green. Contact sources to assist as per SEOC, maintenance for generator start up etc.

- After meeting with staff in SEOC; post "Flood Alert" warning sign for residents and provide direction as required which may include:

  □ Warning to remain indoors and be in a prepared state for implementation of emergency measures.

  □ Prevention protocol and placement of sandbags to reduce flow of water in at exterior doors

  □ Changes in routines to accommodate building emergency preparation

  □ Preparation for code green (evacuation)

  □ Instruct Residents are to secure their flashlights ready for use

  □ Staff are assigned to secure Flood Kit and all flashlights are distributed ready for use and inform staff of location of battery supplies

  □ Inform staff of generator power outlets that would be available in a power failure

  □ Assigned communication officer to monitor flood warning or advisory

  □ Assigned person to shut power down if water is to penetrate the electrical area

  □ In any area of water concern, Turn off all computer and move what equipment that can be moved to higher elevated areas

  □ Prepare vessels for drinking water

- Preventative protocol may include staff preparation and placement of materials to block or reduce water entry into the building or specific vulnerable zones.

- Preparation phase and / or flooding into the building may result in a power failure; review all measure in preparation

- Have residents and staff source flashlights in preparation

- Turn off appliances to minimize

3. If the level of emergency requires a <mark>CODE GREEN</mark> full building evacuation, it will be determined in conjunction with

- Incident Command

- Community Emergency Response

Emergency Flood Kit is located: Click & insert location

Flood Prevention Preparation Kit

Each site is responsible to develop a flood prevention & emergency measures kit appropriate for their location based on information)

Example: Flood Prevention Supply Kit Contains

Item	Location & Use
Barriers / Sandbags	Place sandbags on the interior threshold of the exit door sufficient to fill and block water seepage.
Yellow Warning Tape	2 Rolls
Elevated Storage of all electrical equipment	No equipment supplies shall be stored below a measure 12" from floor on ground floor

NATURAL DISASTER AND EXTREME WEATHER

Snow, Ice and Extreme Cold

Heavy snowfall, ice and extreme cold can immobilize an entire region. Even areas that normally experience mild winters can be hit with a major snow / ice storm or extreme cold. Winter storms can result in flooding, storm surge, closed highways, blocked roads, downed power lines and hypothermia.

During a Winter Storm

- ✓ **Post a warning** to Residents regarding weather & their departure from the safety of the facility.
- ✓ **Listen** to battery powered or wind-up radio for weather reports and emergency information.
- ✓ **Plan ahead** in the event of power failure for meals, beverages
- ✓ **Maintain** your regime of **meals and hospitality areas** to ensure a supply of beverages and foods are available.
- ✓ **Prepare for additional staff / guests** who are unable to depart / arrive for shift**.**
- ✓ **Monitor door exits and driveways to ensure they remain clear** for emergencies vehicles; ensure emergency door exits are clear for use in the event of fire.
- ✓ **Check generator readiness.**
- ✓ **Conserve fuel, if necessary**, by keeping your residence cooler than normal. Temporarily close off heat to some rooms.
- ✓ **If you anticipate or have a history of a pipe freezing** (ie. tub drain, sink drain); open the water to a trickle and allow it to drain until the situation has eased.

✓ **If the pipe freezes,** remove any insulation and completely open all faucets and pour hot water over the pipes, starting where they were most exposed to the cold (or where the cold was most likely to penetrate). *If you have pipes which frequently freeze, anticipate the problem and turn them on to a slow flow* to prevent the problem. Example: pipes over existing unheated garage.

Thunder & Lightening

All thunderstorms are dangerous; every thunderstorm produces lightning. Other associated dangers of thunderstorms include tornadoes, strong winds, hail, and flash flooding.

The following are guidelines for what you should do if a thunderstorm is likely in your area:

- Postpone outdoor activities.
- Get inside a home, building, or hard top automobile (not a convertible). Although you may be injured if lightning strikes your car, you are much safer inside a vehicle than outside.
- Remember, rubber-soled shoes and rubber tires provide NO protection from lightning. However, the steel frame of a hard-topped vehicle provides increased protection if you are not touching metal.
- Secure outdoor objects that could blow away or cause damage.
- Shutter windows and secure outside doors. If shutters are not available, close window blinds, shades, or curtains.
- A cell phone or cordless telephone are safe for use; using a corded telephone only when cordless or cell are not available.
- Ensure critical equipment is plugged into surge protection outlets.
- Use your battery-operated / wind up radio.

