

<b>Hastings/Quinte Long Term Care Services Emergency Response Manual</b>	<b>14-06-05</b> Page 1 of 5
Section: Code Grey	Policy/Procedure: Centennial Manor – Loss of Water
By Authority of the LTC Committee: Administrator/DOLTC	Effective Date: October 19, 1998 Revised: December 16, 2022 Reviewed: December 16, 2022

## SUMMARY

Loss of Water Supply may result in failure of facility systems such as loss of:

- heat (boilers)
- safe drinking water supply
- domestic water supply for toilets, bathing, etc.
- use of equipment requiring water supply; e.g., steam cooker, coffee urns, washers

### Alternate Water Supply

- In the event of a water main break or other disaster resulting in the interruption of normal water supply, arrangements should be made to access water from nearby fire hydrant. Facility water system can be set up with a "T" in line and special hose connectors to accept a 2-inch fire hose.
- Fire hydrant water may be of treated or untreated water and may not be suitable for consumption, therefore, alternate potable sources of water will be needed.
- The temporary water supply should be protected from freezing in cold climatic conditions. This can be achieved by wrapping the hose with batts of fibre glass insulation and keeping a substantial flow of water flowing, preferably through 3/4 inch pipe or by covering with electrical heating blankets.

Centennial Manor has four (4) hot water valves, located at hot water supply tanks. LTC Boiler Room # 0 004 Labelled: Hot Water Valves 1, 2, 3 & 4. All 4 valves must be closed to completely shut off hot water supply to LTC.

### PLAN ACTIVATION (Decisions and actions taken to implement the plan.)

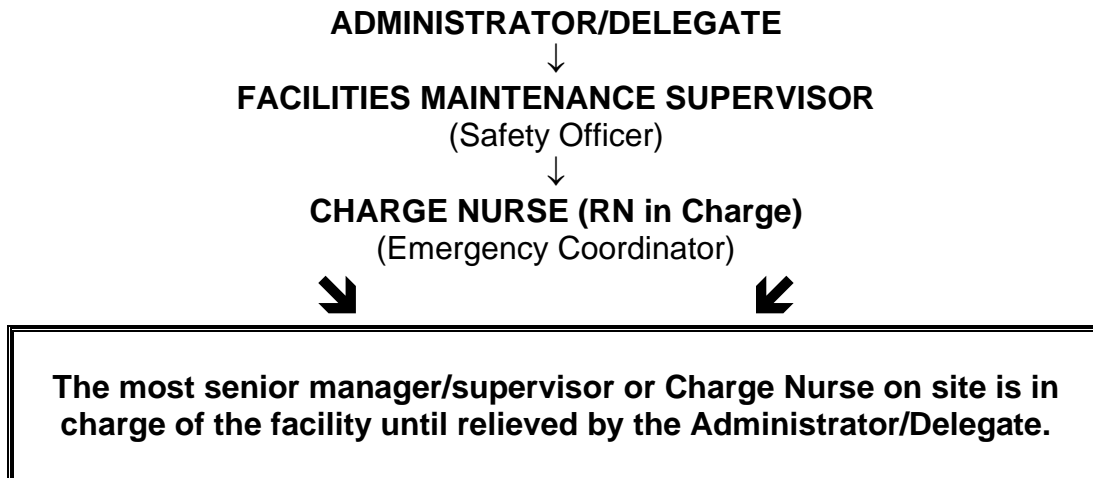
The plan will be activated upon notice of water main break.

### IMMEDIATE RESPONSE TO LOSS OF WATER

- Notify the Administrator, Facilities maintenance supervisor and Maintenance team member on call.
- Notify the tenants (QHC and Professional Building).
- Maintenance Team members shut down main water valve:
  - LTC Boiler Room # 0 004 , Level 0
  - Main water valves are located over Hot Water Supply Tanks Labelled: LTC – DHW 1, LTC – DHW 2, LTC – DWH 3
  - Close 4 valves.

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## LINES OF AUTHORITY



## COMMUNICATION PLAN

### Primary Method

- Phones
- Cell Phones
- Runners

### Secondary Method

- Runners

**The Emergency Coordinator** is the 1<sup>st</sup> Floor RN/RPN.

**The Communications Coordinator** is the 2<sup>nd</sup> Floor RN/RPN.

**The Runners** are the most senior PSWs from Glanmire and Thanet.

## ROLES/RESPONSIBILITIES OF THE EMERGENCY COORDINATOR

- Provide direction to RNs/RPNs and assist if necessary.

## ROLES/RESPONSIBILITIES OF THE COMMUNICATIONS COORDINATOR

- Follow direction of the Emergency Coordinator.

## ROLES/RESPONSIBILITIES OF THE RUNNER(S)

- Follow direction of the Emergency Coordinator.

## ROLES/RESPONSIBILITIES OF THE RNs/RPNs

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- Follow direction of the Emergency Coordinator.

#### **ROLES/RESPONSIBILITIES OF THE PSWs**

- Follow direction of the RNs/RPNs.
- Keep residents calm and informed.

#### **ROLES/RESPONSIBILITIES OF THE ACTIVATION TEAM MEMBERS/VOLUNTEERS**

- Follow direction of the Recreation and Volunteer Services Supervisor.
- Keep residents calm and informed.

#### **ROLES/RESPONSIBILITIES OF THE DIETARY TEAM MEMBERS**

- Follow direction of the Dietitian/Manager or Supervisor

#### **ROLES/RESPONSIBILITIES OF THE HOUSEKEEPING TEAM MEMBERS**

- Follow direction of the Facilities maintenance supervisor

#### **ROLES/RESPONSIBILITIES OF THE LAUNDRY TEAM MEMBERS**

- Follow direction of the Facilities maintenance supervisor

#### **ROLES/RESPONSIBILITIES OF THE MAINTENANCE TEAM MEMBERS**

- Follow direction of the Facilities maintenance supervisor

#### **ROLES/RESPONSIBILITIES OF THE ADMINISTRATION TEAM MEMBERS**

- Follow direction of the Administrator.

#### **ROLES/RESPONSIBILITIES OF THE HAIRDRESSER AND SERVICE PROVIDERS**

- Follow direction of the Recreation and Volunteer Services Supervisor.

#### **ROLES/RESPONSIBILITIES OF THE WELLNESS CENTRE TEAM MEMBERS**

- Follow direction of the Recreation and Volunteer Services Supervisor.

#### **ROLES/RESPONSIBILITIES OF THE ADMINISTRATOR**

- Establish Emergency Operations Centre – See the EOC Policies.
- Notify the Administrator/DOLTC.
- The EOC will determine staffing needs/adjustments to existing team members. Extra team members will be called in by Administration.
- The EOC will determine if normal daily operations should be suspended depending on the situation.
- Prepare for Code Green.

#### **ROLES/RESPONSIBILITIES OF THE DIRECTOR OF NURSING/ASSISTANT DIRECTOR OF NURSING**

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- Report to the Emergency Operations Centre.
- Ensure safety of residents and team members during response.
- Oversee resident care.
- Prepare for Code Green.

#### **ROLES/RESPONSIBILITIES OF THE SAFETY OFFICER**

- Report to the Emergency Operations Centre.
- Direct and ensure Environmental Services duties are fulfilled.
- Ensure tenants are notified (QHC and Professional Building).

#### **ROLES/RESPONSIBILITIES DIETITIAN/FOOD SERVICES SUPERVISORS**

- Report to Emergency Operation Centre for further instructions.
- Review menus and make changes if necessary, including alternative cooking methods.
- Order prepared foods if required.
- Distribute bottled water.
- Ensure safety of residents and team members during response.
- Ensure departmental duties are fulfilled.
- Prepare for possible Code Green.

#### **ROLES/RESPONSIBILITIES RECREATION AND VOLUNTEER SERVICES SUPERVISOR**

- Report to Emergency Operation Centre for further instructions.
- Ensure safety of residents and team members during response.
- Ensure departmental duties are fulfilled.

