

CHELTENHAM COMMUNITY EMERGENCY PLAN

Table of Contents

CHELTENHAM COMMUNITY EMERGENCY PLAN	0
COMMUNITY BUILDING MAP/PROFILE	7
LOCATION	7
CONSTRUCTION	7
RESIDENTS	7
Floor 1	7
Floor 2	7
Floor 3	7
UTILITIES	7
Natural Gas	7
Electrical	7
Hot Water	7
Cold Water	8
Alternative Water Source	8
Medical Gases	8
Backup Generator(s)	8
Boiler	8
Air Conditioning Unit(s)	8
Mechanical Room(s)	8
Elevator(s)	8
SERVICES	8
IT Systems	8
Phone System/Call Bell System	9
Shipping/Receiving	9
Food Services	9
Laundry	9
Laboratory	9
Pharmacy	9
Sterile Processing	9
Housekeeping – Chemical Storage	9
Resident Transportation	9
EMERGENCY SUPPLIES	10

Floor 1	10
Floor 2	10
Floor 3	10
EMERGENCY CONTACT NUMBERS – EXTERNAL/MUTUAL AID.....	11
AGENCIES & SERVICES	11
Fire	11
Police Services 32 Division	11
Ambulance	11
Insurance	11
Poison Information Centre.....	11
Public Health Unit.....	11
Public Utilities – Water.....	11
Public Utilities – Hydro.....	11
Public Utilities – Gas.....	11
Pharmacy	12
Human Resources/Staffing Agency(s)	12
CONTRACTORS	12
Gas	12
Elevator.....	12
Security/Fire Alarm Monitoring & Maintenance	12
Plumbing.....	12
HVAC	12
Electrician	12
Refrigeration.....	12
Locksmith.....	12
MUTUAL AID PROVIDERS.....	13
Alternate Care Site	13
Alternate Care Site	13
Alternate Care Site	13
Alternate Care Site	13
Transportation Services	13
Transportation Services	13
Security (local)	13

Food Services (local)	13
Medical Supplies	13
Personal Protective Equipment	13
Hospital	14
Hospital	14
Ontario Health Region	14
Ministry of Long-Term Care	14
EMERGENCY FAN OUT LIST – TEAM MEMBERS	15
EMERGENCY FAN OUT LIST – SUPPORT SERVICES	16
STAFF (TEAM MEMBER) ROLES & RESPONSIBILITIES / EXTERNAL SUPPORT ROLES & RESPONSIBILITIES	17
Incident Management Team	17
Emergency Plan Activation	17
Lines of Authority	17
Communication, Business Continuity & Recovery	18
External Support Roles & Responsibilities	18
COMMUNICATION PLAN	19
PHONE COMMUNICATION: INCOMING CALLS	19
PHONE COMMUNICATION: RESIDENTS & FAMILY	19
WRITTEN COMMUNICATION: RESIDENTS & FAMILY	19
IN PERSON COMMUNICATION: RESIDENTS & FAMILY	20
COMMUNICATION: TEAM MEMBERS, VOLUNTEERS & STUDENTS	20
COMMUNICATION: SUPPORT SERVICES (CORPORATE) OFFICE	20
COMMUNICATION: ALTERNATE METHODS	20
COMMUNICATION: PROVINCIAL REGULATORY AUTHORITIES & COMMUNITY PARTNERS	20
CODE RED: FIRE	21
EMERGENCY PROCEDURES FOR VISITORS/VOLUNTEERS/OUTSIDE SERVICES	21
Upon discovery of a fire:	21
Immediately upon hearing the fire alarm:	21
If evacuation is necessary	21
INSTRUCTIONS FOR RESIDENTS IN CASE OF FIRE ALARM AND IN CASE OF FIRE	21
In case of fire:	21
CONFINING, CONTROLLING & EXTINGUISHING THE FIRE	21

TEAM MEMBER RESPONSIBILITIES	22
CODE GREEN: EMERGENCY EVACUATION	23
COMMUNITY EVACUATION PLAN	23
EVACUATION SUPPLIES	31
RESIDENT IDENTIFICATION (FULL EVACUATION)	32
EVACUATION RESIDENT LOG	32
RELOCATION SITES EVACUATION AGREEMENTS CHART	32
CODE WHITE: PHYSICAL THREAT/VIOLENT OUTBURST	33
CODE WHITE RESPONSE	33
PROTEST/DEMONSTRATION/DISTURBANCE	33
THREATENING COMMUNICATION	34
CODE YELLOW: MISSING RESIDENT	36
CODE YELLOW RESPONSE	36
CODE BLUE: MEDICAL EMERGENCY	38
CODE BLUE RESPONSE	38
MANAGEMENT OF A CHOKING RESIDENT	38
CODE ORANGE: EXTERNAL EMERGENCY (COMMUNITY DISASTER, NATURAL DISASTER, EXTREME WEATHER EVENT, EXTERNAL FLOOD)	40
CODE ORANGE RESPONSE	40
EXTERNAL AIR EXCLUSION (CHEMICAL, BIOLOGICAL, RADIOLOGICAL, ETC.)	40
SEVERE AIR QUALITY ISSUES	40
SEVERE WEATHER/WILDFIRE	41
EARTHQUAKE	42
FLOOD (EXTERNAL I.E. DUE TO WEATHER)	43
COMMUNITY DISASTER/UTILITY FAILURE	44
EMERGENCY RECEPTION	44
CODE BLACK: BOMB THREAT/SUSPICIOUS PACKAGE	46
CODE BLACK RESPONSE	46
TELEPHONE THREAT	46
SUSPICIOUS PACKAGE/DEVICE	47
IN THE EVENT OF AN EXPLOSION	47
CODE GREY: INFRASTRUCTURE LOSS/FAILURE (LOSS OF ONE OR MORE ESSENTIAL SERVICES / INTERNAL FLOOD)	48
CODE GREY RESPONSE	48

ELEVATOR ENTRAPMENT/FAILURE	48
ROOF COLLAPSE.....	48
ELECTRICAL POWER FAILURE	49
FIRE PROTECTION SYSTEM FAILURE	49
TOTAL LOSS OF HEATING SYSTEM	50
TOTAL LOSS OF COOLING SYSTEM.....	51
LOSS OF POTABLE WATER.....	51
INTERNAL FLOOD (I.E. BURST PIPES)	52
MAG LOCKS FAILURE	52
TELEPHONE SYSTEM FAILURE	53
CODE BROWN: INTERNAL EMERGENCY (CHEMICAL SPILL / GAS LEAK / HAZARD)	54
CODE BROWN RESPONSE.....	54
CARBON MONOXIDE	54
NATURAL GAS LEAK.....	55
BIOLOGICAL/CHEMICAL THREAT	55
LIQUID/CHEMICAL/GAS SPILL.....	56
CODE SILVER: ACTIVE SHOOTER / ARMED INTRUSION / HOSTAGE SITUATION	58
CODE SILVER RESPONSE.....	58
Team members who are in the immediate area of Assailant	58
Team members who are in the areas near the Code Silver location	59
Team members who are in other locations within the building	59
Upon arrival of police.....	60
Recovery	61
BUILDING LOCKDOWN	62
IMPLEMENTING LOCKDOWN	62
SHELTER IN PLACE	62
HOLD AND SECURE	62
LOCKDOWN	63
RECOVERY	64
BOIL WATER ADVISORY.....	65
BOIL WATER ADVISORY IMPLEMENTATION.....	65
WHEN THE BOIL WATER ADVISORY HAS ENDED	66
PERSONAL HYGIENE DURING A BOIL WATER ADVISORY.....	67

CLEANING & SANITIZING PRACTICES DURING A BOIL WATER ADVISORY	67
PREPARING FOOD DURING A BOIL WATER ADVISORY	68
OUTBREAKS OF A COMMUNICABLE DISEASE, OUTBREAKS OF A DISEASE OF PUBLIC HEALTH SIGNIFICANCE, EPIDEMICS & PANDEMICS	70
BUSINESS CONTINUITY PLAN	71
FOOD & FLUID PROVISION IN THE EVENT OF AN EMERGENCY	71
Emergency Plan that Includes	71
Suggested Three-Day Emergency Menu Supplies	71
Special Products	71
Items Required for Emergency Plan Include	71
Other Items to Consider	72
Loss of Water	72
Loss of Power	72
Loss of Kitchen or Reduced Production (Fire, Flood, Staffing Loss or Other)	72
Relocation of Residents (Evacuation)	72
Shelter in Place (Code Orange, External Disaster Impacting Food Delivery, Operations of Kitchen, etc.)	73
STAFFING CONTINGENCY	73
RECOVERY PLAN	75

COMMUNITY BUILDING MAP/PROFILE

The following building profile identifies the physical location and construction of the building, layout of operations, and key utilities and services that support the building.

LOCATION

Street Address: 5935 Bathurst Street, North York, ON, M2R 1Y8

General Directions: Bathurst between Finch and Steeles

CONSTRUCTION

Number of Floors: 3

Date of Initial Construction: 1960

Building Materials of Initial Construction: block and brick

List of addition(s) to facility: Board Room, Physio Therapy Room, Dining Room Extension

RESIDENTS

Floor 1

Level of Care/Services Provided: Mixed Care

Number of Beds/Suites: 24 / 14

Floor 2

Level of Care/Services Provided: Mixed Care

Number of Beds/Suites: 74 / 38

Floor 3

Level of Care/Services Provided: Mixed Care

Number of Beds/Suites: 72 / 38

UTILITIES

Natural Gas

Valve Location: Rear of building outdoors behind 1st Floor Boiler Room

Uses: RTU and AHUs units for heating and kitchen cooking

Provider/Location Lead: Enbridge

Electrical

Capacity: 347-600 Voltage tension

Location of Disconnect: 1st floor Electrical Room

Provider/Location Lead: Toronto Hydro / Environmental Services Manager

Hot Water

Source: Hot Water Tank Heated for 2 boilers

Shut-Off Valves: 1st Floor Boiler Room

Provider/Location Lead: City of Toronto

Cold Water

Source: City Water

Shut-Off Valves: 1st Floor Boiler Room /Sprinkler Wall

Provider/Location Lead: City of Toronto

Alternative Water Source

Source: City of Toronto

Access: 311

Provider/Location Lead: Environmental Services Manager

Medical Gases

Type(s)/Volume(s): Oxygen

Location(s): Each home area at the nursing med room (all portable units) & 1st Floor Oxygen room

Uses: Oxygen therapy, CPAP, etc.

Provider/Location Lead: Vitalaire 1-833-9004-2473,

Backup Generator(s)

Type(s)/Volume(s): Genrac Energy/Now Diesel rated 188 KVA

Location(s): 1st Floor Boiler room, through the door outside

Area(s) Powered: Supplies power for lights and emergency equipment

Equipment connected to generator(s): emergency equipment such as some lights and receptacles,

Telephone system, pumps.

Boiler

Type: 3 Boiler STRC199 Type Gas Input 1900

Location: 1st Floor Boiler Room

Provider/Location Lead: Naylor / Environmental Services Manager

Air Conditioning Unit(s)

Type(s): 25 Ton / 12.5 Ton / 12.5 Ton Electric

Location(s): Roof Top

Provider/Location Lead: Naylor

Location of Cooling Zones: 3 Lounges, Family Lounge, Hair Salon

Mechanical Room(s)

Location(s): Main Floor East side of the Building-Service area near receiving

Elevator(s)

Location(s): Building Center

Type(s)/Capacity: 21 persons

Provider/Location Lead: Quality Allied Elevator

SERVICES

IT Systems

Internet: Rogers

Resident Records Database: Point Click Care

Provider/Location Lead: Sienna Service Desk 905-489-0777

Phone System/Call Bell System

Location: Next to Hair Salon

Type: HW

Provider/Location Lead: Unity / IT

Shipping/Receiving

Location: South Side of the building along driveway to back on shared parking lot with Medical Building

Description: Close to Garbage Bins with Ramp to entrance

Provider/Location Lead: Director of Environmental Services

Food Services

Location of Dining Area: 1 Main Floor Dining Room with Connection to Kitchen and Dining Extension, 3 Satellite Dining Rooms

Location of Kitchen: Main Floor connected with Dining Room

Location of Food Storage: Main Floor and each server

Location of Refrigeration: Main Floor and each server

Provider/Location Lead: Director of Food Services on Site and Food Provider is Sysco Foods 1-855-222-0617

Laundry

Location: Main Floor in service area, next to receiving

Equipment: 3 Industrial Washer machine Alliance Model & 2 Industrial Dryers Alliance Model

Provider/Location Lead: Onsite Director of Environmental

Laboratory

Location: Off Site

Provider/Location Lead: Dynacare 1-800-668-2714 120 Midair Crt, Brampton, On, L6T 5M3

Pharmacy

Location: Care Rx, 320 Bay St., Suite 1200, Toronto, ON M5H 4A6 info@carerx.ca, 647-361-449

Emergency Pharmacy: 416-241-1143 Fax: 416 241-7739

Provider/Location Lead: On Site Director of Care

Sterile Processing

Location: Stericycle

Provider Limitations: Pick up every 8 weeks unless otherwise requested

Provider/Location Lead: 1-866-783-7422

Housekeeping – Chemical Storage

Location(s): Maintenance Room, Each housekeeping Room and the Chemical room next to the Receiving door

Details: Chemical and dilution storage (Dilution stations are in Housekeeping closets)

Provider/Location Lead: On Site Director of Environmental Service

Resident Transportation

Onsite: N/A

External Resource(s): Dignity Transportation (www.Dignitytransportation.com) 416-398-2222

Alternative Service Provider: Denny's Bus Line, 1800-265-3389

EMERGENCY SUPPLIES

Floor 1

Room and/or Location: Nursing Station

Description: First Aid Kit, Flashlights, Batteries, Extension cords, Resident lanyards (Reception emergency cupboard), HDC supplies, syringes, dressings, etc.

Floor 2

Room and/or Location: Nursing Station

Description: First Aid Kit, Flashlights, Batteries, Extension cords, Resident lanyards (Reception emergency cupboard), HDC supplies, syringes, dressings, etc.

Floor 3

Room and/or Location: Nursing Station

Description: First Aid Kit, Flashlights, Batteries, Extension cords, Resident lanyards (Reception emergency cupboard), HDC supplies, syringes, dressings, etc.

EMERGENCY CONTACT NUMBERS – EXTERNAL/MUTUAL AID

When contacting an emergency service, dial 9-1-1 and ask for the appropriate service. Give the building name, address, your name, and state the nature of the emergency.

After placing the initial call, if additional information becomes available, contact the emergency service and provide the new information.

AGENCIES & SERVICES

Fire

Emergency Number: 9-1-1

Non-Emergency Number: 416-338-9000

Police Services 32 Division

Emergency Number: 9-1-1

Non-Emergency Number: 416-808-3200

Ambulance

9-1-1

Insurance

Provider Name: Jerry Liu and Karen Au-Yeung (Sienna), Ecclesiastical insurance Inc.

Contact: 905-477-4006 (Sienna), 416-597-0008 (Ecclesiastical Ins. Inc.)