Wind Hazards (Tornado / Hurricane)

Understanding the hazard:

☐ This facility is located in a geographically higher risk area for tornado or hurricane winds.

☐ This facility is NOT generally a geographically higher risk area for tornado or hurricane winds

When conditions prevail or public broadcast advisories are issued in your region of pending high force wind conditions; emergency measures should be put into place for the protection of all persons.

General Precautions are:

- Monitor local radio.
- Prepare for evacuation; if at anytime local emergency authorities advise or direct; follow all directions and refer to Code Green procedures.

- Move people away from open window exposure to more sheltered interior locations

- Move equipment away from windows; if flooding is possibility, elevate equipment from floor areas.

- Secure doors and windows with latches when possible.

- Reinforce the property as possible; ensure outdoor patio' and balconies have secured or removed lightweight furnishings to secure location. Items such as furniture, tables, umbrella, awnings, hanging plants, garbage cans and other light weight outdoor objects may become air borne hazards causing both personal and property damage.

- Prepare for power outages; locate all flashlights and battery supply.

- Prepare generator for use.

- Provide warning to all residents to prepare for emergency measure and locate their flashlights and batteries.

Best Prevention Practices:

- Maintain good arborist practices, ensure dead trees / tree limbs are removed to prevent a hazard

- Maintain good maintenance practices to ensure eaves trough are clear at all times and downspout is secured and drainage is directed away from building

- In the event there is construction on the property, secure the materials as best possible. If there is construction in close proximity monitor for flying debris.

What to Do During a Tornado/Hurricane

If you are under a tornado WARNING, seek shelter immediately!

If you are in:	Then:
A structure (e.g., residence, small building, school, nursing home, hospital, factory, shopping center, high-rise building)	Go to a pre-designated shelter area such as a safe room, basement, storm cellar, or the lowest building level. If there is no basement, go to the center of an interior room on the lowest level (closet, interior hallway) away from corners, windows, doors, and outside walls. Put as many walls as possible between you and the outside. Get under a sturdy table and use your arms to protect your head and neck. Do not open windows.
A vehicle	Get out immediately and go to the lowest floor of a sturdy, nearby building or a storm shelter.
Outside with no shelter	Lie flat in a nearby ditch or depression and cover your head with your hands. Be aware of the potential for flooding. Do not get under an overpass or bridge. You are safer in a low,

	flat location.
	Never try to outrun a tornado in urban or congested areas in a car or truck. Instead, leave the vehicle immediately for safe shelter.
	Watch out for flying debris. Flying debris from tornadoes causes most fatalities and injuries

Landslide (Mudslide)
☐ This property is located in an area prone to landslide / mud slide.

Landslides occur in all provinces depending on the immediate terrain within the vicinity of your residence. In a landslide, masses of rock, earth, or debris move down a slope. Landslides may be small or large, slow or rapid. They are activated by storms, earthquakes, fires, alternation in weather form freezing to thawing etc.

Debris and mud flows are rivers of rock, earth, and other debris saturated with water. They develop when water rapidly accumulates in the ground, during heavy rainfall or rapid snowmelt, changing the earth into a flowing river of mud or "slurry." They can flow rapidly, striking with little or no warning at avalanche speeds. They also can travel several miles from their source, growing in size as they pick up trees, boulders, cars, and other materials.

Landslide problems can be caused by land mismanagement, particularly in mountain, canyon, and coastal regions. In areas burned by forest and brush fires, a lower threshold of precipitation may initiate landslides. Land-use zoning, professional inspections, and proper design can minimize many landslide, mudflow, and debris flow problems.

After a Landslide or Debris Flow
* Stay away from the slide area. There may be danger of additional slides.
* Listen to local radio or television stations for the latest emergency information.
* Watch for flooding, which may occur after a landslide or debris flow. Floods sometimes follow landslides and debris flows because they may both be started by the same event.
* Check for injured and trapped persons near the slide, without entering the direct slide area. Direct rescuers to their locations.
* Help a neighbor who may require special assistance
* Look for and report broken utility lines and damaged roadways and railways to appropriate authorities. Reporting potential hazards will get the utilities turned off as quickly as possible, preventing further hazard and injury.
* Check the building foundation, chimney, and surrounding land for damage. Damage to foundations, chimneys, or surrounding land may help you assess the safety of the area.