#### **COMMUNITY PARTNERS THAT MAY BE CONTACTED – Contact To Be Determined By The EOC. This excludes the original call to 911. (Refer to Emergency Contact List for Phone Numbers)**

- Town of Bancroft

\*Any resident/visitor/team member expressing distress or requiring medical attention will be triaged and treated by a registered team member and any external resource as needed (ie ambulance/emergency department).\*

**RECOVERY** (the actions necessary to re-establish the facility back to its pre-disaster condition as soon as practical)

Management, team members and emergency services involved in the incident will meet as soon as possible after the emergency is over to:

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- de-brief and capture information for Critical Incident Reporting
- analyze the policies and amend if necessary
- root cause analysis

Recovery and response issues that are seen necessary for the Home may include:

- Offer the Employee Assistance Program to team members if needed
- Continuation of resident care services
- (1) All medications will be administered to residents in a reasonable time in respect to the emergency with the LTCH's supply (weekly medication supply and emergency stock). If the home is unable to access their supply the DON or designate will reach out to the contracted pharmacy to order and deliver medications.
- Decontamination
- Critical infrastructure restoration (i.e., electrical, HVAC, security, domestic water supply, fire alarm system, etc.)
- Systems Recovery (i.e., computer, phone, etc.)
- Financial: documentation and tracking of response expenses
- Criteria and procedures to return to normal operations
- Restock supplies, forms, etc.
- Equipment safety checks

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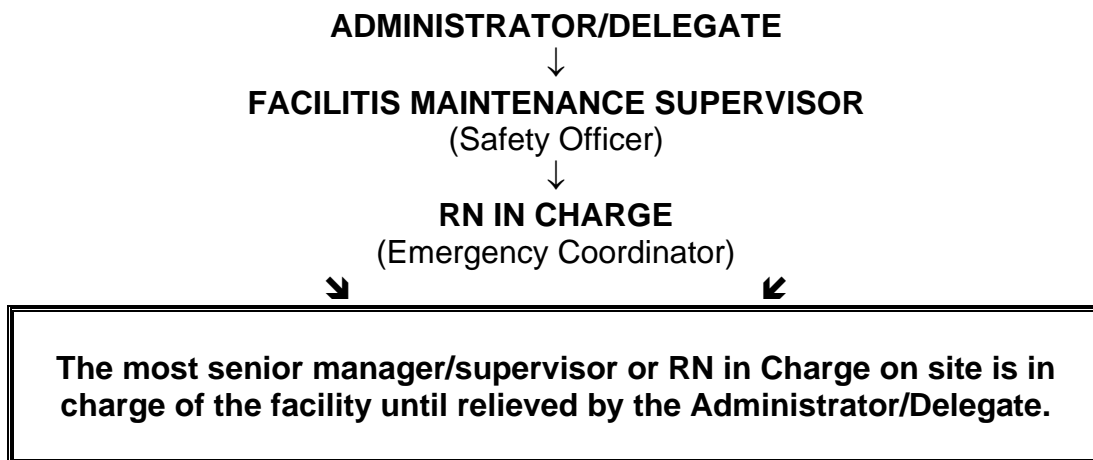
## SUMMARY

The purpose of this policy is to establish consistent and safe guidelines for responding to a Code Red.

**PLAN ACTIVATION** (Decisions and actions taken to implement the plan.)

Any smell of smoke or see fire pull the fire alarm.

## LINES OF AUTHORITY



## COMMUNICATION PLAN

### Primary Method

- Telephones
- Runners
- Emergency Radio

### Secondary Method

- Runners

## IMMEDIATE RESPONSE TO CODE RED

### If you discover a fire:

- Assist anyone in immediate danger.
- Pull a fire alarm pull station.
- Try to extinguish the fire if you have been properly trained in the use of fire extinguishers.

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- Remove residents and visitors from adjacent and adjoining rooms. Relocate to other rooms or wherever they can be safe and easily evacuated, if necessary.
- Close all doors.

**The Emergency Coordinator** is the 1<sup>st</sup> floor RN/RPN.

**The Communications Coordinator** is the 2<sup>nd</sup> floor RN/RPN. The night shift Communications Coordinator is the 2<sup>nd</sup> floor RPN or Glanmire PSW.

**The Runners** are the most senior PSWs from Glanmire and Thanet.

#### **ROLES/RESPONSIBILITIES OF THE EMERGENCY COORDINATOR**

- Provide direction to RNs/RPNs and assist if necessary.
- Check the fire annunciator panel for the emergency location and details.
- Call 911.
- Grab the emergency two-way radios with the Communications Coordinator.
- Give direction to the Communications Coordinator to announce **“CODE RED and Detailed Location”** three times, over the two-way radios.
- Put on the orange vest (located at the 1<sup>st</sup> Floor Nursing Station).
- Go directly to the location of the emergency and take charge of all team members.
- Maintain communication with the Director of Nursing, Administrator and Safety Officer.
- Designate one Runner as the Back-Up Communications Coordinator, if not appointed at the beginning of the shift.
- When the Fire Department arrives, the Fire Department Incident Commander is in charge of the emergency situation. Show him the location of the alarm and tell him what you have done. Follow his direction. **The Emergency Coordinator retains control of the occupants of the building.**
- The Fire Department Incident Commander gives the ALL CLEAR to the Emergency Coordinator.
- The **CODE RED CANCELLED** will be given to the Communications Coordinator by the Emergency Coordinator directly.

#### **Notes:**

- The alarm system and mag lock system should not be “reset” or “silenced” until the Fire Department has arrived and it is established that no emergency exists. Exceptions to this rule are permitted only during the evening and night shifts if the Emergency Coordinator has physically determined that the alarm is false or no emergency exists.

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- **After hours and approval from the Fire Department** – reset the pull station, fire alarm system, security doors and elevators (Professional Building and LTC Home). See policy 07-01-15 for instructions.
- The fire alarm system can only be reset at the main fire panel located in room L0-010 in the LTC basement level.
- The instructions are mounted on the inside door of the main fire panel located in room L0-010 on the basement level of the LTC.

#### **ROLES/RESPONSIBILITIES OF THE COMMUNICATIONS COORDINATOR**

- Go to the nearest annunciator panel to determine the location of the emergency.
- Grab the emergency two-way radios
- Upon direction from the Emergency Coordinator announce **“CODE RED and Detailed Location”** three times, over the two-way radios.
- Call 911. Inform them of the location of the alarm using the data on the annunciator panel.
- After hours – call the Maintenance cell phone
- Remain at the 1<sup>st</sup> Floor Nursing Station to announce any further directions.
- Answer all incoming calls and any calls not related to the emergency are to be terminated by advising the caller that you are unable to take their call at this time
- When the Fire Department arrives, direct them to the location of the fire alarm activation.
- The Communications Coordinator will announce **“CODE RED – CANCELLED” ONLY** upon direction from the Emergency Coordinator.

#### **ROLES/RESPONSIBILITIES OF THE RUNNER(S)**

- All Runners will go directly to the closest fire annunciation panel to determine where the emergency exists.
- Assist anyone in immediate danger.
- Follow directions from the Emergency Coordinator (RN).
- Once the Fire Department has been contacted and the decision made as to what door they are entering, one Runner will proceed to that door to ensure it is unlocked, remain there until the Fire Department arrives and direct them to the fire. Only then will the runner return to assist the Emergency Coordinator.

#### **ROLES/RESPONSIBILITIES OF THE RNS/RPNS**

- RN/RPN will remain on their assigned floor throughout the emergency.
- Follow directions of the Emergency Coordinator.
- Instruct team members coming to assist as to all duties required.
- Keep Emergency Coordinator informed of secondary issues.
- Be prepared to evacuate.



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## **ROLES/RESPONSIBILITIES OF THE PSWs**

### **If you hear the alarm and you are not in your RHA:**

1. Listen for the announcement of the location of the fire.
2. Return to your RHA by the safest route.
3. Report to your RN/RPN for further instructions.

### **If you hear the alarm and you are in your RHA:**

1. Secure your RHA – close doors, leave lights on, put equipment away, ensure residents are in their rooms, secure the stairwells.
2. Follow directions of your RN/RPN.

## **ROLES/RESPONSIBILITIES OF THE ACTIVATION TEAM MEMBERS/VOLUNTEERS**

- If you are working in a Street report to RN/RPN.
- If you are in another area stay with your residents and wait for further directions.

## **ROLES/RESPONSIBILITIES OF THE DIETARY TEAM MEMBERS**

- If you are working in a Street Report to RN/RPN.
- If you are serving residents in the dining rooms, remain there to assist and reassure residents.
- If you are working in the Main Kitchen ensure equipment and gas are shut down.
- One team members member is to report to the NHPSB Ground Floor Main Entrance (by the Café) to ensure only Centennial Manor team members are permitted into the facility so they can fulfil their duties.
- One team members member is to report to the Café (closing door L1-009 on the way) to assist any residents in the Café.

## **ROLES/RESPONSIBILITIES OF THE HOUSEKEEPING TEAM MEMBERS**

- If you are working in a Street Report to RN/RPN.
- If you are working in another area report to reception for further directions.

## **ROLES/RESPONSIBILITIES OF THE LAUNDRY TEAM MEMBERS**

- If you are working in a Street Report to RN/RPN.
- If you are working in the Laundry Room, ensure equipment and gas are shut down.
- One team members member is to say at the NHPSB Basement Main Entrance to ensure only Centennial Manor team members are permitted into the facility so they can fulfil their duties.

## **ROLES/RESPONSIBILITIES OF THE MAINTENANCE TEAM MEMBERS**

- Store equipment out of the corridor, in the nearest vacant room.
- Go directly to the fire area and pick up the nearest fire extinguisher.

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- Try to extinguish the fire with the use of the fire extinguishers, **only if safe to do so, and you have been properly trained.** Do not put yourself or anyone else in danger.
- When the Emergency Coordinator arrives, tell him/her what you have done and follow instructions given.

#### **ROLES/RESPONSIBILITIES OF THE ADMINISTRATION TEAM MEMBERS**

- Report to reception for further directions.

#### **ROLES/RESPONSIBILITIES OF HAIRDRESSER AND SERVICE PROVIDERS**

- Remain with your residents and wait for further directions.

#### **ROLES/RESPONSIBILITIES OF THE WELLNESS CENTRE TEAM MEMBERS**

- Remove all residents from equipment.
- One team members stay with Residents in the wellness centre.
- All other team members report to reception for further directions.

#### **ROLES/RESPONSIBILITIES OF THE ADMINISTRATOR**

- Report to reception.
- Maintain operations of the Emergency Operations Centre.
- Refer to the EOC Operations procedures.