Poison Information Centre

Emergency Number: Ontario Poison Center

Contact: 416-813-5900

Public Health Unit

Emergency Number: York Regional Health

Contact: 905-953-6478

Public Utilities – Water

Emergency Number: 311

Non-Emergency Number: 905-832-2281

Public Utilities – Hydro

Emergency Number: Alectra

Emergency Number: 416-542-8000

Non-Emergency Number: 1-833-253-2872

Public Utilities – Gas

Emergency Number: Enbridge

Emergency Number: 1-866-763-5427

Non-Emergency Number: 1-877-362-7434

Pharmacy

Provider Name: Care Rx, 320 Bay St, Suite 1200, Toronto, ON M5H 4A6

Emergency Number: 416-241-1443 F:416-241-7739

Non-Emergency Number: info@carerx.ca, 647-361-4499

Human Resources/Staffing Agency(s)

Provider Name: Various supported by Sienna Support Services

Emergency Number: 1 855-265-5263

Non-Emergency Number: 1 855-265-5263

CONTRACTORS**Gas**

Provider Name: Enbridge

Emergency Number: 1-877-362-7434

Non-Emergency Number: 416-447-4911

Elevator

Provider Name: Quality Allied Elevator

Emergency Number: 905-305-0195

Security/Fire Alarm Monitoring & Maintenance

Provider Name: TYCO Integrated Fire Monitoring

Emergency Number: 1-800-289-2647

Non-Emergency Number: 1-800-289-2647

Plumbing

Provider Name: Royal Plumbing

Emergency Number: 416-537-0038

Non-Emergency Number: 416-537-0038

HVAC

Provider Name: Naylor

Emergency Number: 905-338-8000

Non-Emergency Number: 905-532-3651

Electrician

Provider Name: Bronson Electric CO. Ltd

Contact: 905-477-8641

Refrigeration

Provider Name: Danex

Emergency Number: 416-577-0642

Locksmith

Provider Name: Royal Security Solutions

Emergency Number: 905-840-0522

Non-Emergency Number: 905-840-0522 ext. 251

MUTUAL AID PROVIDERS

Alternate Care Site

Provider Name: Midland Gardens Community

Emergency Number: 416-264-2301

Non-Emergency Number: 416-264-2301

Alternate Care Site

Provider Name: Maple Grove Community

Emergency Number: 905-458-7604

Non-Emergency Number: 905-458-7604

Alternate Care Site

Provider Name: Weston Terrace Community

Emergency Number: 905-458-7604

Non-Emergency Number: 905-458-7604

Alternate Care Site

Provider Name: Silverthorn Community

Emergency Number: 905-812-1175

Non-Emergency Number: 905-812-1175

Transportation Services

Provider Name: Dignity Transportation (www.dignitytransportation.com)

Emergency Number: 416-398-2222

Non-Emergency Number: 416-398-2222

Transportation Services

Provider Name: Denny's Bus Lines

Emergency Number: 1-800-265-3389

Non-Emergency Number: 1-800-265-3389

Security (local)

Provider Name: Toronto Regional Police

Emergency Number: 911

Non-Emergency Number: 416-808-2222

Food Services (local)

Provider Name: On Site Director of Food Services

Emergency Number: Sysco Foods

Non-Emergency Number: 416-808-2222

Medical Supplies

Provider Name: Cardinal Health

Emergency Number: 416-523-4548

Personal Protective Equipment

Provider Name: Procurement (Sienna), Cardinal Health

Emergency Number: Procurement@siennaliving.ca, 416-848-9112/Cardinal 416-523-4548

Hospital

Provider Name: North York General Hospital, 4001 Leslie St, North York, ON M2K 1E1 Canada

Emergency Number: 911

Non-Emergency Number: 416-756-6000

Hospital

Provider Name: Etobicoke General, 101 Humber College Boulevard, Etobicoke, ON M9V 1R8

Emergency Number: 911

Non-Emergency Number: 416-7473400

Ontario Health Region

Provider Name: Central Ontario Health Team

Contact: 1-877-280-8538

Ministry of Long-Term Care

Provider Name: Government of Ontario

Emergency Number: Action Line 1-866-434-0144

Non-Emergency Number: 416-327-4327

EMERGENCY FAN OUT LIST – TEAM MEMBERS

Note: The community's Team Member Fan Out will be activated by the Incident Manager or designate as required to contact team members and volunteers (as applicable) in an organized fashion in the event of an emergency.

This community maintains a current Team Member Fan Out and Volunteer Contact List as part of the location's Emergency Plan; it is not posted here as it contains personal information. Please contact the community for further questions.

Please note that you can find contact information for the Executive Director, Director of Care, and Infection Prevention & Control Lead on our website.

EMERGENCY FAN OUT LIST – SUPPORT SERVICES

Note: The organization maintains a current Support Services (or corporate office) Fan Out List that is communicated to all locations via the Emergency Management Manual, and is activated as required in the event of an emergency.

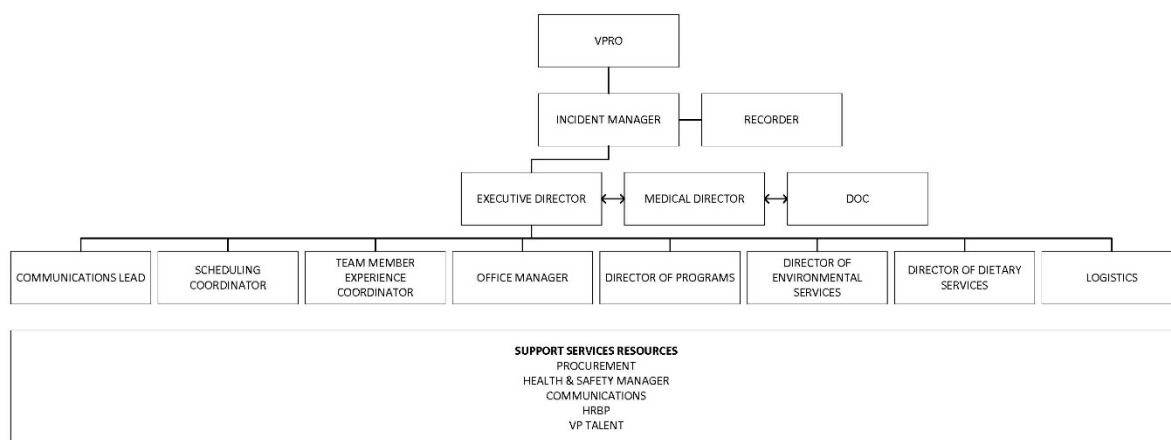
The information is not posted here as it contains personal information. Please contact the community for further questions.

STAFF (TEAM MEMBER) ROLES & RESPONSIBILITIES / EXTERNAL SUPPORT ROLES & RESPONSIBILITIES

Incident Management Team

The community maintains an established Incident Management Team that follows the Incident Management approach in response to an emergency.

CARE COMMUNITY INCIDENT MANAGEMENT TEAM STRUCTURE (LTC)



Emergency Plan Activation

Activation of the emergency plan may be based upon the situation. For example, the person who sees a fire will pull the fire alarm, thus activating the Code Red response and emergency plan.

Lines of Authority

Lines of Authority will begin with the most senior person/manager at the site leading the emergency response, then to the Executive Director or designate. For example: In a Code Red, the Fire Department, once on site, will take the lead until an all clear is called and the line of authority is handed back to the site. When an emergency service response (police, paramedics) or 3rd party is onsite (gas, electrician), they will lead until they have transferred authority back to the site.

The Incident Manager will be the immediate authority based upon the IMT structure when no emergency service or 3rd party is involved.

During an outbreak, the IPAC Lead/designate will be the immediate authority ensuring all Public Health measures are implemented.

Team member roles are further defined within each Emergency Code/Procedure response as related to the specific emergency incident.

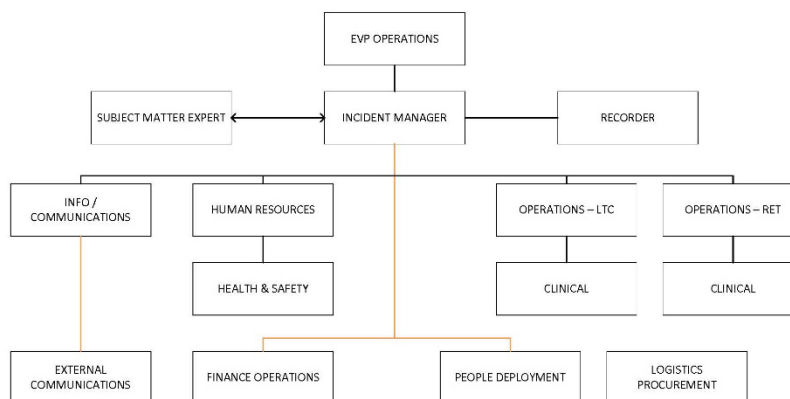
Communication, Business Continuity & Recovery

The communication plan, business continuity plan, and recovery plan will be initiated by the Executive Director/Incident Manager as part of an emergency response. These plans are presented separately in the document and are a standard action requirement in the emergency response.

External Support Roles & Responsibilities

The organization also maintains an organizational Incident Management team to be activated as required in support to the community in the event of an emergency.

SUPPORT SERVICES INCIDENT MANAGEMENT TEAM STRUCTURE



The community has established and current agreements with external entities/community partners that may be involved in or provide emergency services in the area where the community is located, including, without being limited to, relevant community agencies, health service providers, partner facilities, and resources that will be involved in responding to an emergency. Agreements for mutual aid or assistance during an emergency with community partners, agencies, and/or vendors are negotiated and formalized into written agreements, and are tested and renewed annually.

These agreements include, but are not limited to:

- Provision of accommodation/temporary shelter in the event of an emergency evacuation
- Provision of Transportation in the event of an emergency evacuation
- Provision of Resources (food & water)
- Provision of Supplies (non-food i.e. cots, blankets, etc.)
- Provision of Services (oxygen, medical, etc.)
- Generator

COMMUNICATION PLAN

A communication team will be set up to ensure frequent and ongoing communication with residents, families, team members, volunteers, and Resident and Family Council with the goal of keeping all parties apprised of the status of the emergency. The Executive Director/Incident Manager or designate will ensure ongoing communication using various methods at the beginning of the emergency, when there is a significant change throughout the course of the emergency, and when the emergency is over.

PHONE COMMUNICATION: INCOMING CALLS

The community will assign a team member to receive incoming calls, prepared to respond with/to:

- Status updates on emergency/location/residents
- Help/resources or staff coming from other facilities
- Team members calling to find out work schedule
- Medical information (as appropriate)
- Redirect media to Executive Director and/or organizational representative

A voicemail messaging recording may be used to share a status update and redirect callers as appropriate.

PHONE COMMUNICATION: RESIDENTS & FAMILY

The community will prepare a telephone tree and have assigned team members call family members to assure them of their family member's safety and advise them of the community's plan for the crisis (Cliniconex automated direct messaging system will be used where available). The organization's Call Centre may be utilized as required.

When placing calls, the assigned team members will:

- Advise if unable to contact via telephone where family members may call and/or visit website to obtain further information
- Advise family members that the team will be focused on providing resident care and protection
- Confirm the primary family contact, their phone number and email address where they may receive updates
- Leave voicemail (where no immediate answer) and advise where family members can call or visit to obtain further information.
- Track calls made and any follow up required on the Family Emergency Contact Record Template (XVIII-B-10.00(a)).

WRITTEN COMMUNICATION: RESIDENTS & FAMILY

The organization's Communications team will compile a "key point bulletin" for the community to provide a communication to residents and family members consisting of these basic elements:

- Type of emergency
- Estimated time and severity of impact
- Expected disruptions to services and routines
- Actions take to mitigate risk
- Estimated time frame for the next status update
- What residents and family members can do to help

Community newsletters may be used to share information during and after an emergency event.

IN PERSON COMMUNICATION: RESIDENTS & FAMILY

Based on the nature of the emergency, team members will keep residents informed via various strategies such as daily updates, one to one conversations, printed text of automated call scripts, updates to all residents in the dining room with opportunity for Q&A, Residents' Council meetings, etc.

Family and Resident Town Halls may be organized by the Executive Director to provide situational updates, include subject matter experts, answer questions, and address concerns. The frequency of written updates and Town Halls will be determined by the Executive Director in collaboration with the Support Services Office Team.

COMMUNICATION: TEAM MEMBERS, VOLUNTEERS & STUDENTS

See Fan Out Policies/Templates.

Use Crew App as available for communications to team members.

Team member newsletters may be used to share information during or after an emergency event.

COMMUNICATION: SUPPORT SERVICES (CORPORATE) OFFICE

The Hot Issue Alert process will be initiated by the VPRO as appropriate to alert the Support Services Office team of the emergency and strategize immediate support as necessary.

As part of the incident management process, the ED and VPRO will determine the need and frequency of Incident Management Team calls with Support Services Office team members as appropriate to provide ongoing support, resources, and guidance throughout the emergency.

COMMUNICATION: ALTERNATE METHODS

In an emergency, normal means of communication may become unreliable or nonexistent. Methods of communication in a disaster may include:

- Messengers (designated individuals may need to hand deliver important messages in the aftermath of a disaster, once officials have determined that it is safe to leave protective structures)
- Telephones (both cellular and landline if operating)
- Two-way radio (always keep in a charger because you may be without power at any point)
- Fax machine (if phones are operable)
- Internet (emails/websites) or local area networks (if computer systems are operative)
- Technology applications – Cliniconex, Crew

COMMUNICATION: PROVINCIAL REGULATORY AUTHORITIES & COMMUNITY PARTNERS

The Executive Director will ensure provincial regulatory authorities are kept informed as required in the event of an emergency.

Based upon the type of emergency, and as deemed necessary, ongoing communication with community partners will be facilitated by the ED/designate. The frequency, participant list etc. will be determined in collaboration with the community partner.

CODE RED: FIRE

The community has an approved Fire Safety Plan that has been developed in accordance with local and provincial regulations and approved by the Fire Department.

EMERGENCY PROCEDURES FOR VISITORS/VOLUNTEERS/OUTSIDE SERVICES

Upon discovery of a fire:

REACT

- Remove any person in immediate danger if it is safe to do so
- Ensure the door is closed behind you to confine the fire and smoke
- Activate the fire alarm system as soon as possible; use the pull station
- Call out for team member assistance
- Tell team members of emergency details

Immediately upon hearing the fire alarm:

- Remain with and reassure the resident.
- Close windows and door to room.
- Prepare for the possibility of leaving the room/community by putting the resident's shoes/slippers on and a coat/sweater if available.
- Wait for further instructions.
- If you have not yet entered the building when the alarm sounds, remain outside.

If evacuation is necessary

- Remain with and reassure the resident.
- Get a blanket to keep resident warm.
- Exit building following instructions from team members.
- Reassure the resident.

INSTRUCTIONS FOR RESIDENTS IN CASE OF FIRE ALARM AND IN CASE OF FIRE

In case of fire:

REACT

- Remove yourself from the fire area. Do not conceal or attempt to extinguish the fire.
- Ensure you close the door behind you to contain the fire. Do not re-enter the room where the fire is located.
- Activate the Fire alarm at the closest pull station.
- Call out for team member assistance.
- Tell team members where the fire is located and proceed to a safe area as directed by team members.

CONFINING, CONTROLLING & EXTINGUISHING THE FIRE

Firefighting is primarily the responsibility of the Fire Services. The production of toxic fumes in buildings makes firefighting potentially dangerous, particularly if a large amount of smoke is being generated. Only after ensuring everyone has evacuated the area, the alarm has been raised, and the Fire Services

have been notified, should an experienced person (familiar with fire extinguisher operation) attempt to extinguish a small fire. This is a voluntary act. Never attempt to fight a fire alone.

If the fire cannot be easily extinguished with the use of a portable fire extinguisher, leave the area and confine the fire by closing the door. Leave the building and await the arrival of Fire Services.

The key steps in operating portable fire extinguishers are as follows:

- Release locking pin from handle, and break seal;
- Approach fire from the side (never from directly above);
- Direct extinguishing agent at base of the fire (not at flames);
- Ensure fire is not between you and the exit.

TEAM MEMBER RESPONSIBILITIES

In the event of a fire, community team members will activate the fire alarm system and take action/implement Evacuation Procedures per the community's Fire Plan.

CODE GREEN: EMERGENCY EVACUATION

COMMUNITY EVACUATION PLAN

PURPOSE:

To provide a written plan for actions to be taken and proper procedures to be followed in an emergency necessitating evacuation of the building and address the following variables:

- location (partial/entire community, citywide, province wide)
- duration (hours, days weeks)
- severity (number & type of service affected) of disaster

These factors will determine how quickly the community must be evacuated and to what location residents must be relocated.