- Replant damaged ground as soon as possible since erosion caused by loss of ground cover can lead to flash flooding and additional landslides in the near future.

TABLE OF CONTENTS

ALL-ON-510-20: NUCLEAR EMERGENCY

Nuclear Power Plant Emergency

Please check appropriate box below:

☐ **There is a nuclear power plant in the region in close proximately to the property:**

    ☐ Zone 1 (10 km or less radius from property)

    ☐ Zone 2 (10 - 100 km radius from property)

☐ **NOT APPLICABLE; there is NO nuclear power plant within the region**

This Residence is within the radius of a nuclear power generating station / plant, for information contact:

	Click & insert name, location
TELEPHONE:	Business Hours: **Click & insert telephone #**
	After Hours: **Click & insert telephone #**
CONTACT NAME	If available

A <u>NUCLEAR EMERGENCY</u> will be a general community emergency and compliance with the direction provided via emergency response personnel or radio is to be followed.

Nuclear power plants use a two (2) phase definition in their "emergency planning zones". The first is an area within a 10 km radius of the plant, where it is possible that people could be harmed by direct radiation exposure. The second zone covers a broader area, usually up to a 100 km radius from the plant, where radioactive materials could contaminate water supplies, food crops, and livestock.
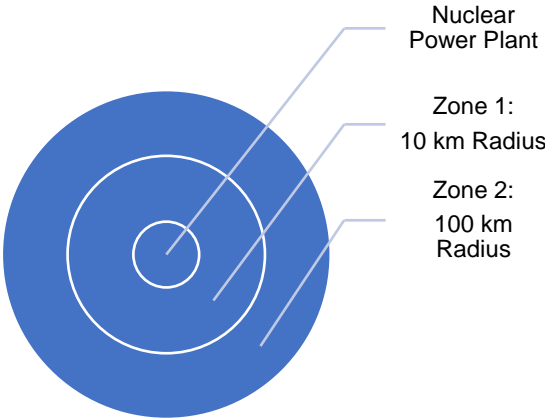

Nuclear Power Plant

Zone 1: 10 km Radius

Zone 2: 100 km Radius

TABLE OF CONTENTS

ALL-ON-510-21: DISASTER & EMERGENCY CLEAN-UP

DISASTER CLEAN UP AND REPAIRS

As part of corporate disaster management planning and to mitigate all related risks, AgeCare has established a partnership with a Restoration Services company to ensure that we have a program in place to minimize business interruption and down time with our properties during a disaster.

AgeCare Policy

In recognition of the need to minimize the interruption of our business and quickly provide the necessary assistance to all site managers, AgeCare has standardized the process for supporting the properties by ensuring you have access to a National Restoration Company to provide these services when a situation arises.

Under no circumstances should the property contact any Restoration Organization other than the designated AgeCare Restoration Partner unless directed to do so by your Project Manager. Refer to approved corporate vendor list for contact.

Procedure

Upon the discovery of the need for emergency services for property damages, the Executive Director / Delegate will first ensure the safety of all residents, staff, volunteers, and guests/visitors; second secure and limit/restrict access to the property area where the issue has occurred.

The property Executive Director or person in charge of property will contact the restoration services company.

Once you have contacted the restoration service representative, they will assess your situation and dispatch the appropriate team to your site. If you do not have a live contact, leave a message and someone should be back to you within 10 to 15 minutes.

Immediately following communication with the restoration service representative, the Executive Director must inform their Director of Regional Operations (DRO's), their Project Manager (PM) and the AgeCare Manager, Risk and Insurance of the event. An underlined incident report must be completed, and photographs of the disaster must be taken.

The restoration service will dispatch the appropriate team with the mandate to "make safe" the property.

AgeCare Insurance Executive Director Protocol

When the AgeCare Manager, Risk and Insurance receives notification of the emergency, they or their designate will be in touch with the Executive Director / Project Manager to determine if the claim is to be submitted to the AgeCare Insurer.

If the AgeCare insurer is to be involved an Insurance Adjuster will be assigned and will be in touch with the facility.

The AgeCare Manager, Risk and Insurance will provide the Executive Director with an AgeCare Claim Number to be referenced on all invoices, purchase orders, documents, pictures and emails to the AgeCare Manager, Risk and Insurance.