#### **ROLES/RESPONSIBILITIES OF THE DIRECTOR OF NURSING/ASSISTANT DIRECTOR OF NURSING**

- Report to the location of the emergency.
- Contact the Medical Director.
- Assist and provide direction to the Emergency Coordinator.
- Maintain communications with the Emergency Operations Centre.

#### **ROLES/RESPONSIBILITIES OF THE SAFETY OFFICER**

- Report to the location of the emergency.
- Maintain communication with the Emergency Operations Centre.

#### **ROLES/RESPONSIBILITIES OF ALL OTHER MANAGERS AND SUPERVISORS**

- The following will report to emergency operation centre:
  - Dietitian (if on site)
  - Food Services Supervisor
  - Activation Coordinator

**Management who have cell phones will ensure they have them and they are on.**

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\*Any resident/visitor/team member expressing distress or requiring medical attention will be triaged and treated by a registered team member and any external resource as needed (ie ambulance/emergency department).\*

**RECOVERY** (the actions necessary to re-establish the facility back to its pre-disaster condition as soon as practical)

Management, team members and emergency services involved in the incident will meet as soon as possible after the emergency is over to:

- de-brief and capture information for Critical Incident Reporting
- analyze the policies and amend if necessary
- root cause analysis

Recovery and response issues that are seen necessary for the Home may include:

- Offer the Employee Assistance Program to team members if needed
- Continuation of resident care services
  - (1) All medications will be administered to residents in a reasonable time in respect to the emergency with the LTCH's supply (weekly medication supply and emergency stock). If the home is unable to access their supply the DON or designate will reach out to the contracted pharmacy to order and deliver medications.
- Decontamination
- Critical infrastructure restoration (i.e., electrical, HVAC, security, domestic water supply, fire alarm system, etc.)
- Systems Recovery (i.e., computer, phone, etc.)
- Financial: documentation and tracking of response expenses
- Criteria and procedures to return to normal operations
- Restock supplies, forms, etc.
- Equipment safety checks

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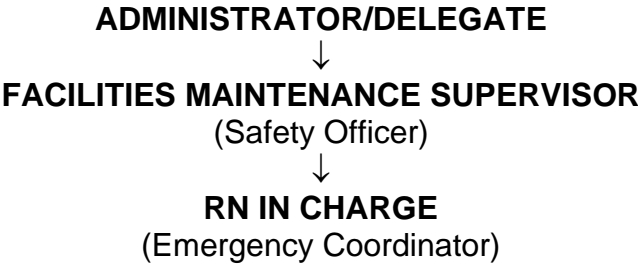
**SUMMARY**

The purpose of this policy is to establish consistent and safe guidelines for responding to a Code Red.

**PLAN ACTIVATION** (Decisions and actions taken to implement the plan.)

For the safety of residents, team members, volunteers and visitors, the following Code Red activation plan has been developed and shall be implemented in fire emergencies.

**LINES OF AUTHORITY**



**The most senior manager/supervisor or RN in Charge on site is in charge of the facility until relieved by the Administrator/Delegate.**

**COMMUNICATION PLAN**

**Primary Method**

- PA System
- Telephones
- Wireless Phones
- Cell Phones
- Runners

**Secondary Method**

- Runners

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## IMMEDIATE RESPONSE TO CODE RED

### If you discover a fire:

- Assist anyone in immediate danger.
- Pull a fire alarm pull station.
- Try to extinguish the fire if you have been properly trained in the use of fire extinguishers.
- Remove residents and visitors from adjacent and adjoining rooms. Relocate to other rooms or wherever they can be safe and easily evacuated, if necessary.
- Close all doors.

**The Emergency Coordinator** is the 3<sup>rd</sup> floor RN.

**The Communications Coordinator** is the 3<sup>rd</sup> floor RPN.

**The Runners** will be delegated by the Emergency Coordinator at the beginning of each shift. Names are posted on the white board in the 3<sup>rd</sup> Floor Elm Villa Documentation Room.

## ROLES/RESPONSIBILITIES OF THE EMERGENCY COORDINATOR

- Provide direction to RNs/RPNs and assist if necessary.
- If possible, check the fire annunciator panel for the emergency location.
- Identify details of the alarm.
- Call 911.
- Give direction to the Communications Coordinator to have **CODE RED** called on the PA system.
- Put on the orange vest.
- Go directly to the location of the emergency and take charge of all team members.
- Maintain communication with the Director of Nursing, Administrator and Safety Officer.
- When the Fire Department arrives, the Fire Department Incident Commander is in charge of the emergency situation. Show them the location of the alarm and tell them what you have done. Follow their directions. The Emergency Coordinator retains control of the occupants of the building.
- The Fire Department Incident Commander gives the ALL CLEAR to the Emergency Coordinator.
- The **CODE RED CANCELLED** will be given to the Communications Coordinator by the Emergency Coordinator directly.

Notes:

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- The alarm system and mag lock system should not be reset until the Fire Department has arrived and it is established that no emergency exists.
- After hours – with permission from the Fire Department, the fire alarm system and door mag lock system can be reset. The instructions are beside the panel.

### **ROLES/RESPONSIBILITIES OF THE COMMUNICATIONS COORDINATOR**

- Go directly to the 3<sup>rd</sup> Floor Elm Villa Nursing Station and determine the location of the emergency via the annunciator panel or Emergency Coordinator.
- Announce **“CODE RED and Detailed Location”** three times, over the PA system.
- Call 911. Inform them of the location of the alarm using the annunciator panel.
- After hours – call the Maintenance team member listed as on-call on the Maintenance Call-In Board located on the wall of the 3<sup>rd</sup> Floor Elm Villa Documentation Room.
- Remain in the 3<sup>rd</sup> Floor Elm Villa documentation room to monitor annunciator panel and announce any further directions.
- The Communications Coordinator will announce **“CODE RED – CANCELLED” ONLY** upon direction from the Emergency Coordinator.

The Voice Communication System is located at the following Fire Annunciator Panels:

- Main Firemen's Room # 115
- Maintenance Corridor # 189
- 3<sup>rd</sup> Floor West Documentation Room # 3014

How to Operate the Voice Communication System:

- Push the ALL CALL button for approximately 10 to 15 seconds to activate the system. (Green light will turn on)
- Once the ALL CALL button is on, hold the microphone button in and listen for a series of beeps (Page Tones) over the speakers and the PAGE INHIBIT button light turns off. (This will take approximately 10 to 15 seconds)
- Now make your announcement ... *CODE COLOR AND LOCATION CODE... COLOR AND LOCATION...CODE COLOR AND LOCATION*

Call the Fire Department: (613-962-2010 for a Fire Drill) or (911 for a real emergency).

When the Fire Drill or Real Emergency is over, you will receive the ALL CLEAR from the Emergency Coordinator/Designate.

To cancel the emergency:

- Push the ALL CALL button for approximately 10 to 15 seconds to activate the system. (Green light will turn on)

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- Once the ALL CALL button is on, hold the microphone button in and listen for a series of beeps (Page Tones) over the speakers and the PAGE INHIBIT button light turns off. (This will take approximately 10 to 15 seconds)
- Now make your announcement: *CODE COLOR AND CANCELLED ...CODE COLOR AND CANCELLED...CODE COLOR AND CANCELLED*

#### **ROLES/RESPONSIBILITIES OF THE ELM VILLA RUNNER**

- The Elm Villa Runner will go directly to Reception to take the emergency personnel to the emergency location.
- The Elm Villa Runner will then follow the directions of the Emergency Coordinator.

#### **ROLES/RESPONSIBILITIES OF THE RUNNER(S)**

- All Runners (except the Elm Villa Runner) will go directly to the closest fire annunciation panel to determine where the emergency exists.
- They will then go directly to the location of the fire.
- Assist anyone in immediate danger.
- Follow directions from the Emergency Coordinator.

#### **ROLES/RESPONSIBILITIES OF THE RNS/RPNs**

- All RNS/RPNs will go to, and remain in, their assigned RHA throughout the emergency.
- Follow directions of the Emergency Coordinator.
- Instruct team members coming to assist as to all duties required.
- Keep Emergency Coordinator informed of secondary issues.
- Be prepared to evacuate.

#### **ROLES/RESPONSIBILITIES OF THE PSWs**

If you hear the alarm and you are not in your RHA:

- Listen for the announcement of the location of the fire.
- Return to your RHA by the safest route, even if on break, prior to or end of shift.
- Report to your RN/RPN for further instructions.

If you hear the alarm and you are in your RHA:

- Secure your RHA – close doors, leave lights on, put equipment away, ensure residents are in their rooms, secure the stairwells.
- Follow directions of your RN/RPN.

#### **ROLES/RESPONSIBILITIES OF THE RECREATION TEAM MEMBERS/VOLUNTEERS**

- If you are working in an RHA report to RN/RPN.

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- If you are on the ground floor stay with your residents and wait for further directions.
- If on break or before/after shift return to your designated work area by the safest route.

#### Volunteers Working in the Café:

- Turn off all electrical appliances and lock all cupboards.
- Assist with residents and visitors in the café.
- Volunteers will report to reception and wait for further instructions.