The objective of the plan is to ensure the safety and welfare of residents, team members, and visitors. Where evacuation is required, the objective is to remove all or part of the resident population as quickly and safely as possible from an area in the community or completely away from the building. Life safety is the main goal; the building and records are secondary.

Code Green Stat (crisis evacuation): announcement indicates an immediate evacuation is necessary e.g. internal explosion, major gas leak, rapidly spreading fire.

Code Green: announcement indicates less urgent evacuation e.g. extreme weather, loss of essential service such as water, hydro. A little more time can be taken to evacuate residents. There is lead time before the threat becomes imminent.

TYPES OF EVACUATION:

- 1) Partial: necessary where smoke or fire damage can be contained or weather conditions have cause partial damage to the building.
- 2) Total: necessary where smoke, fire damage cannot be contained or an explosion or external disaster requires that residents be moved to another location.

At the discretion of the Incident Manager, or at the request of the Fire Department at the time of the disaster, it will be decided whether a partial or total evacuation is necessary. If in doubt, the community is to be totally evacuated.

EVACUATION PROGRESSION:

- Site: evacuation from the room of origin of an emergency (e.g. during a fire)
- Horizontal: evacuation beyond corridor fire doors and/or to an adjacent service wing
- Vertical: evacuation to a lower floor
- Premises: evacuation of the entire community

LINES OF AUTHORITY DURING EVACUATION PROCEDURES

Internal Authority

- 1) Incident Manager (Nurse in Charge) has complete authority: may be relieved by Executive Director/designate upon their arrival to the community.
- 2) Nurse in charge of the resident home area/neighbourhood.

External Support Services Authority

Fire Department, responsible for:

- fire fighting
- complete authority with the building and fire grounds

Ambulance Officer, responsible for:

- triage
- primary medical aid
- communications with health agencies & other ambulance services
- transportation

Police Department, responsible for:

- traffic control
- building and property security
- communication between incident and police station

The Incident Manager works closely with all external support services to know the circumstances of the total situation.

NOTE:

- 1) All instructions of the Fire Department must be followed upon their arrival.
- 2) Once outside, the Ambulance Officer will assess the type of suitable transportation for each resident and is in charge of transportation.

Offsite Evacuation location: Residents will be evacuated to Local Sienna Communities

Alternate Care Site

Provider Name: Midland Gardens Community

Emergency Number: 416-264-2301

Non-Emergency Number: 416-264-2301

Alternate Care Site

Provider Name: Maple Grove Community

Emergency Number: 905-458-7604

Non-Emergency Number: 905-458-7604

Alternate Care Site

Provider Name: Weston Terrace Community

Emergency Number: 905-458-7604

Non-Emergency Number: 905-458-7604

Alternate Care Site

Provider Name: Silverthorn Community

Emergency Number: 905-812-1175

Non-Emergency Number: 905-812-1175

STAGES OF EVACUATION

Stage #1

- remove residents from room of origin (close door and tag procedure)
- take resident to holding area beyond fire doors

Stage #2

- remove residents from rooms beside and across the hall from room of origin
- take resident to holding area beyond fire doors

Stage #3

- remove all residents from the immediate fire/danger area; search and evacuate all rooms following fire plan procedure (e.g. close door and tag procedure)
- take resident to holding area beyond Fire doors

Stage #4

- a team member (assigned by Manager/Nurse in charge) will identify resident and place an identification label/lanyard/wristband on resident before they are evacuated (Reception emergency cupboard-Bag), including location where resident list and labels/lanyards/wristbands are kept)
- ensure each resident is adequately clothed

Stage #5

- external evacuation ordered: move residents from building to parking lot

Stage #6

- transport residents not requiring medical care (as determined by Ambulance Officer) to pre-designated relocation site(s)

ORDER OF EVACUATION

- 1) Ambulatory Residents: many residents can be removed with assistance by one or two team members.
Cautions:
 - confused & ambulatory – may get in the way or wander back into the danger area
 - slow ambulatory – may hinder others; may need to remove in wheelchair
- 2) Wheelchair Residents: easier to remove than bedridden; may require one team member to assist.
- 3) Bedridden Residents: use demonstrated lifts and carries, may require two team members.
- 4) Uncooperative Residents: remain until last; otherwise valuable time lost and may sacrifice others. Ensure their door is closed and identify resident name & location to nurse/manager in charge and Fire Department.

CONTINUITY OF RESIDENT CARE

In order to ensure care needs of residents are met throughout an emergency evacuation and relocation, the following procedures will be in place.

- 1) **Resident Identification:** an identification lanyard will be placed on each resident. The identification information must include: name, level of transfer/mobility, allergies, and DNR/MOST designation).
- 2) **Evacuation Log:** to be maintained for all residents transferred out, including relocation site, injury/treatment, time of transfer, how they were transferred, and that SDM has been notified.
- 3) **Resident Chart:** MAR books and any hard copy chart records must be removed from the site. This is usually the responsibility of the Nurse in charge and leads on each home area. The MAR book must be taken to the relocation site.
- 4) Most of the actual chart can be retrieved on electronic health record out of the community. This can be completed offsite.
- 5) **Medications:** The pharmacy is to be contacted and provide same day service to replace all medication in a seven-day package. The pharmacy will provide all medications at the relocation site as needed.
- 6) **Other life sustaining equipment (oxygen, g-tube feeds):** may require evacuation with the resident or triage at treatment zone based on care needs.
- 7) **Food & Fluid** (as per the Provision of Food & Fluid Continuity Plan)
- 8) **Physician on call:** The doctor on call will decide:
 - whether a site physician should be called
 - whether a coroner should be onsite

TRIAGE: DESIGNATED TREATMENT ZONES

First Priority (RED)

- Immediate medical attention required
- Individual is critical and their condition is deteriorating
- Transportation to hospital via ambulance is required
- Supervised by Nurse wearing Vest
- Identifying coloured sticker placed on individual's evacuation label and individual taken to that designated area.
- Evacuation log completed

Second Priority (YELLOW)

- Prompt medical attention required
- Individual is in serious but stable condition
- Individual can sustain a wait of approximately 30 min. to 2 hours without hospital intervention provided stabilization occurs onsite
- Supervised by Nurse wearing Yellow Vest
- Identifying coloured sticker placed on individual's evacuation label and individual taken to that designated area.
- Evacuation log completed

Third Priority (GREEN)

- Individual transportation to hospital can be delayed
- Individual is ambulatory (walking wounded)
- Supervised by Nurse wearing Green Vest
- Identifying coloured sticker placed on individual's evacuation label and individual taken to that designated area
- Evacuation log completed

Fourth Priority (WHITE)

- Individual not injured, only require transportation to designated safe area
- Supervised by Non-Nurse wearing White Vest
- Identifying coloured sticker placed on individual's evacuation label and individual taken to that designated area
- Evacuation log completed

Fifth Priority (BLACK)

- Individual with no vital signs and has been pronounced deceased by RN
- No team member required to supervise, individual covered with blanket
- Evacuation log completed

Triage Procedures (duties of Triage Nurse)

- 1) The assessment for triage tagging is performed by the Nurse assigned as Triage Nurse
- 2) To clearly identify them, the Triage Nurse will wear the designated cap and vest The Triage Nurse will direct team members to set up the 5 designated areas.
- 3) Each resident is assessed and assigned to a coloured zone according to their injuries. A coloured sticker is placed on the individual's emergency label/lanyard/wristband (done by Triage) and taken to that area for treatment.
- 4) The Triage Nurse does NOT provide treatment except in the following circumstances:
 - individual is bleeding profusely and will surely die unless immediate treatment is given.
 - individual's airway is severely compromised.

DUTIES OF THE INCIDENT MANAGER

In a fire or other emergency situation, the Manager in Charge is the Incident Manager (IM). The IM has the authority to put the evacuation plan into effect.

- 1) Assess the magnitude and type of threat.
- 2) Don appropriate vest/label so you are easily identified (Vests and labels in emergency bag at reception).
- 3) Ensure notification of ED/designate regarding decision to put evacuation plan into effect.
- 4) Assign a Nurse for Triage Nurse (TN). See duties of TN (Senior RN to be assigned as triage).
- 5) Assign a Nurse for each triage zone (3 red, yellow, green). (1 from each floor).
- 6) Assign a team member to triage the white zone for uninjured residents.
- 7) Assign team members to accompany residents to the relocation areas. (clear emergency floor first then start at top work down).
- 8) Assign a team member as Logistics lead who will be responsible for staffing assignments: ensuring team members are at relocation sites; initiating call-in procedure, etc. (see duties of Logistics lead). (Staff doing Fan out will direct staff where to go and record info).

- 9) Assign a team member as Runner – to be a communication link for updates. In the event of a total communication shutdown, the pre-designated external communication center will be activated and the runner will provide ongoing relaying of messages. (Use Walkie Talkies for communication.)
- 10) Assign a team member to be Liaison lead – (coordinate activities and communication with external emergency personnel (fire, ambulance, hospital, etc.). (see duties of Liaison lead). (Doc or designate).
- 11) Assign a team member in each RHA/neighbourhood to account for all residents in their RHA/neighbourhood. (Senior nurse on each floor).
- 12) Assign a team member as Communications lead (see duty outline – contact/ update family members, respond to media inquiries. (office manager).
- 13) Assign team members to monitor exit doors to prevent re-entry of residents or unauthorized personnel and to ensure the doors do not close and lock authorized personnel out (IM will delegate).
- 14) Assign team members to monitor external traffic flow to ensure unimpeded access for emergency vehicles and access to building for emergency personnel (fire, ambulance, etc.) (Maintenance / housekeepers).
- 15) Ensure all areas are secure and all duties are complete.
- 16) Proceed to triage area to assist with treatment of injured residents as directed (IM will delegate).
- 17) In conjunction with the DOC/designate, ensure MAR books are removed and transported to the receiving site(s). (Floor in charge nurse have Laptops).
- 18) Complete Incident Manager Evacuation Checklist.

DUTIES OF THE RPN

- 1) Upon receiving verification of evacuation, begin to instruct team members in the procedure. If immediate need is NOT in your community area, assign team members to go to the affected area as directed by the Incident Manager. Remove residents from immediate danger (room of origin) to a safe zone.
- 2) Remove all other residents from affected fire/danger zone to a safe zone beyond the fire door.
- 3) Ensure team members use White evacuation tags on doors to indicate room is vacant and checked.
- 4) Complete head count of residents to ensure no residents have been missed. Communicate to IM when your area is clear.
- 5) If fire or emergency is in your community area, obtain resident emergency tags/labels/lanyards/wristbands from Emergency Box and assign a team member to identify and tag each resident. (Emergency bag located in lower cupboard at back of reception area).
- 6) Assist team members in your community area with safe evacuation of residents (transfers) as directed by IM.
- 7) Remove MAR book from your community area to the designated triage area. (Laptop enter site specific procedure).
- 8) If your community area is NOT being evacuated, assign team members to monitor residents, secure your community area, and go to triage area as assigned by IM.

DUTIES OF THE PSW

- 1) Clear corridors while reporting to your community area Resident Care Centre.

- 2) Verify announcement to evacuate. If immediate need is NOT in your community area, secure and monitor residents or go to affected area to assist the evacuation as assigned by your community area RPN.
- 3) If evacuation IS in your community area, check and mark evacuated rooms with White emergency tags. Ensure ALL rooms (locked and unlocked) are checked and empty. enter site specific procedure). Move residents to a safe zone as directed by the IM.
- 4) Complete a head count of residents to ensure no residents have been missed; confirm using current resident list. Report any resistive resident or resident needing assistance to your community area RPN.
- 5) Once all residents have been moved to a safe area, take direction from IM: may include monitoring residents, assisting to load residents on buses, etc.

DUTIES OF THE OFFICE/RECEPTION TEAM AND MANAGERS

- 1) Communications lead – Assigned by the Incident Manager from office team or manager group to lead all communications to outside and coming into the community.
- 2) All managers and office team report to the front desk (reception) and await directions/ assignments of IM.

DUTIES OF THE COMMUNICATIONS LEAD

- 1) Confirm that Fire Department received alarm via monitoring company as per fire plan
 - Notify the following external contacts that the Evacuation Plan is in effect:
 - All necessary emergency services (fire, police, ambulance, local hospital)
 - Medical Advisor
 - MLTC/HCCSS/Health Authority (as required)
 - Support Services Office
 - Pharmacy
 - Evacuation sites
 - Residents' families
- 2) Assign reception team to screen incoming phone calls, transfer media and resident's family member calls directly to themselves.

DUTIES OF THE LOGISTICS LEAD

- 1) Assign team members to initiate team member fan out call-in list and volunteer call-in list
- 2) As required, assign team members to gather supplies:
 - for first aid
 - blankets, pillows, etc. to assist in transport of residents and at relocation site
 - food and water
- 3) As directed by Incident Manager or Emergency Services, initiate call to transportation service providers for buses, etc.

DUTIES OF THE MAINTENANCE TEAM

- 1) Assist the Incident Manager as required.
- 2) Ensure all entrances are clear of vehicles to allow for emergency services personnel / vehicles.

- 3) Assist TN to set up triage area, set out cones, identifying each coloured zone: RED, closest to entrance for ambulances to attend, YELLOW and GREEN, in parking lot, WHITE, at front of the building South end at medical building parking lot. to wait for buses, cars to arrive, BLACK furthest away. Be available to assist fire and all emergency services providers.
- 4) Ensure information on equipment, systems (HVAC, fire sprinklers, etc.), security doors, access to locked areas, supplies are available.
- 5) Assist with evacuation of residents and with loading wheelchairs and equipment, etc. into transport vehicles.
- 6) Communicate all pertinent information to the IM during the evacuation process.
- 7) Assist ED/IM/DOC with final check of the building if applicable:
 - ensure all electrical equipment is turned off and unplugged
 - lower heat if applicable
 - maintain and monitor generator if in use
 - check building regularly when vacant
- 8) Travel to relocation site(s) and assist as needed.
- 9) Keep a record of equipment, supplies, etc. that were removed from the building.

DUTIES OF THE DIETARY TEAM

- 1) If you are in the servery, ensure all appliances are off and unplugged and secure the area.
- 2) Upon receiving notification of the emergency and the location, if it is on your community area, report to the Nurse in charge on your community area. Assist as directed by the Nurse in charge.
- 3) If you are in the kitchen, turn off all equipment and ensure all hallways are clear; secure the area.
- 4) If emergency is NOT in your community area or the kitchen report to First Floor Nurse).
- 5) Execute the Plan for provision of Food & Fluid/Emergency Menus as directed by the Director of Dietary Services, Incident Manager or designate.
- 6) As assigned, by Incident Manager or the Nurse in charge in your community area, monitor residents, keep them calm or assist with evacuation from the affected area or other duties
Travel to relocation site(s) and assist as needed.

DUTIES OF THE HOUSEKEEPING/LAUNDRY TEAM

- 1) Secure your department by shutting down all equipment; close windows and doors.
- 2) Ensure all rooms both locked and unlocked are clear and vacant.
- 3) If you are in affected area, place white emergency tags on doors to identify that area is not to be reentered.
- 4) Housekeeping team, report to community area Nurse in charge; follow their direction.
- 5) Laundry team, report to assigned community area (First floor Nurse).
- 6) As assigned by Incident Manager or Nurse in charge in your community area, monitor residents, keep them calm or assist with evacuation from the affected area or other duties
- 7) Travel to relocation site(s) and assist as needed.

DUTIES OF THE RECREATION TEAM

- 1) If you are with a group of residents in the danger zone, begin moving residents to the closest safe zone as directed by the Incident Manager.