Emergency Response Protocol

Upon arrival at the facility, the assigned restoration company representative, Executive Director / Project Manager will assess and decide what should be done based on the description of loss to ensure no further damage ensues. If the loss occurs outside of normal business hours, or weekend, only the necessary amount of work should be done as to mitigate the loss. Upon arrival the Executive Director and/or Project Manager, they will be required to sign an ***Authorization Form*** for the work required for the complete emergency clean up.

The restoration company representative will complete the **24-hour Report Form** ensuring that the nature of the loss, cause of loss and approximate cost to repair the damage is included. Within **24 hours,** the **24-hour Report Form** will be emailed to the Executive Director/Project Manager and AgeCare Manager, Risk and Insurance

Within **48 - 72 hours**, the restoration company representative will provide the Project Manager a quote to put the facility back to pre-loss condition. The quote will be reviewed by the Project Manager and, where applicable, the insurance adjuster involved in the loss. The insurance adjuster may request to meet with the restoration company representative at the facility to assess/discuss repairs and timeline for work to be completed.

The restoration company representative is *to maintain communications with the* Project Manager and, where applicable, insurance adjuster as often as possible. The Project Manager will update the AgeCare Manager, Risk and Insurance.

Upon completion of restoration, a Job Completion Form, provided by restoration company is to be completed and signed by Executive Director and Project Manager. A copy of the Job Completion Form is to be emailed to the AgeCare Manager, Risk and Insurance and insurance adjuster, where applicable.

The restoration company representative will send the emergency and repair invoices to the Project Manager for review. The Risk and Insurance Department will issue POs for emergency work. The Project Manager will issue POs for the renovation projects.

Project Manager's Procedures

This procedure change is to clearly define the process and responsibility as it relates to managing insurance-related claims for the Project Managers (PM). These changes will impact on how the properties and the AgeCare Manager, Risk and Insurance handle claims.
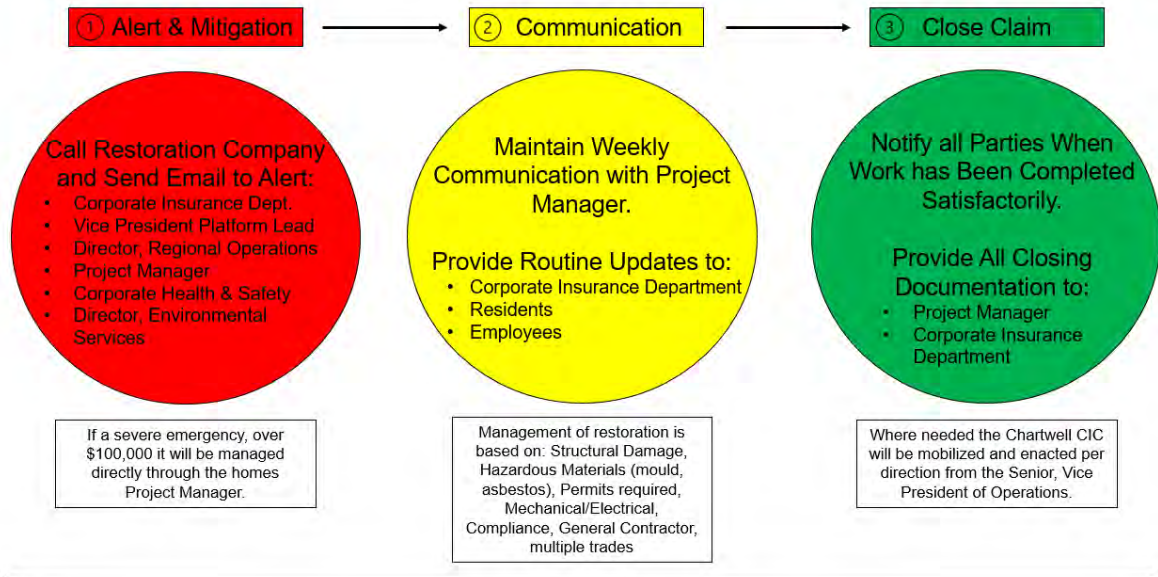
1. Properties must immediately notify the Project Manager when insurance/disaster issues arise.

2. The property is still responsible for contacting the AgeCare Remediation Company (e.g., Winmar) and sending incident emails to DRO, Project Manager and AgeCare Manager, Risk and Insurance.