#### **ROLES/RESPONSIBILITIES OF THE DIETARY TEAM MEMBERS**

- If you are working in an RHA ensure equipment and gas are shut down. Report to RN/RPN.
- RHA team members - If you are on ground floor ensure equipment and gas are shut down and return to your RHA.
- Ground Floor team members – Ensure equipment and gas are shut down. Report to reception for further directions.
- If on break or before/after shift return to your designated work area by the safest route.

#### **ROLES/RESPONSIBILITIES OF THE HOUSEKEEPING TEAM MEMBERS**

- If you are working in a RHA report to RN/RPN.
- If you are working on ground floor report to reception for further directions.
- If on break or before/after shift return to your designated work area by the safest route.

#### **ROLES/RESPONSIBILITIES OF THE LAUNDRY TEAM MEMBERS**

- If you are working in a RHA report to RN/RPN.
- If you are working on ground floor, ensure equipment and gas are shut down. One team members stays at team member entrance and all others report to reception for further directions.
- If on break or before/after shift return to your designated work area by the safest route.

#### **ROLES/RESPONSIBILITIES OF THE MAINTENANCE TEAM MEMBERS**

- Store equipment out of the corridor, in the nearest vacant room.
- Go directly to the fire area and pick up the nearest fire extinguisher.
- Try to extinguish the fire with the use of the fire extinguishers, **only if safe to do so, and you have been properly trained.** Do not put yourself or anyone else in danger.
- When the Emergency Coordinator arrives, tell him/her what you have done and follow instructions given.



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### **ROLES/RESPONSIBILITIES OF THE ADMINISTRATION TEAM MEMBERS**

- Report to reception for further directions.

### **ROLES/RESPONSIBILITIES OF HAIRDRESSER AND SERVICE PROVIDERS**

- Remain with your residents and wait for further directions.

### **ROLES/RESPONSIBILITIES OF THE FITNESS CENTRE TEAM MEMBERS**

- Remove all residents from equipment.
- One team members stay with residents in the fitness centre.
- All other team members report to reception for further directions.

### **ROLES/RESPONSIBILITIES OF THE ADMINISTRATOR**

- Report to reception.
- Maintain operations of the Emergency Operations Centre.
- Refer to the EOC Operations procedures.

### **ROLES/RESPONSIBILITIES OF THE DIRECTOR OF NURSING/ASSISTANT DIRECTORS OF NURSING**

- Report to the location of the emergency.
- Contact the Medical Director.
- Assist and provide direction to the Emergency Coordinator.
- Maintain communications with the Emergency Operations Centre.

### **ROLES/RESPONSIBILITIES OF THE SAFETY OFFICER**

- Report to the location of the emergency.
- Maintain communication with the Emergency Operations Centre.

### **ROLES/RESPONSIBILITIES OF ALL OTHER MANAGERS AND SUPERVISORS**

The following will report to the location of the emergency:

- Environmental Services Supervisor

The following will report to reception:

- Dietitians
- Food Service Supervisors
- Recreation and Volunteer Services Supervisor

**Management who have cell phones will ensure they have them and they are on.**

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\*Any resident/visitor/team member expressing distress or requiring medical attention will be triaged and treated by a registered team member and any external resource as needed (ie ambulance/emergency department).\*

**RECOVERY** (the actions necessary to re-establish the facility back to its pre-disaster condition as soon as practical)

Management, team members and emergency services involved in the incident will meet as soon as possible after the emergency is over to:

- de-brief and capture information for Critical Incident Reporting
- analyze the policies and amend if necessary
- root cause analysis

Recovery and response issues that are seen necessary for the Home may include:

- Offer the Employee Assistance Program to team members if needed
- Continuation of resident care services
  - (1) All medications will be administered to residents in a reasonable time in respect to the emergency with the LTCH's supply (weekly medication supply and emergency stock). If the home is unable to access their supply the DON or designate will reach out to the contracted pharmacy to order and deliver medications.
- Decontamination
- Critical infrastructure restoration (i.e., electrical, HVAC, security, domestic water supply, fire alarm system, etc.)
- Systems Recovery (i.e., computer, phone, etc.)
- Financial: documentation and tracking of response expenses
- Criteria and procedures to return to normal operations
- Restock supplies, forms, etc.
- Equipment safety checks

<b>Hastings/Quinte Long Term Care Services Emergency Response Manual</b>	<b>08-01-05</b> Page 1 of 6
Section: Code White	Policy/Procedure: Centennial Manor – Violent Resident, Visitor or Team Member
By Authority of the LTC Committee: Administrator/DOLTC	Effective Date: May 27, 2010 Revised: December 15, 2022 Reviewed: December 15, 2022

## SUMMARY

A “Code White” response is intended for a situation in which a person is behaving in a potentially dangerous manner towards them self, or others and indicates a potential for escalating or is **escalating beyond the abilities of the present team members** to control the situation. Assistance should be sought sooner than later. Team members calling for help should not be challenged about their call for assistance as the decision to call for assistance is a subjective one.

## PLAN ACTIVATION (Decisions and actions taken to implement the plan.)

For the safety of residents, team members, volunteers and visitors, the following Code White activation plan has been developed and shall be implemented:

- To regain control of an emergency situation in which a person’s escalating behaviours are beyond the team member’s abilities to control.
- To provide the aggressive person with their personal space until they regain control of their behaviour.
- To prevent injury to the aggressive person, other residents, team members and others.
- To prevent property damage.

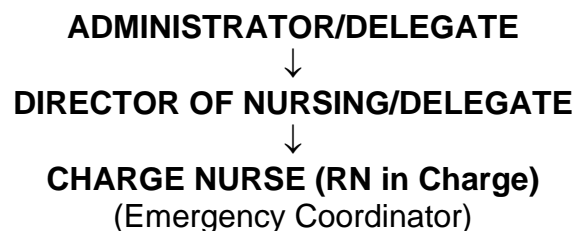
## IMMEDIATE RESPONSE TO CODE WHITE

Threat	Actions
Non-Resident (visitor, team member, volunteer)	<ul style="list-style-type: none"> <li>• Push staff emergency button, if able.</li> <li>• Ensure Code White is announced by Runners to identify the location of the emergency.</li> <li>• Call 911.</li> <li>• Close all RHA doors.</li> <li>• Long Term Care elevator is to be called to the opposite floor and locked.</li> <li>• All team members are to stop their tasks and restrict access to the area that Code White is taking place.</li> <li>• <b>During office hours - notify the Administrator/delegate, who becomes the Emergency Coordinator.</b></li> <li>• <b>After hours – notify the RN in Charge, who becomes the Emergency Coordinator.</b></li> <li>• Remove anyone in immediate danger, only if safe to do so.</li> <li>• Keep violent person contained, only if safe to do so, until police arrive.</li> <li>• Remove any loose equipment from the area if safe to do so (to prevent equipment being used a weapon)</li> <li>• Remove any personal items that could cause an injury (pens, watch).</li> <li>• Receptionist – keep people in the lobby.</li> </ul>

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	<ul style="list-style-type: none"> <li>• At all times remain calm – do not panic.</li> </ul>
Resident in an RHA	<ul style="list-style-type: none"> <li>• Push staff emergency button, if able.</li> <li>• Ensure Code White is announced by Runners to identify the location of the emergency.</li> <li>• Call 911 if directed by the Emergency Coordinator.</li> <li>• Close the doors of the RHA.</li> <li>• Long Term Care elevator is to be called to the opposite floor and locked.</li> <li>• All team members are to stop their tasks and restrict access to the area that Code White is taking place.</li> <li>• <b>Notify the RN/RPN in charge of the RHA, who becomes the Emergency Coordinator.</b></li> <li>• Remove anyone in immediate danger, only if safe to do so.</li> <li>• Keep violent person contained, only if safe to do so.</li> <li>• Remove any loose equipment from the area if safe to do so (to prevent equipment being used a weapon).</li> <li>• Remove any personal items that could cause an injury (pens, watch).</li> <li>• Receptionist – keep people in the lobby.</li> <li>• At all times remain calm – do not panic.</li> </ul>
Resident in a non-RHA (i.e., Café, lobby)	<ul style="list-style-type: none"> <li>• Push staff emergency button, if able.</li> <li>• Ensure Code White is announced by Runners to identify the location of the emergency.</li> <li>• Call 911 if directed by the Emergency Coordinator.</li> <li>• Close the doors of the RHAs.</li> <li>• Long Term Care elevator is to be called to the opposite floor and locked.</li> <li>• Restrict access to the area that Code White is taking place.</li> <li>• <b>Notify the RN in Charge, who becomes the Emergency Coordinator.</b></li> <li>• Remove anyone in immediate danger, only if safe to do so.</li> <li>• Keep violent person contained, only if safe to do so, until police arrive.</li> <li>• Remove any loose equipment from the area if safe to do so (to prevent equipment being used a weapon).</li> <li>• Remove any personal items that could cause an injury (pens, watch).</li> <li>• Receptionist – keep people in the lobby.</li> <li>• At all times remain calm – do not panic.</li> </ul>

## LINES OF AUTHORITY



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## COMMUNICATION PLAN

### Primary Method

- Phones
- Cell Phones
- Runners

**The Emergency Coordinator** is the most senior person in the area of the emergency.

**The Communications Coordinator** will be delegated as needed by the Emergency Coordinator.

**The Runner(s)** will be delegated as needed by the Emergency Coordinator and/or Communications Coordinator. Ensure RN/RPN have emergency 2-way radios (channel 2).