- 2) If you need assistance to move residents, ask Incident Manager to assign team members to assist you.
- 3) If more than one Recreation team member is involved in resident activity, one person will remain with residents while other team members report to Resident Care Centre in their RHA/neighborhood and takes direction from Nurse in charge. If volunteers are in the building assisting with program activities, they will assist Recreation team as directed by the Incident Manager.
- 4) The Incident Manager will ensure Recreation team and volunteers are made aware of the evacuation procedure being followed and assist with moving residents.
- 5) As assigned by Incident Manager or Nurse in charge in your community area, monitor residents, keep them calm or assist with evacuation from the affected area or other duties. If evacuation of the building has been declared, once residents have been triaged, program team go to WHITE zone and assist loading residents into transport vehicles.
- 6) Travel to relocation site(s) and assist as needed.

EVACUATION SUPPLIES

- Ramp to load residents on transportation vehicles
- Medication Administration Records (MAR) – entire chart if possible
- Special legal forms, such as signed Treatment Authorization Forms, Do Not Resuscitate Orders, and Advance Directives
- Clothing with each resident's name on their bag if time/situation allows
- Water supply for trip – team members and residents (4 litres per resident for each day)
- Emergency drug kit (if applicable)
- Non-prescription medications (if applicable)
- Prescription medications and dosages
- Communications devices: cell phones (to communicate among vehicles), 2-way radios, pagers, laptop for instant messaging (bring all you have)
- Blankets
- Cash
- Emergency Bag (LTC)
- Non-perishable food items for team members and residents
- Disposable plates, utensils, cups, straws
- Rain ponchos
- Incontinence products
- Personal wipes
- Toiletry items (comb, brush, shampoo, soap, toothpaste, toothbrush, lotion, mouthwash, deodorant, shaving cream, razors, tissues)
- Denture holders/cleaners
- Toilet paper
- Towels
- Plastic zip-lock bags (to keep items dry)
- Garbage Bags
- Sterilizing cleaner (Clorox wipes)
- Alcohol based hand sanitizer or moist towelettes
- Personal Protective Equipment (12-24-hour supply as needed from current stock)
 - Surgical masks
 - N95 Respirators

- Gloves (all sizes)
- Gowns – reusable and disposable (all sizes)
- Face shields – reusable and disposable
- Goggles – reusable and disposable

RESIDENT IDENTIFICATION (FULL EVACUATION)

Use XVIII-E-10.00(f) Resident Identification Systems, the community will ensure residents are appropriately identified prior to evacuation.

EVACUATION RESIDENT LOG

Use XVIII-E-10.00(g) Evacuation Resident Log to document Resident Name, Condition, Transfer Location, Time of Transfer, Notification of Family/POA/SDM, and Transportation Provider.

RELOCATION SITES EVACUATION AGREEMENTS CHART

Reference XVIII-E-10.00(h) Relocation Sites Evacuation Agreements Chart for relocation site contact and reception information (Name, Address, # Beds available, Contact and Contact info., # Residents able to receive, Meal Provision, Estimated Accommodation Time, Staffing Resources, etc.)

CODE WHITE: PHYSICAL THREAT/VIOLENT OUTBURST

CODE WHITE RESPONSE

In the event a Code White is initiated, all team members will make every reasonable effort to protect themselves, residents, visitors, and others in their immediate area.

If confronted by a violent or aggressive resident, team member, volunteer, or visitor will do the following:

- If safe to do so, try to diffuse the situation with the aggressive person(s)
- Seek immediate assistance (this may involve activating call bell or fire alarm)
- Announce or have someone else announce “Code White and location” if the situation escalates into a dangerous situation
- If safe to do so, isolate the person(s) away from residents and team members and ask person to leave the premises
- Notify appropriate supervisor/Executive Director, who will investigate and document the incident and file appropriate reports to provincial regulatory authority, support services, etc.
- Regain an atmosphere of calm and control and deal with stress the situation might have caused with others involved

As part of the recovery process, the Executive Director or designate will:

- 1) Consider the physical and mental health needs of all team members and residents.
- 2) Ensure supports are provided, using existing and additional identified programs as needed i.e. EFAP, individual and group counseling, etc.

All Team Members will:

- 1) Speak with their supervisor regarding any specific concerns, needs, or considerations.

PROTEST/DEMONSTRATION/DISTURBANCE

Any person who suspects/sees a protest or disturbance on the grounds will:

- 1) Inform the Incident Manager/Manager in charge immediately.
- 2) Not confront or attempt to remove strangers who enter the location.

The Incident Manager or designate will:

- 1) In the event of violence/significant disturbance, announce Code White (including the area of the location affected).
- 2) In the event of violence/significant disturbance, notify police; call 911 and provide as much information as possible relating the incident.
- 3) Delegate team members to lock all entry and exit doors to prevent entry into the building. All other doors of the location should be locked as per normal day to day security requirements of the location while at the same time not inhibiting evacuation of the building should it be necessary.
- 4) Inform reception that no visitors are permitted into the building unless escorted by a team member.

- 5) Direct the relocation of the residents, team members, visitors, and volunteers away from ground floor windows if there is a possibility that windows could be broken.
- 6) Contact VPRO to initiate Hot Issue Alert process to notify Support Services Office, determine next steps.

All Team Members will:

- 1) Take direction from the Incident Manager.

THREATENING COMMUNICATION

Threatening communication is any form of communication that is intended to manipulate, control, hurt, and/or intimidate in order to cause a change in the target's (victim's) behaviour.

Threatening communication can be sent in a number of ways such as mail, email, social media, telephone, voicemail, etc.

Upon receipt of threatening communication

- Treat all threats seriously
- Immediately contact ED and/or Manager in charge of the building

If the communication is received in writing:

- Limit handling of the letter
- Keep the envelope
- Do not time stamp or write on the letter
- Contact ED or designate

If the communication is received over email, do not forward the email to others.

- Contact ED or designate

If the communication or photos is received over social media:

- Take screen shots of the threats
- Note the date and time received
- Note any other details about the threat that you can perceive (location, device being used, user handle names, etc.)
- Do not respond to or engage with the user
- Contact ED or designate

If the communication is received over the phone or voicemail:

- Note the date, time, and phone number
- Write down what was said in detail
- Do not argue with the caller
- Do not transfer the call
- Do not make any further calls from the extension that the call was received on
- Upon completion of the call, immediately move to a different phone and report the details of the incident by calling ED or designate

Any threats of self-harm or harm to others or the environment should be reported as soon as possible to your local police service. Use the non-emergency number but use your own discretion (and/or discuss with a supervisor) whether the threat is serious or urgent enough to call 911.

The Executive Director will:

- 1) Initiate a Hot Issue Alert.
- 2) Determine in collaboration with Support Services steps to be taken, which may include but are not limited to:
 - Contacting the police
 - Implementing/Announcing Code White Emergency Response
 - Providing additional security services (i.e. sentries on guard, escorts to team members between vehicle and building)
 - Communication to all team members regarding situation, special instructions (i.e. delay to shift change; remain in vehicle until escorted into building)
 - Ongoing incident management and recovery planning, including support of team member, resident, and family health and wellness

CODE YELLOW: MISSING RESIDENT

CODE YELLOW RESPONSE

In the event that a resident cannot be located within 5 minutes of the absence being reported, Code Yellow will be called to alert team members and prompt an appropriate response, including an organized and comprehensive centralized search procedure.

All Team Members will:

- 1) Notify the nurse/manager in charge on home area/floor immediately when a team member is unable to locate a resident.

The Nurse/Manager in charge on the Home Area/Floor will:

- 1) Alert building Charge Nurse/Manager.
- 2) Direct team members to thoroughly search their home area/floor, check the sign out book, and check for resident with Recreation/Resident Engagement team and uninsured service providers.

The Executive Director or designate will:

- 1) Assume the role of Incident Manager.
- 2) Announce "CODE YELLOW, missing resident" using all announcement systems as applicable (overhead PA, portable telephone, land telephone speaker, walkie-talkie); identify that resident by name.

The Incident Manager will:

- 1) Ensure completion of the Missing Resident Search Checklist (XVIII-G-10.00(a) as information is made available from team members conducting the search.
- 2) Coordinate the search for the missing resident as follows:
 - Gather all information re missing resident i.e. care plan kardex, colour photo, full description of clothing worn, where and time resident last seen, resident profile information, previous incidents and where resident was found, etc.
 - Relocate to 1st Floor Information Station/front reception desk and await reports or phone calls regarding the resident
 - Gather search kit, which includes: floor plans, maps, flashlights, interior/exterior hazard list
- 3) Assign a search area (floor plan/map) to team members (work in pairs if possible); team members will check off completed rooms and areas on floor plan/map. When completed, map to be given to Incident Manager.
- 4) Document the initiation and progression of the search procedures.

If the resident is not found after the initial search, the Incident Manager will:

- 1) Call 911 for police assistance.
- 2) Notify the ED, DOC, and the family of the missing resident.

If the resident is found, the Incident Manager will:

- 1) Make an announcement that the resident has been found and the CODE YELLOW is cancelled; thank team members for their response, and advise them that they may return to normal duties.
- 2) Notify the police, family, ED, and DOC.
- 3) Have the resident's condition assessed, complete incident report, provide resident with reassurance, complete Missing Resident Search checklist, and sign off as Search Coordinator.

All Team Members will:

- 1) Search for the resident and take direction from the Incident Manager.

The Executive Director will:

- 1) Inform the Vice President Regional Operations or designate of the missing resident search and recovery status throughout the search.
- 2) Complete a report/contact regulatory authority per provincial regulatory reporting requirements.

CODE BLUE: MEDICAL EMERGENCY

CODE BLUE RESPONSE

In the event of a life threatening medical emergency affecting any individual(s) onsite i.e. cardiac arrest, respiratory issue, choking, etc., Code Blue will be called to alert team members and prompt an appropriate response.

Upon discovering a medical emergency, Team Members will:

- 1) Shout to nearby team members “Code Blue” and as applicable pull call bell and phone Nurse/First Aider.

The Nurse/Manager in charge/First Aider will:

- 1) Respond to site.
- 2) Direct a team member to call 911 for an ambulance and notify POA/Responsible Party/Next of Kin.
- 3) Direct appropriate resuscitation procedures until arrival of paramedics.
 - In the event of a cardiac arrest or other sudden medical emergency for someone other than a resident, remember the basic CPR principles.
 - For residents, confirm DNR order/status to find out if resident requires CPR or not.
- 4) Continue resuscitation procedures or comfort measures as applicable until arrival of 911.

The Nurse or designate will:

- 1) Complete transfer forms (as applicable) and give ambulance attendants (paramedics).
- 2) Notify POA / family member of transfer to hospital.
- 3) Ensure all resuscitation equipment is replenished and cleaned following the emergency.

All Team Members will:

- 1) Keep nearby residents and visitors away from the scene and help maintain calm.

MANAGEMENT OF A CHOKING RESIDENT

Residents who experiencing choking will be treated as a medical emergency and a Code Blue emergency response will be initiated.

The Nurse or designate will:

- 1) Assess the situation to determine if the resident is able to breathe. Look for signs that the resident is suffering from total airway obstruction. These signs include the resident being unable to make any sounds above a wheeze, the face turning blue, and hands clutching the throat in the universal symbol for choking.
- 2) If the resident is not able to speak, cough, or breathe, or is making high-pitched noise, immediately begin care for choking.
- 3) A trained nurse/healthcare provider will perform abdominal thrusts to clear airway.
 - If the resident becomes unconscious, call for medical help using 911.

- If CPR is required as per residents' goals of care, ensure that the resident is lying on a hard surface to enable ease when doing CPR.
 - Continue providing emergency care until EMS arrives on scene.
- 4) Notify POA/SDM, most responsible physician/Nurse Practitioner, and Director of Care/Director/Manager of Wellness of the incident and actions taken.

Post Choking Incident:

- 1) Following a choking event, the nurse or designate will:
 - If the resident expels the object, continue to monitor resident's vital signs q shift x48hrs after the choking episode, watching the residents for symptoms of aspiration pneumonia. Conduct chest assessment Q shift with vital signs checks x48hrs.
 - Investigate and report any new complaints of breathing difficulties, pain, new or unusual cough, discomfort.
 - Contact the Dietitian via phone/virtual for consultation post incident.
 - Identify if any other referrals or consultations may be required, i.e. PT/OT, physician, Speech & Language Pathologist.
 - Review and update the residents' plan of care to ensure risks are identified and based on resident individualized care needs.
- 2) Document incident in the risk management tab of the resident electronic health record.

The PSW/CSA will:

- 1) Immediately report any signs of chewing or swallowing difficulties during snack, meal times, and when consuming any other food or fluids to the nurse.

The Director of Care or designate will:

- 1) Complete a complete a critical incident report as per provincial health authority requirements for transfers to hospital.
- 2) Obtain proof of current CPR certification from nursing team upon hire and recertification as per provincial requirements thereafter.
- 3) Ensure team members received training on Code Blue procedures including how to respond to choking incidents.

CODE ORANGE: EXTERNAL EMERGENCY (COMMUNITY DISASTER, NATURAL DISASTER, EXTREME WEATHER EVENT, EXTERNAL FLOOD)

CODE ORANGE RESPONSE

In the event of an external disaster, community utility failure, air exclusion event, severe weather events including weather watches and warnings, wildfire danger, or if the location is requested to be a site to shelter an external group, a Code Orange will be called to alert team members, visitors, and residents and prompt an appropriate response.

EXTERNAL AIR EXCLUSION (CHEMICAL, BIOLOGICAL, RADIOLOGICAL, ETC.)

Any person who becomes aware of external air exclusion (chemical, biological, radiological, etc.) will:

- 1) Inform the Incident Manager immediately.

The Incident Manager will:

- 1) Call Code Orange.
- 2) Tune into local radio/television/internet for information and direction from provincial or community authorities.
- 3) Alert team members that an evacuation may be necessary.
- 4) If advised by provincial authorities to remain in the building, notify team members, residents, and visitors of the hazard and reasons to “shelter in place”.
- 5) Seal building so contaminants cannot enter by:
 - Ensuring that all windows and doors are closed
 - Sealing gaps under doorways, windows, and other building openings (indicate where supplies will be kept)
 - Ensure that all heating, air conditioning, and ventilation systems remain off
 - Limit access to the building
- 6) Monitor radio/television/internet for further updates and remain in shelter until authorities indicate it is safe to come out.
- 7) Initiate Code Green evacuation procedure as required.

All Team Members will:

- 1) Close windows, doors and other openings to the exterior.
- 2) Turn off air conditioning, vents, fans, and heating equipment.
- 3) Take direction from the Incident Manager.

SEVERE AIR QUALITY ISSUES

Severe air quality issues occur when the Air Quality Health Index reaches a high risk category. Special Air Quality Statements or Smog and Air Health Advisories may be issued by Environment and Climate Change Canada and/or provincial regulatory authorities in the event the Air Quality Health Index reaching a high risk category.

Seniors are at higher risk of experiencing symptoms when the Air Quality Health Index reaches the high risk category because of weakening of the heart, lungs and immune system and increased likelihood of health problems such as heart and lung disease. Symptoms may include: sore throat, eye irritation, runny nose, mild cough, phlegm production, wheezy breathing, and headaches. More severe symptoms include: shortness of breath, severe cough, dizziness, chest pain, and heart palpitations. Anyone experiencing severe symptoms requires medical attention.

Any person who becomes aware of a Special Air Quality Statement or Smog and Air Health Advisory will:

- 1) Inform the Incident Manager immediately.