3. The Project Manager will become the prime contact between AgeCare and the Insurance Adjusters. If the Project Manager is away, the Platform Lead will inform Manager, Risk & Insurance who will be managing the homes in the Project Manager's absence.

   a) Upon notification of an insurance-related project, the Manager, Risk & Insurance makes initial contact with the Project Manager and will make a determination as to whether an Adjuster is warranted.

   b) If no Adjuster is appointed, then the Project Manager will deal directly with the Remediation/Restoration Company and the Property to ensure that quotations are received, and the work is completed in a timely fashion.

   c) If an Adjuster is appointed, the Manager, Risk & Insurance will notify the Adjuster with the Project Manager's contact cell number. The Adjuster will contact the Project Manager to set up a time to meet on site as soon as possible. The Project Manager should make all efforts to meet the Adjuster and Restoration Company on site. If the Project Manager cannot be there, then the Project Manager shall notify the Executive Director that the Adjuster will be attending the site and should meet with the Restoration Company and Executive Director and then make arrangements for when the Project Manager will be there.

   d) It is the expectation that the Project Manager be on site within 48 hours of the identified claim.

   e) The Project Manager will follow up directly with the Adjuster if they both cannot be on site at the same time, to understand the scope, impact on the property and the next steps. This does not negate the PM from being on site within 48 hrs.

   f) The PM shall be the point of contact for the Restoration/Remediation firms. The PM must review all restoration quotes. For all claims under $35,000 the PM may choose to single source to the remediation company or in their discretion have a second quotation supplied from another contractor. The intent is to ensure that the property is restored as soon as possible. All restoration work over $35,000 requires more than one quotation.

4. The Project Manager will have the responsibility of coordinating with the Executive Director project scope, cost and schedule.

5. The Project Manager will be responsible for issuing all POs for restoration-related work through the new workflow for Insurance in Payscan, as well as approving related invoices.

6. The Project Manager must notify the Director of Project Management when an Adjuster is appointed by the Insurance Company. The scope of the restoration will determine if and when the Asset Management team will be engaged in the project.

Emergency Loss Recovery – Property Losses for operations

① Alert & Mitigation → ② Communication → ③ Close Claim

Call Restoration Company and Send Email to Alert:
- Corporate Insurance Dept.
- Vice President Platform Lead
- Director, Regional Operations
- Project Manager
- Corporate Health & Safety
- Director, Environmental Services

If a severe emergency, over $100,000 it will be managed directly through the homes Project Manager.

Maintain Weekly Communication with Project Manager.

Provide Routine Updates to:
- Corporate Insurance Department
- Residents
- Employees

Management of restoration is based on: Structural Damage, Hazardous Materials (mould, asbestos), Permits required, Mechanical/Electrical, Compliance, General Contractor, multiple trades

Notify all Parties When Work has Been Completed Satisfactorily.

Provide All Closing Documentation to:
- Project Manager
- Corporate Insurance Department

Where needed the Chartwell CIC will be mobilized and enacted per direction from the Senior, Vice President of Operations.

Forms List

The below information is available electronically.

Forms are standardized to ensure the quality of content and structure is consistent across all sectors; please complete the forms as instructed for use.

FORM #	ISSUE/REVISION DATE	FORM NAME	INSTRUCTION FOR USE
ALL-ON-510-26-21.01	December 2024	Disaster/ Emergency Clean-Up Checklist	Checklist to utilize when responding to a Disaster Clean-Up
ALL-ON-510-26-21.02	December 2024	AgeCare Toll Free Poster - Winmar	

TABLE OF CONTENTS

ALL-ON-510-22: OUTBREAKS AND PANDEMICS

Policies and procedures are for internal use only. They are considered intellectual property of AgeCare and are not to be shared outside AgeCare owned and managed properties without written approval of the Executive Committee.

Homes to refer to the Infection Prevention and Control Manual for detailed policies and procedures related to Outbreak and Pandemic planning, response and management.

ALL-ON-205-04 – Outbreak Management
ALL-ON-205-06 – Pandemic Planning
ALL-ON-205-09-07 – Pandemic Plan

OUTBREAKS/EPIDEMICS/PANDEMICS

Homes to refer to the Infection Prevention and Control Manual for detailed policies and procedures related to infection prevention and control prevention and management practices.