## DUTIES OF THE EMERGENCY COORDINATOR

- Pick up emergency 2-way radio (channel 2) and proceed to area.
- Designate a Runner to notify all RHAs of Code White and request assistance as needed.
- Assess the situation.
- Ensure 911 has been called, if needed.
- Direct team members as necessary to reduce stimulation and activity in the area (turn off radios, TVs).
- Direct Communications Coordinator to call physician (if violent person is a resident) - especially if a medication is needed.
- As able and providing it is safe to do so remove residents from adjacent and adjoining rooms. Close all doors. Re-locate the residents in to other rooms or wherever they can be safe and easily evacuated if necessary away from the Code White area.
- After Code White is cancelled:
  - Inform Communications Coordinator to cancel CODE WHITE.
  - Ensure appropriate first aid was administered.
  - Coordinate debriefing session with team members and offer Employee Assistance Program.
  - Complete corresponding paperwork immediately following the incident using the Code White Report Form.

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### **DUTIES OF THE COMMUNICATIONS COORDINATOR**

- Pick up emergency 2-way radio (channel 2).
- Ensure events are being documented.
- Upon direction from the Emergency Coordinator:
  - Have the Runner announce Code White Cancelled.
  - Notify Director of Nursing.
  - Call physician if directed by the Emergency Coordinator.
  - Call 911. Inform police of location of emergency and which entrance to use for entering the facility.
  - Assign a Runner to meet and direct the police at the designated entrance.

### **DUTIES OF THE RUNNER**

- Follow directions from the Emergency Coordinator and/or Communications Coordinator.
- If 911 is called, go to the door as directed to meet emergency personnel and direct them to the emergency.

### **TEAM MEMBERS IN AREA OF VIOLENT INCIDENT**

- Follow the directions of the Emergency Coordinator.
- All team members are to stop their tasks and secure your area and residents (e.g., close doors to residents' rooms, close fire doors.)
- Remove residents and visitors from the area.
- Ensure own and co-worker safety (may need to leave area until sufficient resources are available to be able to take control of the situation).

### **TEAM MEMBERS NOT IN AREA OF VIOLENT INCIDENT**

- Follow the directions of the Emergency Coordinator.
- All team members are to stop their tasks and secure your area and residents (e.g., close doors to residents' rooms, close fire doors.)
- When requested, respond to the Code White - this direction will come via Emergency or Communications Coordinator or delegate.

\*Any resident/visitor/team member expressing distress or requiring medical attention will be triaged and treated by a registered team member and any external resource as needed (ie ambulance/emergency department).\*

**RECOVERY** (the actions necessary to re-establish the facility back to its pre-disaster condition as soon as practical)

Team leaders, team members and emergency services involved in the incident will meet as soon as possible after the emergency is over to:

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- de-brief and capture information for Critical Incident Reporting
- analyze the policies and amend if necessary
- root cause analysis

Recovery and response issues that are seen necessary for the Home may include:

- Offer the Employee Assistance Program to team members if needed
- Continuation of resident care services
  - (1) All medications will be administered to residents in a reasonable time in respect to the emergency with the LTCH's supply (weekly medication supply and emergency stock). If the home is unable to access their supply the DON or designate will reach out to the contracted pharmacy to order and deliver medications.
- Decontamination
- Critical infrastructure restoration (i.e., electrical, HVAC, security, domestic water supply, fire alarm system, etc.)
- Systems Recovery (i.e., computer, phone, etc.)
- Financial: documentation and tracking of response expenses
- Criteria and procedures to return to normal operations
- Restock supplies, forms, etc.
- Equipment safety checks

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**NOTE: This is a sample of the first page of the form. Do not copy this page.**

<b>HASTINGS/QUINTE LONG TERM CARE SERVICES CODE WHITE REPORT</b>	
Home: _____	Location of Incident: _____
Date of Incident: _____	Time of Incident: _____
<b>CODE WHITE TEAM MEMBERS</b>	
1. Charge Nurse _____	2. _____
3. _____	4. _____
5. _____	6. _____
Others: _____	
<b>RESIDENT/INDIVIDUAL INFORMATION</b>	
Name of Individual: _____	Age: _____
Resident _____	Family Member _____
Visitor _____	Team Member _____
Volunteer _____	
Mental Status: Oriented _____	Disoriented _____
Confused _____	Physically Aggressive _____
Verbally Aggressive _____	Suicidal _____
Elopement _____	Self-Destructive _____
Destroying Property _____	Refusing to Leave _____
Uncooperative _____	
Weapons: Yes _____	No _____
Type: _____	
<b>INTERVENTION</b>	
Talked Down _____	Returned to Room _____
Placed in Seclusion _____	Escorted from Area _____
Medication Given: Yes _____	No _____
Type: _____	
Restraints Used: Yes _____	No _____
Type: _____	
Placed on Constant Attention: _____	
Police Assistance: Yes _____	No _____
Describe: _____	
<b>REPORT OF INJURIES</b>	
Was Anyone Injured: Yes _____	No _____
If Yes: Team Member _____	Resident _____
Other _____	
Name: _____	Department: _____
If Team Member, did they report to First Aid?: Yes _____	No _____
If Team Member, was there a WSIB Injury Completed?: Yes _____	No _____
Page 1 of 2	



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## SUMMARY

A “Code White” response is intended for a situation in which a person is behaving in a potentially dangerous manner towards them self, or others and indicates a potential for escalating or **is escalating beyond the abilities of the present team members** to control the situation. Assistance should be sought sooner than later. Team members calling for help should not be challenged about their call for assistance as the decision to call for assistance is a subjective one.

## PLAN ACTIVATION (Decisions and actions taken to implement the plan.)

For the safety of residents, team members, volunteers and visitors, the following Code White recreation plan has been developed and shall be implemented:

- To regain control of an emergency situation in which a person’s escalating behaviours are beyond the team member’s abilities to control.
- To provide the aggressive person with their personal space until they regain control of their behaviour.
- To prevent injury to the aggressive person, other residents, team members and others.
- To prevent property damage.

## IMMEDIATE RESPONSE TO CODE WHITE

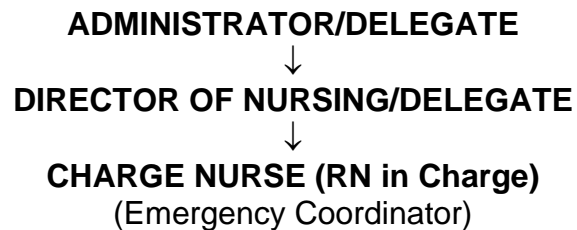
THREAT	ACTIONS OF TEAM MEMBERS INVOLVED IN INCIDENT
Resident in an RHA	<ul style="list-style-type: none"> <li>• Push staff assist/emergency and cancel button at the same time, if able, or call out “Code White” for assistance.</li> <li>• If there is more than one team member involved, send one for assistance.</li> <li>• <b>Notify the RN/RPN in charge of the RHA, who becomes the Emergency Coordinator.</b></li> <li>• Call 911 if directed by the Emergency Coordinator.</li> <li>• Restrict access to the area that Code White is taking place.</li> <li>• Remove anyone in immediate danger, only if safe to do so.</li> <li>• Keep violent person contained, only if safe to do so.</li> <li>• Remove any loose equipment from the area if safe to do so (to prevent equipment being used a weapon).</li> <li>• Remove any personal items that could cause an injury (pens, watch).</li> <li>• Limit the use of the elevators.</li> <li>• At all times remain calm – do not panic.</li> <li>• RECEPTIONIST – keep people in the lobby.</li> <li>• ALL TEAM MEMBERS – close the doors of all villas.</li> </ul>

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<b>THREAT</b>	<b>ACTIONS OF TEAM MEMBERS INVOLVED IN INCIDENT</b>
Resident in a non-RHA (i.e., Café, lobby)	<ul style="list-style-type: none"> <li>• Push emergency and cancel button at the same time, if able, or call out “Code White” for assistance.</li> <li>• If there is more than one team member involved, send one for assistance.</li> <li>• <b>Notify the RN in Charge, who becomes the Emergency Coordinator.</b></li> <li>• Call 911 if directed by the Emergency Coordinator.</li> <li>• Restrict access to the area that Code White is taking place.</li> <li>• Remove anyone in immediate danger, only if safe to do so.</li> <li>• Keep violent person contained, only if safe to do so.</li> <li>• Remove any loose equipment from the area if safe to do so (to prevent equipment being used a weapon).</li> <li>• Remove any personal items that could cause an injury (pens, watch).</li> <li>• Limit the use of the elevators.</li> <li>• At all times remain calm – do not panic.</li> <li>• RECEPTIONIST – keep people in the lobby, if safe to do so.</li> <li>• ALL TEAM MEMBERS – close the doors of the villas.</li> </ul>
Non-Resident (visitor, team member, volunteer)	<ul style="list-style-type: none"> <li>• Push staff assist/emergency and cancel button at the same time, if able, or call out “Code White” for assistance.</li> <li>• If there is more than one team member involved, send one for assistance.</li> <li>• Call 911.</li> <li>• Restrict access to the area that Code White is taking place.</li> <li>• <b>During office hours - notify the Administrator/delegate, who becomes the Emergency Coordinator.</b></li> <li>• <b>After hours – notify the RN in Charge, who becomes the Emergency Coordinator.</b></li> <li>• Remove anyone in immediate danger, only if safe to do so.</li> <li>• Keep violent person contained, only if safe to do so, until police arrive.</li> <li>• Remove any loose equipment from the area if safe to do so (to prevent equipment being used a weapon).</li> <li>• Remove any personal items that could cause an injury (pens, watch).</li> <li>• Limit the use of the elevators.</li> <li>• At all times remain calm – do not panic.</li> <li>• RECEPTIONIST – keep people in the lobby, if safe to do so.</li> <li>• ALL TEAM MEMBERS – close the doors of the villas.</li> </ul>