The Incident Manager will:

- 1) Monitor updates for air quality levels and wildfire locations in the region daily. Take into consideration current/future air quality and smoke direction for your location (as applicable).
 - Air Quality
 - <http://www.airqualityontario.com/aqhi/index.php>
 - Fire Smoke Forecast
 - <https://firesmoke.ca/>
- 2) Ensure all windows and exterior doors remain closed at all times; making sure indoor temperatures can be maintained below 26° Celsius indoors to prevent heat-related illness.
- 3) Shut off all Air Handling Units (MAUs) temporarily as they bring outdoor air into the building.
- 4) Check building regularly in case of conditions that may require In-Suite PTAC Units, Roof Top Units, Portable AC Units, and Fans to be turned off.
- 5) Ensure that people with chronic health conditions e.g. asthma have any prescribed medications readily available.
- 6) Facilitate communications to team members, such as huddles on each shift, to educate team members about assessment and care of residents who may be impacted by air pollution.
- 7) Ensure any strenuous and/or outdoor activities are postponed.
- 8) Ensure residents stay hydrated and are kept cool.
- 9) Ensure team members know to seek medical attention immediately in the event of anyone experiencing severe symptoms such as shortness of breath, severe cough, dizziness, chest pain, and/or heart palpitations.
- 10) In extreme situations, convene a Hot Issue Alert call to discuss the need to rent air scrubbers to filter the affects of smoke/pollution and improve air quality in your building.
 - **NOTE:** Air scrubber rentals must be approved by VPRO prior to booking.
 - Reach out to Procurement and/or Building Services Partner for vendor contact info. and any assistance required.

SEVERE WEATHER/WILDFIRE

Thunderstorms, hail, tornadoes, blizzards, ice storms, high winds, heavy rain, wildfire, etc. Any of these may result in conditions that require evacuation of the building.

Any person who receives communication that severe weather is being forecasted/wildfires are drawing near will:

- 1) Inform the Incident Manager immediately.

The Incident Manager will:

- 1) Call Code Orange.
- 2) Tune into their local radio station/television station/internet for updates on severe weather/wildfire warnings.
- 3) Advise team members, residents, and visitors of severe weather/wildfire warning.
- 4) Direct team members to move residents away from windows and close blinds and curtains as time allows, preventing window glass from shattering onto them or debris from entering through windows, etc.
- 5) Direct team members to have emergency supplies readily accessible.
- 6) Direct Maintenance team to verify that the generator (as applicable) is adequately fueled and in good working order.
- 7) Direct Maintenance team to arrange for additional fuel onsite as required.
- 8) Initiate Code Green evacuation procedure as required.

EARTHQUAKE

During an earthquake, the majority of injuries are caused by non-structural items falling and becoming projectiles. In most situations you will reduce your chance of injury if you: DROP, COVER, and HOLD ON.

- DROP down to your hands and knees (before the earthquake knocks you down). This position protects you from falling but allows you to still move if necessary.
- COVER your head and neck (and your entire body if possible) under a sturdy table or desk. If there is no shelter nearby, only then should you get down near an interior wall (or next to low-lying furniture that will not fall on you) and cover your head and neck with your arms and hands.
- HOLD ON to your shelter (or to your head and neck) until the shaking stops. Be prepared to move with your shelter if the shaking shifts it around. Be aware of falling debris after the shaking stops.

In the event of an earthquake, all Team Members will:

- 1) Protect self – drop, cover, and hold on.
- 2) Not attempt to assist others until the shaking stops.
- 3) Stay covered until the shaking stops.
- 4) Stay away from windows, bookcases, and other hazards.
- 5) If inside, stay inside. Do not attempt to exit.
- 6) Crawl under a strong table, counter, or desk if possible and hold onto the legs.
- 7) Do not stand in a doorway.
- 8) If outside, stay outside.
 - Move away from the building and power lines
 - Avoid overhanging structures
 - Remain in location until the shaking stops

When the shaking stops:

- 1) Put out small fires quickly if it can be done without endangering themselves or other individuals. Fire is the most common hazard following earthquakes.
- 2) Alert residents, team members, and visitors to expect aftershocks.

- 3) Alert residents, team members, and visitors of fallen power lines and other hazards.
- 4) Attempt to continue operations onsite. Continue to provide essential care and service as much possible.
- 5) Check for hazards; floors may be covered with glass, spilled medications, and chemicals. Clean up flammable liquid spills as soon as possible.
- 6) Check the operating status of all telephones, and replace receivers on the bases.
- 7) Check for injuries: assess if anyone is injured and provide medical assistance where required, or call other team members for assistance.
- 8) Check for people who may be trapped: inspect residents' rooms, nursing/wellness stations, and other locations in your area. Leave doors to rooms open.
- 9) 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, which may fall.
- 10) Do not evacuate until advised by the Incident Manager. Check exit routes for damage and debris in the event that evacuation is required. Expect to clear corridors and doorways, or navigate disabled stairways.
- 11) Do not consume or distribute food or water unless you are certain it is free from contamination.
- 12) Do not flush toilets – conserve water.
- 13) Assess the damage to your designated area/unit, and inform the Incident Manager. Use caution when opening doors to cupboards and rooms as objects may fall. Salvage and protect medications and required supplies. Post signs indicating dangerous areas, and notify the Incident Manager of unsafe situations.
- 14) Report to the Incident Manager.

The Incident Manager will:

- 1) Call Code Orange.
- 2) Alert residents, team members, and visitors that fire alarms and sprinklers may activate.
- 3) Instruct residents, team members, and visitors to not leave the building due to potential danger of falling objects.
- 4) Instruct residents, team members, and visitors to evacuate once shaking has stopped and move away from building; follow Code Green evacuation procedure as required.
- 5) Ensure all residents, team members, volunteers, and visitors present at the time of the earthquake are accounted for. If anyone is missing, either conduct an immediate search or await instruction from emergency services, depending on the condition of the building.
- 6) Contact emergency services, keeping in mind that the location may not be the only facility requesting assistance.
- 7) Arrange for first aid to be administered as necessary. Seriously injured individuals should not be moved unless they are in immediate danger of further injury.
- 8) Take direction from Emergency Services personnel.
- 9) Arrange for the building to be inspected before residents and team members are re-admitted.

FLOOD (EXTERNAL I.E. DUE TO WEATHER)

In the event of an external flood that may affect the building:

The Incident Manager will:

- 1) Call Code Orange.

- 2) Tune into local radio/television/internet for information and direction from provincial or community authorities.
- 3) Alert team members that an evacuation may be necessary.
- 4) If advised by provincial authorities to remain in the building, notify team members, residents, and visitors of the hazard and reasons to “shelter in place”.
- 5) Monitor radio/television/internet for further updates and remain in shelter until authorities indicate it is safe to come out.
- 6) Initiate Code Green evacuation procedures as required.

In the event there is time and it is safe to do so, the Director of Environmental Services or designate will:

- 1) Shut down/de-energize utilities not necessary for urgent resident care to reduce ignition sources and damage.
- 2) Raise and relocate valuable and easily moveable equipment, furniture, and vital records to a higher elevation/upper floor wherever possible.
- 3) Close emergency valves to sewer drains.
- 4) Check sump pumps to ensure they are operable.
- 5) Ensure backup power supplies (i.e. generators) are functional.
- 6) In the event building is damaged and evacuation has been initiated, arrange for building to be inspected before residents and team members are re-admitted.

COMMUNITY DISASTER/UTILITY FAILURE

Any person who becomes aware of a community-wide disaster and/or utility failure will:

- 1) Inform the Incident Manager immediately.

The Incident Manager will:

- 1) Call Code Orange.
- 2) Tune into local radio/television/internet for information and direction from provincial or community authorities.
- 3) Alert team members that an evacuation may be necessary.
- 4) If advised by provincial authorities to remain in the building, notify team members, residents, and visitors of the hazard and reasons to “shelter in place”.
- 5) Monitor radio/television/internet for further updates and remain in shelter until authorities indicate it is safe to come out.
- 6) Initiate Code Green evacuation procedure as required.

All Team Members will:

- 1) Take direction from the Incident Manager.

EMERGENCY RECEPTION

The location will provide support and act as an Emergency Reception site for other healthcare institutions/residences in crisis and in the event of certain community disasters.

The Team Member who receives a request to use the location as an Emergency Reception site will:

- 1) Notify the Incident Manager immediately.

The Incident Manager will:

- 1) Assess the type of persons the location is able to receive and inform the caller if the location can accept them if they are not a prearranged "reception partner".
- 2) Notify VPRO, EVP Operations, and others as appropriate i.e. provincial regulatory authority, health authority.
- 3) Inform team members of the upcoming reception.
- 4) Determine the number of team members to be called back should additional team members be required to support the emergency situation.
- 5) Meet the evacuated public or residents in the main lobby upon their arrival.
- 6) Delegate team members to designated areas of the building where public/residents will be accommodated. The following two areas will need to be established:
 - Assessment Area
 - Holding Area
- 7) Appoint one team member to identify each individual or resident by placing a temporary identification bracelet on their wrist and completing the Emergency Reception Registration Log.
- 8) Appoint team members/volunteers to escort individuals to the assessment, holding, and temporary accommodation areas.
- 9) Direct team members to provide beverages/light snack to evacuated public or residents.
- 10) Direct Dietary/Culinary team to make necessary adjustments to eating times, meal numbers, and eating locations to accommodate extra individuals within the location.
- 11) Direct care and support teams as applicable to provide supplies, comfort needs (blankets, pillow, bed, chair, personal – toothbrush, Kleenex, etc.).

Team Members will take direction from the Incident Manager.

CODE BLACK: BOMB THREAT/SUSPICIOUS PACKAGE

CODE BLACK RESPONSE

In the event of a bomb threat or a suspicious package/device located within the building for which the owner cannot be located and the circumstances around the package are suspicious in nature, a Code Black will be called to alert team members, visitors, and residents and prompt an appropriate response.

The Executive Director will:

- 1) Make available the bomb threat information in all areas in which an incoming call can be received.

The individual receiving the threat via mail will:

- 1) Remain calm.
- 2) Note the delivery method and location of the threatening piece of mail.
- 3) Inform the Incident Manager immediately.

The Incident Manager will:

- 1) Call Code Black.
- 2) Immediately contact the police at 911, all other managers, team members, and support services office.
- 3) Determine whether to initiate Code Green evacuation procedures.
- 4) Follow police direction.

TELEPHONE THREAT

The individual receiving the threat by telephone will:

- 1) Be calm and courteous.
- 2) Not interrupt the caller.
- 3) Keep the caller on the line as long as possible.
- 4) Obtain as much information as possible by completing the Bomb Threat Telephone Checklist.
- 5) Call 911/contact police.
- 6) Notify Incident Manager.

The Incident Manager will:

- 1) Call Code Black.
- 2) Alert ED, all other managers, team members, VPRO.
- 3) Determine whether to initiate Code Green evacuation procedures.
- 4) Take direction from Emergency Services personnel.

All Team Members will:

- 1) Notify the Incident Manager if a suspicious object is found.

- 2) Not touch the object.
- 3) Take direction from the Incident Manager.

SUSPICIOUS PACKAGE/DEVICE

Any person who becomes aware of a suspicious package or device will:

- 1) Inform the Incident Manager immediately.

The Incident Manager will:

- 1) Call Code Black.
- 2) Instruct team members to clear the area where the package was discovered.
- 3) Notify team members and provide the following information:
 - Object location
 - Object description
 - Any other useful information
- 4) Call 911.
- 5) Instruct team members who have been in close proximity to or in contact with a package/device which is suspected to have been contaminated with chemical or biological agent to:
 - Wash their hands with water
 - Remove contaminated clothing and place in a sealed container (i.e. plastic bag) to be forwarded to emergency responders once on site. Shower (with soap and warm water) as soon as possible
 - List all people who may have been in contact with or in close proximity to the suspicious package/device and provide this list to appropriate authorities once they arrive onsite
 - Seek medical attention as soon as possible

Team Members will:

- 1) Not touch, shake, or bump the package.
- 2) Not open, smell, examine, touch, or taste.
- 3) Take direction from Incident Manager.

IN THE EVENT OF AN EXPLOSION

- 1) Call Code Black.
- 2) Ensure treatment of any residents, team members, visitors, or volunteers injured as a result of the emergency.
- 3) Photograph all damage as a result of the incident.
- 4) Preserve evidence in order to assist the police in their investigation.
- 5) Gather personnel directly involved and document in detail every action taken throughout the bomb threat once the threat is resolved.
- 6) Designate a team member to notify next of kin of any resident or team member who suffered trauma in the event.
- 7) Notify VPRO and others as appropriate (i.e. provincial regulatory authority).

CODE GREY: INFRASTRUCTURE LOSS/FAILURE (LOSS OF ONE OR MORE ESSENTIAL SERVICES / INTERNAL FLOOD)

CODE GREY RESPONSE

In the event of any loss or failure of a major infrastructure component of the building i.e. mag locks, elevator entrapment/failure, loss of utility, life safety system, etc., the Incident Manager or designate will call Code Grey to alert team members, residents, and visitors, and prompt an appropriate response. Repair service contracts (where applicable) will include priority response time.

ELEVATOR ENTRAPMENT/FAILURE

Any person who discovers that someone is trapped in an elevator/elevator failure will:

- 1) Inform the Incident Manager or designate immediately.

The Incident Manager will:

- 1) Call Code Grey.
- 2) Contact the Director of Environmental Services and the elevator service company immediately and determine their estimated response time.
 - Elevator Service Company Name: Quality Allied
 - Elevator Service Company Contact Information: 905 305 0195
 - Where to find Elevator Service Company Contract: Copy in ED Office
- 3) Attempt to determine where the elevator is stopped.
- 4) Designate a team member to be stationed outside of the elevator door on the floor where it has stopped to reassure the occupant(s) that help is on the way.
- 5) Reinforce to occupants to not force the doors open and remain calm.
- 6) Prevent anyone from overriding the system. Overriding the system may put occupant(s) at risk and may prevent the elevator technician from being able to determine the cause of the malfunction.
- 7) Call 911 if the occupant(s) is in distress.
- 8) Follow the directions of the elevator service technician or emergency services when they arrive on scene.
- 9) Take the elevator out of service until the necessary repairs are made.
 - How to take elevator out of service i.e. location of switch: Use Fire Key to stop elevators in emergency use power off in elevator control room as last resort.

ROOF COLLAPSE

Any person who suspects that there has been a roof collapse will:

- 1) Inform the Incident Manager or designate immediately.

The Incident Manager will:

- 1) Call Code Grey.
- 2) Instruct building maintenance personnel to immediately assess the situation i.e. snow or ice on roof needing to be removed immediately, etc.

- 3) Direct team members to relocate residents, visitors, and themselves from the affected area(s) of the building following the fire emergency procedures.
- 4) Call 911 from a phone located well away from the area affected.
- 5) Take direction from Emergency Services personnel.

All Team Members will take direction from the Incident Manager.

ELECTRICAL POWER FAILURE

Any person who becomes aware of a major electrical power failure will:

- 1) Notify the Incident Manager or designate immediately.

The Incident Manager will:

- 1) Call Code Grey.
- 2) Notify the local hydro service provider at: Toronto Hydro of the power failure and ask for expected duration of the outage.
- 3) Direct team members to monitor all doors and high risk residents for elopement.

The Nurse will:

- 1) Identify needs of residents for power (G-Tube, IV, Oxygen, Air Mattresses, etc.).

All Team Members will:

- 1) Carry a flashlight.
- 2) Provide residents with night light/lantern as needed.
- 3) Take direction from the Incident Manager.

In locations with Emergency Generator backup, the Maintenance Team will:

- 1) Activate the Emergency Generator immediately and monitor it to see that it is working correctly.
- 2) Ensure that all lights and Generator powered equipment is working.
- 3) Where applicable, direct team members to use the "RED PLUG" Generator outlets (in resident areas, these are marked with RED DOT).
- 4) Maintain an adequate supply of flashlights, batteries, and extension cords that are readily available to team members.
 - Supplies located at: Reception behind desk
- 5) Check fuel supply and activate procedure for delivery of additional fuel as needed.
 - Procedure for delivery of additional fuel: Use gas can with generator go to station and fill

FIRE PROTECTION SYSTEM FAILURE

Any person who suspects that the Fire Protection System is not working will:

- 1) Inform the Incident Manager or designate immediately.