Outbreak Management

In the event of an outbreak, the home will follow the steps outlined in the *Outbreak Management* policy (ALL-ON-205-04-03). The home's Outbreak Management Team will be responsible for ensuring the following outbreak response:

a. Daily Surveillance and Line-Listing of suspected and confirmed cases.

b. Reporting and Liaison with the local Public Health.

c. Initiation of Outbreak Control Measures such as:

   a. Isolation of ill residents.

   b. Additional Precautions with usage of personal protective equipment.

   c. Staff exclusion where applicable.

   d. Cohorting measures.

   e. Enhanced cleaning and disinfection.

   f. Enhanced auditing of IPAC Practices.

   g. Restricted visitation to essential visitors.

d. Education to residents, families and staff.

e. Communication to residents, families, staff and all other external partners.

f. Reporting to regulatory authorities.

g. Initiation of staff contingency plans where required.

The home will follow Public Health direction in the management of the outbreak and determining when the outbreak is declared over.

Pandemic Planning

The home will complete pandemic planning exercises annually as part of their emergency preparedness. Refer to *Pandemic Planning* policy (ALL-ON-205-06-01).

The Pandemic Plan takes into account:

a. A decreased level of support from other health care systems or from other community services.

b. That the plan must be coordinated and complementary with plans of other organization in the community and local/regional pandemic plans.

c. That the number of workers may decrease due to personal illness.

d. Sources of supplies will be disrupted or unavailable.

e. Vaccine will not likely be available for at least 4 to 6 months after pandemic strain has been identified and it will be in short supply with high demand.

f. Antiviral drugs must be started within 48 hours of onset of symptoms.

g. The province will set priorities for who receives the antivirals and vaccine (when developed).

h. The Local Medical Officer of Health with the Public Health Department will assume control for health care activities and direct organizations during a pandemic event.

i. Resources including staff, supplies and equipment may have to be reassigned or shifted.

j. Developing of ways to communicate with residents' families and friends, in order to meet their needs for information but reduce the demands on staff.

k. Developing a systematic way to make difficult decisions about which services will be provided, how services will be provided, who will be allowed into the home, and how resources will be used.

l. Protection for the health care workers.

m. Ways to avoid the need for acute care services.

n. What residents could be accommodated at their family homes in order to free up beds within the home.

The home's *Pandemic Plan* (ALL-ON-205-09-07) will be maintained in the Emergency Response Manual.

Pandemic Response

In the event of epidemic/pandemic event, the home will initiate the Pandemic Response Plan and follow the direction of the Chief Medical Officer of Health, Ministry of Long-Term Care, Local Public Health and other authorities as applicable.

The corporate office will assist the home in interpreting and responding to regulatory directives.

The home will Infection Prevention and Control measures and processes as outlined in the *Pandemic Response* policy (ALL-ON-205-06-03) which include but are not limited to:

a. Enhancement screening and surveillance.

b. Control measures such as isolation, cohorting, visitor restrictions, and limiting movement in/out of the home.

c. Outbreak Management procedures.

d. Enhanced PPE utilization, ensuring availability and quick access.

FORMS LIST

The below information is available electronically on SharePoint. Forms are standardized to ensure the quality of content and structure is consistent across all sectors; please complete the forms as instructed for use and inserted into the ERP as indicated.

FORM #	ISSUE/REVISION DATE	FORM NAME	INSTRUCTION FOR USE
ALL-ON-205-09-07	June 2024	**Pandemic Plan**	This home will outline the plan to respond to situations which may potentially impact care and services during a pandemic situation. Plan to be maintained in the Emergency Response Manual.

TABLE OF CONTENTS

ALL-ON-510-23: PHARMACY DISASTER PLAN

PHARMACY DISASTER PLANNING

In an Ontario AgeCare home that provides care inclusive of assistance with medications will have a designated corporate pharmacy provider that must be utilized. As part of the contract, the provider has an emergency plan in place to support the home in the event of an emergency to provide the continuity of care; the plan include assistance for securing, replacement, transport or delivery of medication to an alternative location(s) and any replacement of required documents to accompany the medication administration. Registered staff will assume the responsibility of medication plans.

If a home provides medication assistance to residents as part of the service offering and utilizes more than one pharmacy source, the home will be required to ensure the above is available for each resident and their pharmacy.

In any home which has residents who are solely responsible for their medication management the home will not be able to assist with medication and may liaison with the pharmacy to explain an emergency. The resident must make the contact to the pharmacy or go to an appropriate medical facility for assistance.

Reminder, in event of an evacuation, a home is responsible for:

- The protection of all personal information in transit

- The medication cart on removal from the home must be secured (locked) and under the direct visual supervision of a staff member at all times.