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## LINES OF AUTHORITY



## COMMUNICATION PLAN

### Primary Method

- PA System
- Phones
- Cell Phones
- Runners (only if needed)

**The Emergency Coordinator** is the most senior person in the area of the emergency.

**The Communications Coordinator** will be delegated as needed by the Emergency Coordinator.

**The Runner** will be delegated as needed by the Emergency Coordinator and/or Communications Coordinator as needed.

## DUTIES OF THE EMERGENCY COORDINATOR

- Assess the situation.
- Direct Communications Coordinator to call CODE WHITE, if warranted.
- Designate a Runner as needed.
- Ensure 911 has been called, if needed.
- Direct team members as necessary to reduce stimulation and activity in the area (turn off radios, TVs).
- Direct Communications Coordinator to call physician (if violent person is a resident) - especially if a medication is needed.
- After Code White is cancelled:
  - Inform Communications Coordinator to cancel CODE WHITE, if needed.
  - Ensure appropriate first aid is administered.
  - Coordinate debriefing session with team members and offer Employee Assistance Program.
  - Complete corresponding paperwork immediately following the incident using the Code White Report Form.

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### **DUTIES OF THE COMMUNICATIONS COORDINATOR**

- Ensure events are being documented.
- Upon direction from the Emergency Coordinator:
  - Announce *CODE WHITE- Area- Resident, Visitor or Team member- Three Times*
  - Notify Director of Nursing.
  - Call physician if directed by the Emergency Coordinator.
  - Call 911 if directed by the Emergency Coordinator. Inform police of location of emergency and which entrance to use for entering the facility.
  - Assign a Runner to meet and direct the police at the designated entrance, if needed.

### **DUTIES OF THE RUNNER**

- Follow directions from the Emergency Coordinator and/or Communications Coordinator.
- If emergency personnel are called, go to the door as directed to meet personnel and direct them to the emergency.

### **TEAM MEMBERS IN AREA OF VIOLENT INCIDENT (Including Team Leaders)**

- Follow the directions of the Emergency Coordinator.
- All team members are to stop their tasks and restrict access to the area that Code White is taking place.
- Remove residents and visitors from the area.
- Ensure own and co-worker safety (may need to leave area until sufficient resources are available to be able to take control of the situation).

### **TEAM MEMBERS NOT WORKING IN AREA OF VIOLENT INCIDENT (Including Team Leaders)**

- Follow the directions of the Emergency Coordinator.
- All team members are to stop their tasks and secure your area and residents (e.g., close doors to residents' rooms, close fire doors).
- When requested, respond to the Code White - this direction will come via Emergency or Communications Coordinator or delegate.

\*Any resident/visitor/team member expressing distress or requiring medical attention will be triaged and treated by a registered team member and any external resource as needed (ie ambulance/emergency department).\*

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**RECOVERY** (the actions necessary to re-establish the facility back to its pre-disaster condition as soon as practical)

Team leaders, team members and emergency services involved in the incident will meet as soon as possible after the emergency is over to:

- de-brief and capture information for Critical Incident Reporting
- analyze the policies and amend if necessary
- root cause analysis

Recovery and response issues that are seen necessary for the Home may include:

- Offer the Employee Assistance Program to team members if needed
- Continuation of resident care services
  - (1) All medications will be administered to residents in a reasonable time in respect to the emergency with the LTCH's supply (weekly medication supply and emergency stock). If the home is unable to access their supply the DON or designate will reach out to the contracted pharmacy to order and deliver medications.
- Decontamination
- Critical infrastructure restoration (i.e., electrical, HVAC, security, domestic water supply, fire alarm system, etc.)
- Systems Recovery (i.e., computer, phone, etc.)
- Financial: documentation and tracking of response expenses
- Criteria and procedures to return to normal operations
- Restock supplies, forms, etc.
- Equipment safety checks

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**NOTE: This is a sample of the first page of the form. Do not copy this page.**

**HASTINGS/QUINTE LONG TERM CARE SERVICES  
CODE WHITE REPORT**

Home: \_\_\_\_\_ Location of Incident: \_\_\_\_\_

Date of Incident: \_\_\_\_\_ Time of Incident: \_\_\_\_\_

**CODE WHITE TEAM MEMBERS**

1. Charge Nurse \_\_\_\_\_ 2. \_\_\_\_\_

3. \_\_\_\_\_ 4. \_\_\_\_\_

5. \_\_\_\_\_ 6. \_\_\_\_\_

Others: \_\_\_\_\_

**RESIDENT/INDIVIDUAL INFORMATION**

Name of Individual: \_\_\_\_\_ Age: \_\_\_\_\_

Resident      Family Member      Visitor      Team Member      Volunteer

Mental Status: Oriented \_\_\_\_ Disoriented \_\_\_\_ Confused \_\_\_\_ Physically Aggressive \_\_\_\_

Verbally Aggressive \_\_\_\_ Suicidal \_\_\_\_ Elopement \_\_\_\_ Self-Destructive \_\_\_\_

Destroying Property      Refusing to Leave      Uncooperative

Weapons: Yes \_\_\_\_ No \_\_\_\_ Type: \_\_\_\_\_

**SUSPECT IDENTIFYING CHARACTERISTICS (if not a resident):**

Male       Female       Elderly       Adult       Child       Teenager

Height \_\_\_\_\_ Weight \_\_\_\_\_ Age \_\_\_\_\_ Facial Hair \_\_\_\_\_

Hair Colour \_\_\_\_\_ Hair Length \_\_\_\_\_ Eye Colour \_\_\_\_\_ Eye Glasses \_\_\_\_\_

Complexion \_\_\_\_\_ Scars \_\_\_\_\_ Tattoos \_\_\_\_\_

Description of Clothing \_\_\_\_\_

\_\_\_\_\_

**INTERVENTION**

Talked Down      Returned to Room      Placed in Seclusion      Escorted from Area

Medication Given: Yes \_\_\_\_ No \_\_\_\_ Type: \_\_\_\_\_

Restraints Used: Yes \_\_\_\_ No \_\_\_\_ Type: \_\_\_\_\_

Placed on Constant Attention:

Police Assistance: Yes \_\_\_\_ No \_\_\_\_ Describe: \_\_\_\_\_

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Section: Code Black	Policy/Procedure: Centennial Manor – Bomb Threat
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## SUMMARY

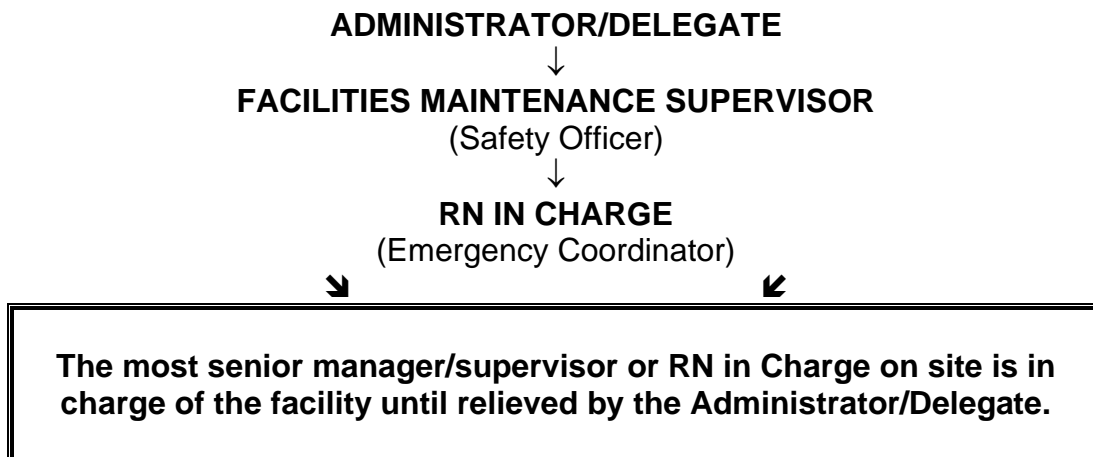
The purpose of this policy is to establish consistent and safe guidelines for responding to a bomb threat or other threatening call.

Most bomb threats are precisely that – **a threat**. However, each threat must be assumed to be real.

**PLAN ACTIVATION** (Decisions and actions taken to implement the plan.)

The plan is activated when a bomb threat is received.