The Incident Manager will:

- 1) Call Code Grey.
- 2) Notify all team members that a fire watch has been initiated.
 - Process to notify all team members: Fan out list
- 3) Give verbal instruction to team members and visitors that fire watch means that our normal fire detection systems such as heat detectors and pull stations may not work – if a fire is suspected you must call 911 directly.
- 4) Assign team member(s) to monitor/complete Fire Watch Checklist (XVIII-K-10.00(g)) for all areas of the building by doing thirty-minute walk about for the duration of the fire watch.
- 5) Assign one team member to post Fire Watch signs (XVIII-K-10.00(f)) at all entrance doors, information centres, main kitchen, laundry, and in elevators.
- 6) Notify Director of Environmental Services and Executive Director.

All Team Members will:

- 1) Complete monitoring and Fire Watch Checklist as assigned.
- 2) Take direction from the Incident Manager.

The Director of Environmental Services or Executive Director will:

- 1) Obtain immediate assistance (service) from Fire Protection service supplier and contact Fire Department.
 - Fire Protection Service Supplier: Troy fire Safety
 - Fire Protection Service Supplier Contact Info.: Andrew McPherson 416 740-3000
 - Location of Fire Protection Service Supplier Contract: Head office
 - Fire Department Contact Info.: 416-338-9000 non-emergency line

TOTAL LOSS OF HEATING SYSTEM

Any person who becomes aware of a major or total failure of the building's heating system will notify the ED and/or Incident Manager immediately.

The Executive Director or designate will:

- 1) Call Code Grey.
- 2) Notify the local HVAC heating system contractor service provider of the failure and ask for expedited service call to correct.
 - HVAC heating system contractor service provider: Single Source Mechanical
 - HVAC heating system contractor service provider Contact Info.: Sidney 905-532-0000 emerg. 416-820-1791
 - Location of HVAC heating system contractor service provider Contract: Head office
- 3) Request an estimated time to correct the problem following initial investigation by heating contractor.
- 4) Review Evacuation plan and prepare to institute if estimated time for repair is greater than 12 hours.
- 5) Notify support services office.
- 6) Review and implement policy on required interventions during Extreme Cold Conditions.

- 7) Direct Maintenance to monitor and document building temperatures every 30 minutes to ensure temperature does not drop below 20°C in any occupied area until heating system is fully restored.
- 8) Direct team members to ensure all exterior windows are closed and curtains are drawn closed.
- 9) Direct team members to move residents to inner core of building away from exterior walls if temperatures drop to less than 20°C.
- 10) Implement evacuation plan if building temperatures fall below 15°C.

TOTAL LOSS OF COOLING SYSTEM

Any person who becomes aware of a major or total failure of the building's cooling system will notify the ED and/or Incident Manager immediately.

The Executive Director or designate will:

- 1) Call Code Grey.
- 2) Notify the local HVAC system contractor service provider of the failure and ask for expedited service call to correct.
 - HVAC system contractor service provider: Single Source Mechanical
 - HVAC system contractor service provider Contact Info.: Sidney 905-532-0000 emerg. 416-820-1791
 - Location of HVAC system contractor service provider Contract: Head office Request an estimated time to correct following the initial investigation by contractor.
- 3) Notify the manager/nurse in charge or designate.
- 4) Review Evacuation plan and prepare to institute if time to correct is greater than 12 hours.
- 5) Notify support services office.
- 6) Review and implement Management of Risk Associated with Extreme Heat policy.
- 7) Direct Maintenance to monitor and document building temperatures every 30 minutes to ensure Humidex does not exceed 39°C in any occupied area until cooling system is fully restored.
- 8) Direct team members to ensure all exterior windows are closed and curtains are drawn closed.
- 9) Direct Maintenance to place in operation any fans available to provide additional comfort to residents.
- 10) Direct team members to move residents to inner core of building away from exterior walls.

LOSS OF POTABLE WATER

Any person who becomes aware of a major or total failure of the building's water system will notify the Executive Director and/or Incident Manager immediately.

The Executive Director or designate will:

- 1) Call Code Grey.
- 2) Notify the local system contractor service provider of the failure and ask for expedited service call to correct.
 - System contractor service provider: City of Toronto
 - System contractor service provider Contact Info.: 311
- 3) Request an estimated time to correct following the initial investigation.
- 4) Notify the manager/nurse in charge or designate.
- 5) Review Evacuation plan and prepare to institute if time to correct is greater than 12 hours.

- 6) Notify support services office.
- 7) Direct Maintenance to search for leaks / shut off water i.e. at localized appliance.
- 8) Implement emergency water rations for residents as required (i.e. boil water advisory).

INTERNAL FLOOD (I.E. BURST PIPES)

Any person who becomes aware of an internal flood will notify the ED and/or Incident Manager immediately.

The Incident Manager or designate will:

- 1) Call Code Grey.
- 2) Direct Maintenance to turn off water supply at main valve and shut off electricity to affected parts of the building.
 - Main valve location: 1st floor Boiler room East wall
 - Electricity shut off location: End cross corridors on each floor. Total shut off in Electrical room at receiving south end of building.
- 3) Notify support services office.
- 4) Contact a plumber.
 - a. Plumber: Royal Plumbing
 - b. Plumber Contact Info.: Mitch 416-881-4308
- 5) Direct Maintenance to turn on faucets and flush toilets to drain pipes and relieve pressure.
- 6) Implement emergency water rations for residents as required (i.e. boil water advisory).
- 7) Manage any relocation of residents as required whose rooms may have been affected.
- 8) Remove electronics, furnishings, equipment, files, etc. in danger of water damage.
- 9) Contact regional Building Services support for remedy of any water damage/services required to be engaged with external provider.
- 10) Determine whether to initiate partial or full Code Green evacuation.

Team Members will:

- 1) Begin water cleanup as directed.
- 2) Set up fans, dehumidifiers, etc. as directed.
- 3) Clean any areas or items damaged by water.

MAG LOCKS FAILURE

Any person who suspects that the Mag Locks are not working will:

- 1) Inform the Incident Manager immediately.

The Incident Manager will:

- 1) Call Code Grey.
- 2) Check to ensure that doors are unlocked and if so, try to reset mag locks at station.
 - Instructions to reset mag locks: Insert key in lock turn in indicated direction hold for three seconds and release
 - Location of station: Inside front entrance beside reception on wall beside fire panel. Key located in bottom drawer beside receptionist in small grey metal box.
- 3) Assign team members to monitor exit doors until the problem is resolved.

- 4) Notify Director of Environmental Services and ED.
- 5) Assign team members to complete a resident room check using fire plan checklist and to do ongoing walk about every fifteen minutes until system is reactivated.

All Team Members will:

- 1) Complete room check and monitor exits as assigned.
- 2) Take direction from the Incident Manager.

The Director of Environmental Services or Executive Director will:

- 1) Obtain immediate assistance (service response) from mag lock (security system) supplier.
 - Mag lock/security system supplier: Troy fire safety / Chubb
 - Mag lock/security system supplier Contact Info.: Royal Security Solutions 905-840-2522

TELEPHONE SYSTEM FAILURE

Any person who becomes aware of a landline telephone system failure will:

- 1) Inform the Incident Manager immediately.

The Incident Manager will:

- 1) Call Code Grey.
- 2) Notify ED, DOC, DES, or designate.
- 3) Use cell phone to contact the IT Service Desk (if issue occurs outside of business hours, select After Hours Service).
- 4) Use cell phone to alert Call Center to the failure and alternate contact numbers.
- 5) Notify residents and post signage.

Any person who becomes aware of a cellular service system failure will:

- 1) Inform the Incident Manager immediately.

The Incident Manager will:

- 1) Call Code Grey.
- 2) Notify ED, DOC, DES, or designate.
- 3) Use landline phone to contact the IT Service Desk (if issue occurs outside of business hours, select After Hours Service).
- 4) Assign a messenger if safe to leave to alert Support Services Office of failure;
- 5) Determine alternative communication methods.
- 6) Notify residents and post signage.

CODE BROWN: INTERNAL EMERGENCY (CHEMICAL SPILL / GAS LEAK / HAZARD)

CODE BROWN RESPONSE

In the event of a minor hazardous material spill, a major hazardous material spill or hazmat incident, a carbon monoxide or natural gas leak, or a biological/chemical threat, a Code Brown will be called to alert team members, visitors, and residents and prompt an appropriate response.

DEFINITIONS:

A minor hazardous material spill is defined as a spill of a known substance in a manageable quantity that does not cause a chemical reaction.

A major hazardous material spill or hazmat incident can be defined as:

- a known substance that cannot be contained or cleaned up
- a substance of significant quantity that poses an immediate risk to team members and residents
- the material is unknown
- a chemical reaction is present
- incident could escalate and increase level of risk

CARBON MONOXIDE

Signs that there may be a hazardous or potentially hazardous concentration of carbon monoxide detected in the air in the building:

- Stale, stuffy air
- Occupants have symptoms of CO exposure (see below)
- The pilot light on gas-fired equipment keeps going out
- A sharp odour of the smell of natural gas occurs when equipment turns on
- The burner flames and pilot light of a natural gas furnace or other equipment are mostly yellow, rather than a clear blue (note: some natural gas fireplaces are designed to have yellow flames)
- Chalky, white powder on a chimney or exhaust vent pipe or soot buildup around the exhaust vent
- Excessive moisture on walls or windows in areas where natural gas equipment is on
- CO detectors alarm

Symptoms of Carbon Monoxide (CO) Exposure:

- Headaches
- Nausea
- Dizziness
- Drowsiness or fatigue
- Burning eyes
- Confusion
- Loss of coordination

Any person who suspects exposure to Carbon Monoxide will:

- 1) Call the fire department using 911 immediately.
- 2) Inform the Incident Manager immediately.

The Incident Manager will:

- 1) Call Code Brown.
- 2) Contact the Director of Environmental Services to identify proper shutdown of gas to equipment.
- 3) Shut down gas to equipment if Maintenance not available. Location of main shutoff valves identified in XVIII-A-10.50(a) Building Map/Profile.
- 4) Assign team members to provide for medical attention to those who need help, paying particular attention to anyone with a respiratory ailment (i.e. asthma).
- 5) Take direction from fire department

All Team Members will:

- 1) Open windows to ventilate the area.
- 2) Relocate residents, team members, visitors, and volunteers from the affected area immediately.
- 3) Take direction from the Incident Manager.

NATURAL GAS LEAK

Any person who suspects exposure to a natural gas leak will:

- 1) Call 911 from a phone located well away from the source of the leak.
- 2) Inform the Incident Manager immediately.

The Incident Manager will:

- 1) Call Code Brown.
- 2) Instruct Maintenance or designate to immediately shut off the gas at the main valve and any secondary valves if necessary.
- 3) Shut off the valves if Maintenance not available. Location of shutoff valves identified in XVIII-A-10. 50(a) Building Map/Profile.
- 4) Instruct team members to relocate residents, visitors, and themselves from the affected area of the building following the fire emergency procedures.
- 5) Notify the gas company from a phone located well away from the source of the leak.
- 6) Take direction from Emergency Services personnel.

All Team Members will:

- 1) Not smoke or use electrical devices including cell phones.
- 2) Not turn the power on and off.
- 3) Advise visitors/volunteers to not smoke or use electrical devices including cell phones.
- 4) Take direction from the Incident Manager.

BIOLOGICAL/CHEMICAL THREAT

Any person who becomes aware of a chemical, biological, or radiological accident will:

- 1) Immediately ensure all persons are relocated to an area away from the release.

- 2) Call 911.
- 3) Inform the Incident Manager immediately.

The Incident Manager will:

- 1) Call Code Brown.
- 2) Direct team members to evacuate as many residents from the contaminated area as possible if it can be done without become a victim.
- 3) Direct team members to evacuate everyone in the building outside if it is safe to do so.
- 4) Organize a calm evacuation as per Code Green evacuation process.
- 5) Check that building is secure.
- 6) If an evacuation outside of the building is not possible, move everyone in the building upwards to an interior room on a higher floor (many agents are heavier than air) or to an adjacent fire compartment if movement to a higher floor is not practical.
- 7) Direct team members to seal off the contaminated area: seal gaps under doorways, windows, and other building openings.
- 8) Direct maintenance team to turn off heating, air conditioning, and ventilation systems.
- 9) Take direction from Emergency Services personnel.

All Team Members will:

- 1) Take direction from the Incident Manager.
- 2) If splashed with a chemical agent, immediately wash it off using ONLY water.

LIQUID/CHEMICAL/GAS SPILL

Any person who discovers a liquid/chemical/gas spill or leak will:

- 1) Inform the Incident Manager immediately.

The Incident Manager will:

- 1) Call Code Brown.
- 2) Keep team members, residents, volunteers, and visitors clear of the area.
- 3) Contact the Director of Environmental Services or designate to investigate and together determine the appropriate actions.
- 4) If no leak or spill, complete Incident Report.
- 5) If leak/spill found:
 - Instruct maintenance team to shut off liquid chemical/gas at main valve of container;
 - Determine the nature, extent, and cause of the spill/leak;
 - Instruct maintenance team to use the Spill Kit stored in the Receiving area (suggested location) or in the boiler room black cupboard room (additional location) in order to contain the leak.
- 6) If required, advise the ED that a Code Brown should be called. This may involve evacuation of the affected area.
- 7) If required, call 911 to get Emergency Services assistance.
- 8) Take direction from emergency services personnel.

- 9) When the situation is under control, advise reception/concierge to announce “Code Brown – All Clear”.
- 10) Complete Incident Report (with assistance from maintenance team involved).
- 11) Contact environmental company to arrange proper disposal in keeping with the type of spill collected in the spill kit pail.

The Director of Environmental Services or designate will:

- 1) Attend on scene of spill/leak as directed by the Incident Manager.
- 2) Complete directions as per step 2 of Incident Manager’s procedures.
- 3) If required, assist reception/concierge to announce code and then “All Clear” signal.
- 4) Assist emergency services as required.
- 5) Assist Incident Manager in completion of Incident Report.

The Reception team will:

- 1) Announce “Code Brown” and “All Clear” as directed by Incident Manager.
- 2) Take directions from the Incident Manager.

Team Members in the affected area will:

- 1) Keep team members, residents, volunteers, and visitors out of the area until the situation is investigated and evaluated by the IM or DES/designate.
- 2) Take directions from the Incident Manager.

All Team Members will:

- 1) Take directions from the Incident Manager.
- 2) Keep out of the area.
- 3) Reassure residents, visitors, and volunteers as appropriate.

NOTE: Spill Kit contents include:

- Instructions
- 10x15x19” Sorbent Pads
- 10x3”x4’ Sorbent Socks
- 1x Pair Nitrile Gloves
- 26.5x31” 3mil Disposal Bag
- 5 Gal. UN screw top pail

CODE SILVER: ACTIVE SHOOTER / ARMED INTRUSION / HOSTAGE SITUATION

CODE SILVER RESPONSE

In the event of an intrusion by an armed person, an active shooter, or a hostage taking incident, Code Silver procedures will be enacted to prompt an appropriate response.

Note: Code Silver will not result in other team members coming to assist, as it is designed to keep people away from harm. Police will be contacted as soon as Code Silver is called. When a Code Silver is initiated, all team members will make every reasonable effort to protect themselves, residents, visitors, and others in their immediate area, following the procedures set out below.

Any person who becomes aware of an intrusion by an armed person, an active shooter, or a hostage taking incident will:

- 1) Call 911 as soon as possible. Be prepared to provide location address, name, contact information, and any other relevant information.
- 2) Announce/communicate Code Silver and location.
- 3) Notify the Incident Manager/ED or Nurse/Manager in charge of the building as soon as possible.

Team members who are in the immediate area of Assailant

Do NOT attempt to engage the assailant. This includes verbal and physical attempts to deescalate the situation.

- 1) Remain calm and evacuate:
 - Do not confront a person with a weapon
 - Do not attempt to remove wounded persons from the scene
 - If possible, assist others to leave the area and redirect those trying to enter
 - Evacuate if able and safe to proceed
 - Only evacuate if you are close to an exit and can get there safely, without attracting attention
 - Have an escape route and plan in mind
 - While evacuating, keep hands visible at all times (not to be mistaken for the shooter)
 - Leave any belongings behind
- 2) If unable to evacuate, hide:
 - Use rooms with doors that lock
 - Barricade the door with heavy furniture
 - Silence your cell phone and turn off any sources of noise (e.g. radios, televisions, etc.)
 - Hide behind large objects (e.g. cabinets, desks, walls, etc.)
 - Remain quiet and low to the ground
- 3) Survive:
 - Fight only as a last resort and only if your life is in imminent danger
 - Attempt to disrupt and/or incapacitate the assailant by: Acting as aggressively as possible against them, throw items and improvising weapons, yelling, commit to your actions

- If others are available, work together to distract and attack the assailant as fiercely as possible
- 4) Call Incident Manager/ED or Nurse/Manager in charge of the building as soon as possible:
 - Tell them to initiate Code Silver
 - Give as much information as possible, including:
 - Location of the assailant(s) (current, last known, and/or direction headed)
 - Type of weapon(s)
 - Description of the assailant(s)
 - Any comments or demands made by the assailant
 - Information on victims and/or hostages
 - Any other information you feel may be relevant
 - Remain on the line, and follow instructions of the Manager (stay as quiet as possible)

Team members who are in the areas near the Code Silver location

- 1) If you can leave safely, evacuate:
 - Remain calm and follow Police/Security direction, if available
 - Quickly leave the area, evacuating as many residents and other people as possible
 - Redirect any people entering the area to evacuate to a safe location
 - Move to a safe, pre-determined meeting point (if possible)
 - Supervisors: once at meeting point, perform a head count to determine if your team is accounted for
- 2) If you cannot leave safely, hide:
 - Protect yourself and individuals in your area by quickly and quietly:
 - Closing doors, locking and barricading yourself and others inside (where possible)
 - Positioning people out of sight and behind large items that offer protection. (e.g. behind desks, cabinets, and away from windows)
 - Silencing personal alarms, mobile phones and other electronic devices (e.g. TVs, Radios, etc.)
 - Turning off monitors and screens (where possible) to reduce backlighting
 - Instructing others, who are capable of assisting, to do the same with other resident rooms (i.e. visitors may assist with the resident they are visiting)
 - If able and safe to do so, call 911 to report where occupants are hiding
 - Do not use the telephone unless directly related to the Code Silver. Medical Emergency Codes will not be called for victims of the assailant until the incident site is secured by Police
 - Hide in place until “Code Silver, All Clear” is announced
 - If the assailant enters your work area, contact 911 if it is safe to do so

Team members who are in other locations within the building

- 1) Do not attempt to return to your department.
- 2) Follow the instructions of the Charge Person/Supervisor in your current location.
- 3) Lock down all external doors and doors between areas.
- 4) Stay where you are, protecting yourself and assisting others in your area, if possible.

- 5) Divide into small mixed groups of team members, residents, and visitors. Hide in resident rooms, meeting rooms, bathrooms, offices, etc.; wherever is available and safe to do so.
- 6) Advise residents, visitors, and others to hide; ask them to remain calm, quiet, and to avoid using their phones, any other electronic device, or posting to social media
- 7) Move away from exposed windows, walls, and doors. Cover interior windows if able. Lay on floor, under/behind furniture. If possible, hide against the wall that is on the same side as the door into the room. The room must appear empty.
- 8) Minimize movement within the area to essential, safety-related matters.
- 9) Silence personal alarms, mobile phones, and other electronic devices.
- 10) Do not use the telephone unless directly related to the Code Silver incident.
- 11) Supervisors: Once lockdown of the area is complete, and only if safe to do, perform a headcount.
- 12) Police must approve all movement throughout the building, until the Code Silver has been cleared. This includes responding to other codes and resident care needs.

The Incident Manager will:

- 1) Call Code Silver.
- 2) Call 911 immediately and inform them of the details.
- 3) Initiate Building Lockdown procedure.
- 4) Warn others in the immediate area of danger and prevent anyone from entering the area.
- 5) Delegate a person, if safe to do so, to meet the police at the front door and provide information required (i.e. location, weapon, hostage, etc.).
- 6) Ensure that any victims receive medical treatment if it can be provided without putting anyone else in danger.
- 7) Take direction from police upon their arrival.

Upon arrival of police

Law enforcement personnel are the primary responders and will assume control in any Code Silver response.

Do not interfere with the Police Officers by delaying or impeding their movements: The Police are there to stop the threat as soon as possible. Officers will proceed directly to the area the assailant was last seen or heard. The first officers at the scene will not stop to assist injured individuals.

Police Officers will be responding with the intent to use a required level of force to diffuse the situation. Ensure you do not present yourself as a threat to them:

- Drop any items in your hands (e.g. bags, jackets, etc.)
- Immediately raise hands and keep them visible at all times
- Remain calm and follow Officers' instructions; avoid screaming and/or yelling
- Avoid making quick movements toward Officers
- Do not attempt to grab hold of an Officer
- Do not stop to ask Officers for help or direction when evacuating: Proceed in the direction from which Officers are entering the area or take direction from Incident Manager

Police Officers may:

- Be wearing normal uniforms or tactical gear, helmets, etc.
- Be armed with rifles, shotguns and/or handguns
- Use chemical irritants or incapacitating devices (e.g. pepper spray, stun grenades, tasers, etc.) to control the situation
- Shout commands and may push individuals to the ground for their safety

Rescue teams comprised of additional Officers and emergency medical personnel may follow the initial Officers when it is safe to do so. These rescue teams will treat and remove any injured persons. They may also call upon able-bodied individuals to assist in removing the wounded from the area.

Once you have reached a safe location, you will likely be held in that area by Police until the situation is under control and all witnesses have been identified and questioned. Do not leave the safe location until Police have instructed you to do so.

Recovery

Police will advise the Incident Manager (or designate) when it is safe to end the Code Silver.

- Once the Police have said it is safe to do so, announce *"Code Silver, All Clear"*
- Team members should return to their work area for debriefing. Team members from the affected area should go to a designated meeting point.
- The location should consider how to address any operations that may not be immediately available post-incident. This may occur if the affected area is secured for investigation, or if damage to facilities and equipment inhibits their use.
- As soon as possible, the Incident Management Team should conduct a debriefing, including participation of any responding law enforcement and internal security personnel.
- As part of the recovery process, the location will consider the physical and mental health needs of all team members, residents, visitors, and families. Support will be provided, utilizing existing and additional identified programs (e.g. Employee & Family Assistance Program, individual and group counselling, and workers compensation, as necessary.)
- Team members should speak with their supervisor regarding any specific concerns, needs, or considerations.

BUILDING LOCKDOWN

Lockdown procedures are implemented to secure and protect team members and residents when an unauthorized or suspicious person enters the location and may be implemented in the event of a threatening communication. Lockdown procedures are similar to shelter-in-place procedures in that they are to be used when it may be more dangerous to evacuate than to stay inside. The intent is to reduce the number of casualties, and is initiated when evacuation is not feasible.

IMPLEMENTING LOCKDOWN

When implementing lockdown procedures, ensure communication with team members as calmly as possible, call 911 as soon as it is safe to do so, and follow the direction of the police. By controlling access to, and movement and noise within the building, emergency personnel are better able to manage and respond to the threat.

If the intruder is outside the building, secure all windows and doors and gather all team members and residents inside the building, outside of the line of view of intruder. If the intruder has entered the building, secure team members and residents in a safe room or area of the building.

SHELTER IN PLACE

This type of lockdown is normally referred to when an environmental threat is present outside and it is not possible or advisable to evacuate the building. This type of action is normally in response to an air contaminant and involves keeping the air contaminates outside the building and keeping persons from unnecessarily putting themselves in medical danger.

In the case of external health hazard, where it is not possible or advisable to evacuate the building:

- 1) The Incident Manager or designate will announce “Building Lockdown – Shelter in Place” to all team members as soon as possible.
- 2) The Incident Manager or designate will advise all team members, residents, and visitors in the building to move upwards to an interior room on a higher floor since many agents are heavier than air.
- 3) All team members will close windows and doors.
- 4) The Incident Manager or designate will:
 - Ensure exterior doors are locked.
 - Turn off heating, air conditioning and ventilation systems.
 - Check the inventory of openings to ensure that no openings have been overlooked.
- 5) The Incident Manager or designate will monitor radio or television stations for further updates and have occupants remain in the shelter-in-place mode until authorities indicate it is safe to come out.

HOLD AND SECURE

This response is used when a serious environmental/physical threat is present outside the building or in the local neighbourhood. A Hold & Secure involves enacting preventive measures to prevent individuals from leaving the building and entering into an area of danger, or to prevent the threat from entering the building.

Examples of incidents:

- a violent crime nearby

- an active shooter in the area

What to do – if it's safe to:

- 1) Announce "Building Lockdown – Hold and Secure" to all team members as soon as possible.
- 2) Listen to instructions from emergency responders or building managers.
- 3) Proceed inside the building (if not already inside).
- 4) Close and secure exterior doors.
- 5) Close windows and blinds.
- 6) Turn off lights.
- 7) Keep away from exterior doors and windows.
- 8) Encourage people to remain inside the building until the threat has passed.

LOCKDOWN

This response is used when the threat is already in the building and measures need to be enacted to prevent the threat from accessing areas where potential victims are or may be, or to protect individuals from entering areas where the threat may be present.

Examples of incidents:

- a person with a weapon inside the building
- an active attacker inside the building

What to do – if it's safe to:

- 1) Announce "Building Lockdown" to all team members as soon as possible.
- 2) Listen to instructions from emergency responders or building managers.
- 3) Move to a safe area.
- 4) Close and secure doors and windows.
- 5) Barricade doors with furniture or wedges if unable to secure them.
- 6) Turn off lights.
- 7) Keep away from doors and windows.
- 8) Silence cell phones.
- 9) Remain silent.
- 10) Lie on the floor if gunshots are heard.
- 11) Call 911 if it is safe to do so and if you have information such as location of attacker.
- 12) Speak as calmly and quietly as possible. Provide quiet activities to help keep residents focused and quiet.
- 13) **Do not** open the door for anyone unless you have a plan in place to protect yourself and others from the potential threat. If you open the door, you may be placing others in danger. Police will announce their entry. If still uncertain, and if safe to do so, you can confirm police presence by calling 911.
- 14) Remain in the lockdown response until police release you with a key.

If a fire alarm should sound during a lockdown, you may need to re-assess your situation. Do not automatically evacuate unless you smell smoke. If you determine it is too dangerous to remain in lockdown, be aware of your surroundings when evacuating. Have a plan in place and if the threat presents itself, be prepared to defend yourself.

RECOVERY

Police will advise the Incident Manager or designate when it is safe to end the Lockdown. Announce “Lockdown All Clear” when matter is resolved.

- All team members should return to their work area for debriefing.
- Team members from the affected area should go to a designated meeting point.
- The location will consider how to address any operations that may not be immediately available post-incident (i.e. if the affected area is secured for investigation; if damage to equipment/building inhibits their use)
- As soon as possible, the Incident Management Team, including Support Services representatives, will conduct a debriefing, including participation of any responding law enforcement, and ensuring appropriate Employee & Family assistance resources are provided.

BOIL WATER ADVISORY

A boil water advisory is a notification that the drinking water supply may be contaminated with pathogenic microorganisms, and that drinking the tap water can make residents, team members, and visitors sick. Boiling the tap water destroys pathogens and makes the water safe to drink and use.

BOIL WATER ADVISORY IMPLEMENTATION

In the event of a boil water advisory, the location will use boiled water, bottled water, or water from another safe public supply not affected by the advisory, and will follow procedures as indicated for personal hygiene, cleaning and sanitizing, and preparing food, including ensuring handwashing is followed by use of alcohol-based hand rub. The location will contact the Public Health Unit that issued the boil water advisory for more information as needed.

Do not use tap water to:

- Drink
- Prepare foods
- Make juice
- Make ice
- Wash fruits or vegetables
- Brush teeth
- Give to pets or animals in pet therapy programs

The Executive Director or designate will:

- 1) Ensure all team members, residents, families, and visitors are made aware of a boil water advisory in effect and when it is over.
- 2) Advise Support Services via the Hot Issue Alert Process and implement the location's Incident Management Team for the duration of the advisory.
- 3) Ensure alternate sources of water are provided to residents, team members, and visitors that is safe for drinking.

The Infection Prevention & Control Lead or designate will:

- 1) Post signage at entrance to the location and at all faucets, including the kitchen area, washrooms, and hand sinks, as a reminder that a boil water advisory is in effect and that the water is not safe to drink. See XVIII-O-10.00(d) Boil Water Advisory Signage.
- 2) Post signage advising team members, residents, and visitors to apply alcohol-based hand sanitizer (to be available in all washrooms and at all sinks) after normal handwashing procedures with warm tap water and paper towels. See XVIII-O-10.00(e) Boil Water Advisory Handwashing Signage.

The Director of Environmental Services or designate will:

- 1) Disconnect all drinking water fountains, soda dispensers with post-mix service, and ice making machines from the affected water supply.

The Environmental Services Team will:

- 1) Provide alcohol-based hand sanitizer, containing at least 70% alcohol, in all public and team member washrooms and at all standalone hand sinks.
- 2) Reference XXVII-O-10.00(b) Cleaning & Sanitizing Practices During a Boil Water Advisory.

The Director of Dietary Services or designate will:

- 1) Discard any ice and beverages that may have been prepared with the affected water supply and sanitize ice cube trays.
- 2) Direct team to prepare boiled water as needed:
 - a. Bring water to a rolling boil for at least one minute.
 - b. Use an electric kettle if possible.
 - c. Only boil as much water as you can safely lift without spilling.
 - d. If boiling water on the stove, place the pot on the back burner.
 - e. Take all precautions as needed to avoid burns.
- 3) If providing bottled water, check with Public Health Unit about brands of bottled water or water dispensers considered to be safe / that are produced in locations not affected by the boil water advisory.
- 4) Reference XXVII-O-10.00(c) Preparing Food During a Boil Water Advisory.

The Care team will:

- 1) Use boiled water that has been cooled to room temperature, or use sterile water, to wash broken skin and wounds and for other resident care activity (note: commercial bottled water is not sterile).
- 2) Consider using sterile bottled, boiled, or otherwise disinfected drinking water for severely compromised residents.
- 3) Discuss with physician/NP any special precautions that may be needed for residents with weakened immune systems.
- 4) Reference XXVII-O-10.00(a) Personal Hygiene During a Boil Water Advisory.

NOTE: Water filtration devices cannot be relied on to make tap water safe to drink or cook with. Do not use water unless it has been boiled first.

WHEN THE BOIL WATER ADVISORY HAS ENDED

The Environmental Services Team will:

- 1) Flush all water-using fixtures and faucets by running them for five minutes (if your service connection is long or complex, consider flushing for a longer period of time).
 - a. In multi-storey buildings, begin on the top floor, flushing each fixture and faucet for five minutes. Once every fixture and faucet has been flushed for five minutes, proceed to the next floor below; continue the procedure until all fixtures and faucets on all floors are flushed.
- 2) Ensure equipment with water line connections, such as refrigerators and ice dispensers, are drained, flushed, cleaned, and disinfected according to the manufacturer's recommendations.

The Director of Environmental Services or designate will:

- 1) Flush, drain, clean, and disinfect cisterns that contained the affected water source.
- 2) Run water softeners through a regeneration cycle according to the manufacturer's recommendations.
- 3) Replace the filters on any water filtration devices, and flush the fixture according to manufacturer's directions.
- 4) Drain and refill hot water heaters that have been set below 45°C/110°F.

The Executive Director or designate will:

- 1) Communicate to all team members, residents, and visitors that the Boil Water Advisory has ended.
- 2) Conduct a debrief with the team to review procedures and make any adjustments to site specific practices/Emergency Management Plan as needed.

The Infection Prevention & Control Lead or designate will:

- 1) Remove signage.

PERSONAL HYGIENE DURING A BOIL WATER ADVISORY

Can tap water be used to wash hands?