## LINES OF AUTHORITY



## COMMUNICATION PLAN

**CAUTION: Radio communication systems should not be used inside the building since such systems might detonate an explosive device.**

### Primary Method

- Phones only \*\* no cell phones/text messages\*\*
- Runners

### Secondary Method

- Runners

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### IMMEDIATE RESPONSE TO CODE

THREAT	ACTIONS
Telephone or Verbal Threat	<p>If a bomb threat is received by telephone or in person, the person receiving the message should:</p> <ul style="list-style-type: none"> <li>• Remain CALM and COURTEOUS, LISTEN carefully, keep caller or individual in conversation;</li> <li>• Obtain and document as much information about location of the bomb, plans, explosion time and other details about the threat.</li> <li>• Attempt to get the attention of any team member to call 911 for Code Black. If can't wait until the caller hangs up or leaves, then dial 911.</li> <li>• Be prepared to give a report to the Emergency Coordinator and police.</li> <li>• Remain at the Home as long as the Code Black is into effect or until you are dismissed by the Administrator/Emergency Coordinator/Delegate.</li> </ul>
Written Threat	<ul style="list-style-type: none"> <li>• Immediately report to the Emergency Coordinator.</li> <li>• <b>DO NOT handle the document and preserve any evidence for police investigation.</b></li> <li>• If the written threat was hand delivered, obtain and document as much information about the delivery details.</li> <li>• Report to the Emergency Coordinator immediately.</li> <li>• Be prepared to give a report to the Emergency Coordinator and police.</li> <li>• Remain at the Home as long as the Code Black is into effect or until you are dismissed by the Administrator/Emergency Coordinator/Delegate.</li> </ul>
Suspicious Unopened Letters or Packages Marked with Threatening Messages	<ul style="list-style-type: none"> <li>• <b>Do NOT</b> handle, do <b>NOT shake, bump or empty the contents</b> of any suspicious envelope or package.</li> <li>• <b>Immediately evacuate any persons in the area or vicinity.</b></li> <li>• Secure and <b>LEAVE</b> the area and room by closing the door or section off the area to prevent others from entering.</li> <li>• Immediately report to the Emergency Coordinator.</li> <li>• Obtain and document as much information about the delivery details.</li> <li>• <b>List all people</b> who were in the room or area when the suspicious letter or package was recognized.</li> <li>• Be prepared to give a report to the Emergency Coordinator and police.</li> </ul>



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	<ul style="list-style-type: none"> <li>• Remain at the Home as long as the Code Black is into effect or until you are dismissed by the Administrator/Emergency Coordinator/Delegate.</li> </ul>
Powder Spilled From an Envelope or Package	<ul style="list-style-type: none"> <li>• <b>DO NOT TRY TO CLEAN UP</b> the powder. <b>COVER</b> the spilled contents immediately with anything (i.e., clothing, paper trash can, etc. and do not remove this cover).</li> <li>• Immediately report to the Emergency Coordinator.</li> <li>• <b>LEAVE</b> the room, <b>CLOSE</b> the door, or section off the area to prevent others from entering.</li> <li>• <b>WASH YOUR HANDS</b> with soap and water to prevent spreading to your face.</li> <li>• <b>REMOVE</b> heavily contaminated clothing as soon as possible and place in a plastic bag, or some other container that can be sealed. This clothing bag should be given to emergency responders for proper handling and investigation.</li> <li>• <b>SHOWER</b> with soap and water as soon as possible. Do not use bleach or other disinfectant on your skin.</li> <li>• Obtain and document as much information about the delivery details</li> <li>• <b>List all people</b> who were in the room or area when the suspicious letter or package was recognized.</li> <li>• Be prepared to give a report to the Emergency Coordinator and police.</li> <li>• Remain at the Home as long as the Code Black is into effect or until you are dismissed by the Administrator/Emergency Coordinator/Delegate.</li> </ul>

The Administrator/Emergency Coordinator/Delegate will ensure that 911 has been called. 911 must be called for every bomb threat received.

Administrator/Emergency Coordinator/Delegate will notify managers/supervisors to respond to the Emergency Operation Centre.

Emergency Operation Centre with collaboration of emergency responders will make the decision to:

- Evacuate in accordance with the Code Green procedures; or
- Perform a search. The search will be conducted under the guidance of local authorities.

Residents and Tenants will only be informed of the threat when absolutely necessary.

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**The Emergency Coordinator** is the 1<sup>st</sup> Floor RN/RPN.

**The Communications Coordinator** is the 2<sup>nd</sup> Floor RN/RPN days and evenings and the Glanmire PSW on nights.

**The Runners** are the most designated PSWs.

### **ROLES/RESPONSIBILITIES OF THE EMERGENCY COORDINATOR**

- Ensure 911 has been called.
- Ensure Senior Management has been notified.
- Complete the Code Black Detail Sheet with the person who received the threat as soon as possible.
- Submit completed Code Black Detail Sheet to Administrator.
- Report to the Emergency Operation Centre to be advised by the emergency responders for further instructions.

### **ROLES/RESPONSIBILITIES OF THE COMMUNICATIONS COORDINATOR**

- Follow directions of the Emergency Coordinator.

### **ROLES/RESPONSIBILITIES OF THE RUNNER(S)**

- Duties as assigned.

### **ROLES/RESPONSIBILITIES OF THE RNS/RPNS**

- Follow directions of the Emergency Coordinator.

### **SEARCH TEAM LEADER(S)**

When/if a search is initiated the RN or Supervisor in the area is Search Team Leader. On being instructed to initiate a search, the Search Team Leader will:

- IDENTIFY strange or misplaced objects.
- Take command of the Search Team.
- Assign each team member to search specific sections in an area and commence the search; working in a clockwise direction. Team members have the right to refuse to participate in searching for a bomb.
- Report the results of the search to the Emergency Operations Centre as soon as completed.
- List the sections searched and reported as safe; ensure that the list is complete for the area.
- Provide Search Team with detailed floor plan.

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### **ROLES/RESPONSIBILITIES OF ALL TEAM MEMBERS, VOLUNTEERS, HAIRDRESSER**

- Follow direction of the Emergency Coordinator.
- Duties as assigned.

### **ROLES/RESPONSIBILITIES OF THE ADMINISTRATOR**

- Collaborate and coordinate response with emergency responders and other local authorities throughout the Code.
- Contact the Administrator/DOLTC who will contact the CAO's office.
- Contact Ministry of Long-Term Care.
- Contact Ministry of Labour.
- Ensure the building searched thoroughly for any suspicious packages as per the search procedures and maps.
- Ensure safety of all occupants, responders, residents, team members and visitors during response.
- Ensure completion of required documentation.
- Conduct incident briefing.
- Forward documentation, reports and recommendation to Administrator/Director of Long Term Care.

### **ROLES/RESPONSIBILITIES OF THE DIRECTOR OF NURSING/ASSISTANT DIRECTOR OF NURSING**

- Report to the Emergency Operation Centre for further instructions.
- Ensure safety of residents and team members during response.
- Provide guidance and direction to team members within their area.
- Confirm if team members completing shift their shift may leave.

### **ROLES/RESPONSIBILITIES OF THE SAFETY OFFICER**

- Report to the Emergency Operation Centre for further instructions.
- In collaboration with emergency responders to ensure the safety is maintained at all times during searches.
- Work jointly with emergency responders to provide technical assistant on secured areas provide search maps and floor plans.
- Instruct maintenance team members to shut down gas.
- Determine actual/potential impacts to building and systems.

### **ROLES/RESPONSIBILITIES OF ALL MANAGERS AND SUPERVISORS**

- Report to the Emergency Operation Centre for further instructions.
- Ensure safety of residents and team members during response.

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- Provide guidance and direction to team members within their area.
- Confirm if team members completing their shift may leave.
- The Manager of the affected area will also ensure that all internal and external reporting requirements are met.

**COMMUNITY PARTNERS TO BE CONTACTED** (Refer to Emergency Contact List for Phone Number)

- Police Department
- Fire Department

\*Any resident/visitor/team member expressing distress or requiring medical attention will be triaged and treated by a registered team member and any external resource as needed (ie ambulance/emergency department).\*

**RECOVERY** (the actions necessary to re-establish the facility back to its pre-disaster condition as soon as practical)

Management, team members and emergency services involved in the incident will meet as soon as possible after the emergency is over to:

- de-brief and capture information for Critical Incident Reporting;
- analyze the policies and amend if necessary;
- root cause analysis.

Recovery and response issues that are seen necessary for the Home may include:

- Offer the Employee Assistance Program to team members if needed.
- Continuation of resident care services.  
(1) All medications will be administered to residents in a reasonable time in respect to the emergency with the LTCH's supply (weekly medication supply and emergency stock). If the home is unable to access their supply the DON or designate will reach out to the contracted pharmacy to order and deliver medications.
- Decontamination.
- Critical infrastructure restoration (i.e., electrical, HVAC, security, domestic water supply, fire alarm system, etc.).
- Systems Recovery (i.e., computer, phone, etc.).
- Financial: documentation and tracking of response expenses.
- Criteria and procedures to return to normal operations.

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- Restock supplies, forms, etc.
- Equipment safety checks.

Administrator:

- Complete documentation.
- Offer EAP to team members.
- Debrief with managers and supervisors.

Emergency Coordinator:

- Assess for potential injuries and ensure appropriate medical care to team members and residents is provided.
- Injured visitors should be sent to the hospital.

Safety Officer:

- Ensure all utilities are turned on.

Safety Officer/EMU Team:

- Audit all Code Black Packages to ensure they are refilled.