Yes, tap water can be used for handwashing, but an alcohol-based hand sanitizer must be applied to hands afterwards.

- Wash hands with warm tap water and soap; lather for at least 20 seconds.
- Rinse hands well under running water and dry them with a paper towel.
- When hands are dry, apply an alcohol-based hand sanitizer containing at least 70% alcohol.

Can tap water be used for showering or bathing?

Yes. Residents may take showers or baths with tap water, but must be careful to avoid the face, and avoid swallowing any of the water.

- The use of hand-held showerheads is recommended to assist with this concern.
- Open wounds, cuts, blisters, or recent surgical wounds must be covered with a waterproof covering prior to showering or bathing, and care must be taken not to contaminate these areas during bathing, showering, or towel-bathing.
- Pre-boiled water, sterile water, or water from a safe alternative source may also be used if towel-bathing is required.
- Residents with weakened immune systems may require special consideration; discuss with physician/NP.

Can tap water be used for brushing teeth?

No. During a boil water advisory, tap water is NOT safe for brushing teeth.

Only pre-boiled water that is cooled, bottled water, or water from another safe source may be used for brushing teeth.

CLEANING & SANITIZING PRACTICES DURING A BOIL WATER ADVISORY

Can tap water be used for cleaning and disinfecting contact and non-contact surfaces?

Yes. Contact surfaces such as door knobs, handles, railings, vanities, etc. and non-contact surfaces such as walls, floors, and ceilings can be cleaned and disinfected using normal routine practices.

Can tap water be used for washing laundry?

During a boil water advisory, tap water may be used for general laundry procedures.

- Wet laundry must be dried in a mechanical drying machine on a normal setting or hotter.
- Consult with Infection Prevention & Control Lead or designate to verify correct procedures for sterile linen processing.

Can medical equipment that is directly connected to the water supply be used?

Generally, no. Any instruments or machines that use water to sterilize and disinfect equipment would typically be affected by a boil water advisory.

- Consult with Infection Prevention & Control Lead or designate before use of any specialized medical equipment directly connected to the water supply.
- Contact Public Health for specific questions related to water quality.

PREPARING FOOD DURING A BOIL WATER ADVISORY**Immediate Steps to Take When a Boil Water Advisory is Issued:**

- DO NOT use the water for drinking, making juices or ice, washing fruits or vegetables, or preparing ready-to eat foods.
- Turn off drinking water fountains.
- Discard ice and beverages that may have been prepared with the affected water supply.
- Discontinue making ice; use ice from a commercial ice supplier made with safe water.
- Disconnect ice cream machines, dipper wells, and any other food preparation equipment connected to the water supply.
- Post signs at all faucets, including kitchen area and washrooms, as a reminder of the boil water advisory and not to drink the water.
- To make the water safe, bring to a rapid rolling boil for at least one minute.
 - Boil only as much water in the pot that one can comfortably lift without spilling.
 - Ensure water is cooled appropriately before using or direct handling to prevent scalds.

What sources of water are approved to be used during a boil water advisory?

- Water that has been boiled for one full minute (water can be boiled the night before, cooled overnight, and stored in a covered disinfected container). Always ensure water is cooled appropriately before use or direct handling to prevent scalds.
- Commercially bottled water (consult with IPAC Lead or designate to confirm brand used has not been affected by the Boil Water Advisory)
- Hauled water from an alternate approved supply not affected by the Boil Water Advisory

Can the cold beverage dispensing machine be used?

No. Beverage machines connected to the cold water supply used to dispense cold drinks (carbonated beverages, iced cappuccino, etc.) must not be used during the boil water advisory.

Can tap water be used in commercial coffee brewers and hot tea towers during a boil water advisory?

Yes. Ensure the coffee maker/hot tea tower produces water at 70°C/160°F. This temperature is sufficient to inactivate disease-causing microorganisms. It is recommended that the coffee pot be held for at least five minutes on the burner prior to consumption.

- Verify temperature using a probe thermometer

Can tap water be used to prepare food products that use water as an ingredient without cooking?

No. Use boiled, bottled, or an alternate safe water source in the preparation of food products such as powdered drinks, puddings, jellies, sauces, etc.

Can tap water be used to prepare food that will be boiled?

Yes. Tap water can be used to prepare foods that will be boiled as long as the water is brought to a rolling boil for one minute.

Can tap water be used to wash dishes by hand?

Yes. Follow 3-compartment sink dishwashing procedure, and ensure dishes have enough time for complete air drying to take place.

Can the commercial dishwasher be used to clean and disinfect dishes?

Yes. Follow normal dishwashing procedures, and ensure dishes have enough time for complete air drying to take place.

Can glass washer with cold water rinse be used?

No. Glass washers with a cold water rinse must not be used during the boil water advisory.

- Use a hot water sanitizing cycle to wash and sanitize glasses.
- For further information, discuss with Public Health.
- Single-use glasses/cups may also be used.

Can domestic style dishwashers be used in the building?

Yes, domestic style dishwashers may be used, provided the machine has a hot temperature setting or sanitizer cycle.

- If the dishwasher does not have a hot temperature setting, stop the dishwasher at the start of the rinse cycle, add 4 teaspoons (20 mL) of liquid household chlorine bleach containing 5.25% sodium hypochlorite, then re-start dishwasher.
- Let dishes dry completely, using a heated cycle dry on the dishwasher.

Can tap water be used for cleaning and disinfecting counter tops, cutting boards, and other kitchen surfaces?

- Wash kitchen surfaces with soap, then rinse and sanitize with bleach solution.
- To prepare the bleach solution (sanitizer strength of 200mg/L chlorine solution), add one teaspoon of liquid household bleach (5.25% sodium hypochlorite) to one litre of room temperature water that has either been previously boiled, is from a safe bottled water source, or has been hauled from a safe public supply.
- Spray or pour solution onto food contact surfaces and let sit for a minimum of 2 minutes.
- Make a new bleach solution every day (bleach breaks down quickly once it is mixed with water).
- Note: vinegar is not an acceptable disinfectant.

OUTBREAKS OF A COMMUNICABLE DISEASE, OUTBREAKS OF A DISEASE OF PUBLIC HEALTH SIGNIFICANCE, EPIDEMICS & PANDEMICS

The community is prepared to respond in the event of an outbreak, epidemic, and/or pandemic, including outbreaks of a communicable disease and outbreaks of a disease of public health significance by referring to the organization's Infection Prevention & Control and Pandemic policies & procedures.

The local Public Health Unit (PHU) would activate and deactivate an outbreak within the community. Depending upon the situation, the direction to activate and deactivate response to epidemic/pandemic would come from the provincial authority and World Health Organization (WHO) as appropriate.

It is noted that in the event of a pandemic, information and requirements may change rapidly as the situation evolves. Provincial mandates will supersede local practice as the highest authority where applicable unless otherwise directed.

PROCEDURE:

The Executive Director or designate will:

- ☐ Refer to the IPAC Lead and PHU for activation of the outbreak response
- ☐ Report and provide status updates to residents, families, staff, and Support Office
- ☐ Initiate and lead Outbreak Management Team (OMT) response as required
- ☐ Manage staffing and management team resources accordingly
- ☐ Coordinate the management of exposed and symptomatic team members as per policy and procedure
- ☐ Ensure outbreak/pandemic response initiated and executed as per policy and procedure
- ☐ Ascertain community connections and partnerships as part of plan execution and coordinated response
- ☐ Govern business continuity, daily evaluation of risk and response actions, initiation of staffing contingency plans
- ☐ Ensure implementation of any provincial or organizational directives as required

The Infection Prevention & Control Lead or designate will:

- ☐ Assemble the Outbreak Management Team response as per policy
- ☐ Track, report, and manage case counts in collaboration with PHU
- ☐ Ensure IPAC auditing throughout outbreak/pandemic as required
- ☐ Provide pertinent IPAC training and direction to residents, families, and staff
- ☐ Ensure process in place for inspection of outbreak/epidemic/pandemic supplies for functionality, expired dates, and restocking as needed.
- ☐ Oversee and execute cohorting plans for staff and residents referencing IX-F-10.50 Cohorting Staff & Residents & IX-F-10.50(a) Cohorting Guidelines During an Outbreak

The Director of Care or designate will:

- ☐ Coordinate resident care and services for symptomatic and asymptomatic residents
- ☐ Ensure Medical Director is updated and involved
- ☐ Support staffing contingency plans and altered care and services plans as required

BUSINESS CONTINUITY PLAN

FOOD & FLUID PROVISION IN THE EVENT OF AN EMERGENCY

During an emergency/crisis event, foodservices and dining may be impacted, requiring the community to consider the minimum preparedness needed to maintain essential services. This plan addresses community considerations for operational/departmental specific needs in concert with the Foodservice & Dining Emergency Response Plan Resource Guide.

In the preparation for essential foodservice delivery needed in the event of a reduction in power, water, natural disaster, fire, flood, and/or insufficient resources, the community will have considered:

Emergency Plan that Includes

- ☐ Up to date names, phone numbers, and email addresses for disaster-support organizations and for all team members for fan out lists
- ☐ Food and water for three to seven days
- ☐ Disposable dishes and utensils for three to seven days
- ☐ A Contact Plan defining who will make decisions about food services and dining created by the Director of Dietary services in collaboration with the Executive Director and Incident Manager
- ☐ An up to date listing of residents' names, room numbers, nutritional risk and daily food needs
- ☐ Staffing plan
- ☐ Generator power supply
- ☐ Emergency supply list (see below)

Suggested Three-Day Emergency Menu Supplies

- ☐ Prepared assorted juices (nine meals)
- ☐ Bread, crackers, jelly (four meals and snacks)
- ☐ Graham crackers, cookies (two meals and snacks)
- ☐ Canned fruit/pudding (six meals)
- ☐ Canned chicken, tuna, salmon (two meals)
- ☐ Canned pork and beans (one meal)
- ☐ Canned pickled beets or vegetable salad (two meals)
- ☐ Puréed meats, vegetables, fruits (nine meals)
- ☐ Canned meals for individual diets at the community (i.e. gluten free, allergies)

Special Products

- ☐ Tube-feeding supplies (three to seven days)
- ☐ Special supplements i.e. lactose-free, renal, allergy products, thickeners, etc.

Items Required for Emergency Plan Include

- ☐ A hand grinder for consistency modified food (required if no electricity)
- ☐ A manual can opener
- ☐ Disposable plates, cups and plastic ware
- ☐ Garbage bags
- ☐ Scissors

Other Items to Consider

- ☐ Lanterns
- ☐ Flashlights
- ☐ Battery-powered radio
- ☐ Extra batteries
- ☐ Alcohol pads
- ☐ Hand sanitizer
- ☐ Food-safe disinfecting wipes
- ☐ Backup calibrated thermometers
- ☐ Matches/lighters
- ☐ Lunch bags
- ☐ Water containers
- ☐ Hand mixer
- ☐ Markers
- ☐ Tape
- ☐ Labels

Loss of Water

- ☐ Use backup 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 through verbal and written means
- ☐ Use disposable dishes and utensils
- ☐ Re-evaluate daily and adjust as needed

Loss of Power

- ☐ Identify generator powered appliances and equipment; adjust as needed
- ☐ Review menus and adjust to prepared menu items as appropriate
- ☐ Communicate loss of power and impact to residents, families, and staff

Loss of Kitchen or Reduced Production (Fire, Flood, Staffing Loss or Other)

- ☐ Short term food service strategy: ordering in from local restaurants, community services, etc.
- ☐ Long term food service strategy: identify backup kitchen service to prepare menu/snacks
- ☐ Determine transportation to the community that maintains temperatures from preparation to service
- ☐ Implement disposable dishes and utensils
- ☐ Collaborate with Executive Director/Incident Manager for ongoing planning
- ☐ Communication of food and dining plans when initiated, upon changes, etc. to residents, families, and staff

Relocation of Residents (Evacuation)

- ☐ Menus (printed and/or electronic)
- ☐ Resident lists with food preferences, nutritional risk and needs
- ☐ Staff contact lists and schedules
- ☐ Transport 3 days' emergency food supply and emergency supplies
- ☐ If unable to transport, borrow emergency food supply and emergency supplies from sister site to evacuation site

- ☐ Ascertain ordering in food and fluids from restaurants, community services, etc.
- ☐ Assign staffing accordingly
- ☐ Director of Dietary Services/designate to re-evaluate daily, identify risks, and report to Executive Director/Incident Manager or designate;
- ☐ Director of Dietary Services/designate to communicate with Executive Director/Incident Manager daily the food service plan

Shelter in Place (Code Orange, External Disaster Impacting Food Delivery, Operations of Kitchen, etc.)

- ☐ Implement the 3-day emergency menu plan (XVIII-R-10.00 & attachments)
- ☐ Daily evaluation and planning for ongoing meals/snacks
- ☐ Reporting to Support Services Office
- ☐ Communication to residents, families and, staff

STAFFING CONTINGENCY

During an emergency/crisis event, staffing levels may be impacted, requiring the community to consider the minimum staffing needed to maintain essential services in the respective departments.

In preparation for the coverage needed in the event of a reduction in staffing or insufficient staff resources, the community will have considered:

- ☐ Staff skills, including scope of practice, delegation, and cross training
- ☐ Agency contracts
- ☐ Redeployment of staff – managers, regional teams, corporate office, other locations
- ☐ 12-hour scheduling
- ☐ Full time/part time ratios
- ☐ Management team contingency plan – other sites to support virtually or reassigned
- ☐ Remote work options and appropriateness
- ☐ Assess access to external resources within the local community and health system
- ☐ Priority care and services matrix based on varying staff levels
- ☐ Training of volunteers, family members, essential caregivers

In collaboration with the leadership team, the Incident Manager/designate will facilitate and oversee the following:

- ☐ Immediate and daily reporting and evaluation of current staffing levels, needs, and predicted resources available
- ☐ Notification of human resources, managers, union representatives, and other key personnel as to status and plan implementation
- ☐ Communication to residents, families, and staff regarding plan activation and process
- ☐ Implementation of alternative staff resource options
- ☐ Identification of contractors or other staff options that may alleviate problems resulting from staff loss
- ☐ Assessment of flexible scheduling that would ensure team members and managers have time off while continuing to maintain staffing levels through a flexible work plan where feasible
- ☐ Assessment of union issues surrounding overtime issues and psychosocial support for team members
- ☐ Alternative support measures to maintain staffing levels e.g. child care, overnight accommodations, meals, transportation, etc.

- ☐ Monitoring of potential health and safety issues throughout the emergency event or plan activation
- ☐ Reporting of status and risk to corporate office

RECOVERY PLAN

Recovery strategies will be put in place at the community to ensure a smooth return to normal operations post-Emergency. The Vice President, Regional Operations is responsible for the official declaration of an Emergency ending at the location in consultation with the Executive Director and/or designate, and other applicable corporate office leaders.

Emergency Type:

Date Emergency Initiated:

Date Emergency Concluded:

As the community returns to normal operations, the Executive Director/designate will ensure the following is completed:

- ☐ Insurance arrangements completed as necessary – note name and number
- ☐ Third Party contracts involved are now complete – note name and number
- ☐ Pre-emergency staffing levels resumed as appropriate
- ☐ Any paused or altered programs or processes are restarted
- ☐ Managers using Risk Management Schedule to ensure all activities are current and in place
- ☐ Debrief of the emergency is completed within 30 days using the debrief template
- ☐ Communication with residents via Residents' Council, families via Family Council and/or other means (memo/letter) on the recovery stage/plan, outcomes, and any action items
- ☐ Collaborate with Joint Health & Safety Committee to execute recovery plan as appropriate
- ☐ Update staff on recovery plan status and any action items
- ☐ Coordinate support for residents, families, and staff (counselling, support groups)
- ☐ Consult with residents, families, staff, and respective external stakeholders to evaluate the emergency plan
- ☐ Make any necessary changes to the emergency plan; communicate and train those changes accordingly