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## SUMMARY

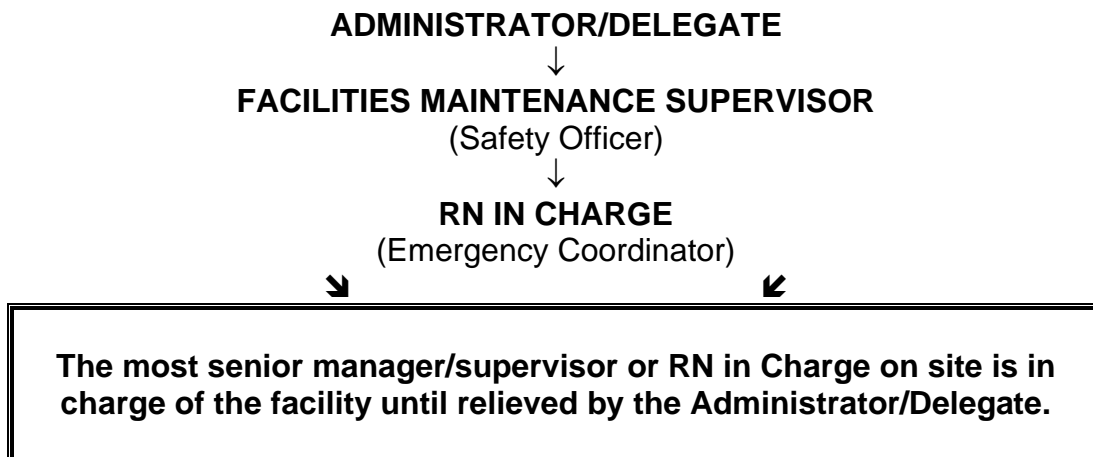
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**PLAN ACTIVATION** (Decisions and actions taken to implement the plan.)

The plan is activated when a bomb threat is received.

## LINES OF AUTHORITY



**CAUTION:** Radio communication systems should not be used inside the building since such systems might detonate an explosive device.

## COMMUNICATION PLAN

### Primary Method

- Telephones only **\*\*no cell phones/text messages\*\***
- Runners

### Secondary Method

- Runners

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## IMMEDIATE RESPONSE TO CODE

THREAT	ACTIONS
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Written Threat	<ul style="list-style-type: none"> <li>• Immediately call 911 for written threat received, i.e. note, letter, email, social media.</li> <li>• <b>DO NOT handle the document and preserve any evidence for police investigation.</b></li> <li>• If the written threat was hand delivered, obtain and document as much information about the delivery details.</li> <li>• Immediately contact the most senior person in charge.</li> <li>• Be prepared to give a report to the Emergency Coordinator and police.</li> <li>• Remain at the Home as long as the Code Black is into effect or until you are dismissed by the Administrator/Emergency Coordinator/Delegate.</li> </ul>
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Powder Spilled From and Envelope or Package	<ul style="list-style-type: none"> <li><b>DO NOT TRY TO CLEAN UP</b> the powder. <b>COVER</b> the spilled contents with anything (i.e., clothing, paper trash can, etc. and do not remove this cover).</li> <li><b>Immediately call 911 and seek medical attention.</b></li> <li>Immediately contact the most senior person in charge.</li> <li><b>LEAVE</b> the room, <b>CLOSE</b> the door, or section off the area to prevent others from entering.</li> <li>Be prepared to give a report to the Emergency Coordinator and police.</li> <li>Remain at the Home as long as the Code Black is into effect or until you are dismissed by the Administrator/Emergency Coordinator/Delegate.</li> </ul>

The Administrator/Emergency Coordinator will ensure that 911 has been called. 911 must be called for every bomb threat received.

The Administrator/Emergency Coordinator will notify managers/supervisors to respond to the Emergency Operation Centre.

The Emergency Operation Centre with collaboration of Emergency Responders will make the decision to:

- Evacuate in accordance with the Code Green procedures; or
- Announce Code Black and perform a search. The search will be conducted under the guidance of local authorities.

Residents will only be informed of the threat when absolutely necessary.

**The Emergency Coordinator** is the most senior person in the building.

**The Communications Coordinator** is the 3<sup>rd</sup> floor RPN.

**The Runners** will be delegated by the Emergency Coordinator at the beginning of each shift. Names are posted on the white board in the 3<sup>rd</sup> Floor Elm Villa Documentation Room.



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### **ROLES/RESPONSIBILITIES OF THE EMERGENCY COORDINATOR**

- Ensure 911 has been called.
- Ensure Senior Management has been notified.
- Complete the Code Black Detail Sheet with the person who received the threat as soon as possible.
- Submit completed Code Black Detail Sheet to the Administrator.
- Report to the Emergency Operation Centre to be advised by the Emergency Responders for further instructions.

### **ROLES/RESPONSIBILITIES OF THE COMMUNICATIONS COORDINATOR**

- Follow directions of the Emergency Coordinator.

### **ROLES/RESPONSIBILITIES OF THE RUNNER(S)**

- Duties as assigned

### **ROLES/RESPONSIBILITIES OF THE RNs/RPNs**

- Follow directions of the Emergency Coordinator.

### **SEARCH TEAM LEADER(S)**

When/if a search is initiated the RN or Supervisor in the area is Search Team Leader. On being instructed to initiate a search, the Search Team Leader will:

- IDENTIFY strange or misplaced objects.
- Take command of the Search Team.
- Assign each team member to search specific sections in an area and commence the search; working in a clockwise direction. Team members have the right to refuse to participate in searching for a bomb.
- Report the results of the search to Emergency Operations Centre as soon as completed.
- List the sections searched and reported as safe; ensure that the list is complete for the area.
- Provide Search Team with detailed floor plan

### **ROLES/RESPONSIBILITIES OF ALL TEAM MEMBERS, VOLUNTEERS, HAIRDRESSER**

- Follow directions of the Emergency Coordinator.

### **ROLES/RESPONSIBILITIES OF THE ADMINISTRATOR**

- Collaborate and coordinate response with Emergency Responders and other local authorities throughout the Code.

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- Contact the CAO's office.
- Contact Ministry of Long-Term Care.
- Contact Ministry of Labour.
- Ensure safety of all occupants, responders, residents personnel and visitors during response
- Ensure completion of required documentation
- Ensure appropriate medical care to any team members, including information to Employee Assistance Program
- Conduct incident briefing

### **ROLES/RESPONSIBILITIES OF THE DIRECTOR OF NURSING/ASSISTANT DIRECTORS OF NURSING**

- Report to the Emergency Operation Centre for further instructions.
- Ensure safety of residents and team members during response.
- Provide guidance and direction to team members within their area.
- Confirm if team members completing or starting their shift may leave or arrive.

### **ROLES/RESPONSIBILITIES OF THE SAFETY OFFICER (FACILITIES MAINTENANCE SUPERVISOR/DELEGATE)**

- Report to the Emergency Operation Centre for further instructions.
- In collaboration with Emergency Responders to ensure the safety is maintained at all times during searches.
- Work jointly with Emergency Responders to provide technical assistant on secured areas provide search maps and floor plans.
- Instruct maintenance team members to shut down gas.
- Determine actual/potential impacts to building and systems.

### **ROLES/RESPONSIBILITIES OF ALL MANAGERS AND SUPERVISORS**

- Report Emergency Operation Centre for further instructions
- Ensure safety of residents and team members during response
- Provide guidance and direction to team members within their area
- Confirm if team members completing their shift may leave or arrive
- The Manager of the affected area will also ensure that all internal and external reporting requirements are met.

### **COMMUNITY PARTNERS TO BE CONTACTED (Refer to Emergency Contact List for Phone Number)**

- Police Department
- Fire Department

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\*Any resident/visitor/team member expressing distress or requiring medical attention will be triaged and treated by a registered team member and any external resource as needed (ie ambulance/emergency department).\*

**RECOVERY** (the actions necessary to re-establish the facility back to its pre-disaster condition as soon as practical)

Management, team members and emergency services involved in the incident will meet as soon as possible after the emergency is over to:

- de-brief and capture information for Critical Incident Reporting
- analyze the policies and amend if necessary
- root cause analysis

Recovery and response issues that are seen necessary for the Home may include:

- Offer the Employee Assistance Program to team members if needed
- Continuation of resident care services
  - (1) All medications will be administered to residents in a reasonable time in respect to the emergency with the LTCH's supply (weekly medication supply and emergency stock). If the home is unable to access their supply the DON or designate will reach out to the contracted pharmacy to order and deliver medications.
- Decontamination
- Critical infrastructure restoration (i.e., electrical, HVAC, security, domestic water supply, fire alarm system, etc.)
- Systems Recovery (i.e., computer, phone, etc.)
- Financial: documentation and tracking of response expenses
- Criteria and procedures to return to normal operations
- Restock supplies, forms, etc.
- Equipment safety checks

Administrator:

- Complete documentation
- Offer EAP to team members
- Debrief with managers and supervisors

Emergency Coordinator:

- Assess for potential injuries and ensure appropriate medical care to team members and residents is provided.
- Injured visitors should be sent to the hospital.

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Safety Officer:

- Ensure all utilities are turned on.

Safety Officer/EMU Team:

- Audit all Code Black Packages to ensure they are refilled.

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Section: Code Yellow	Policy/Procedure: Centennial Manor – Missing Resident
By Authority of the LTC Committee: Administrator/DOLTC	Effective Date: June 3, 1997 Revised: December 16, 2022 Reviewed: December 16, 2022

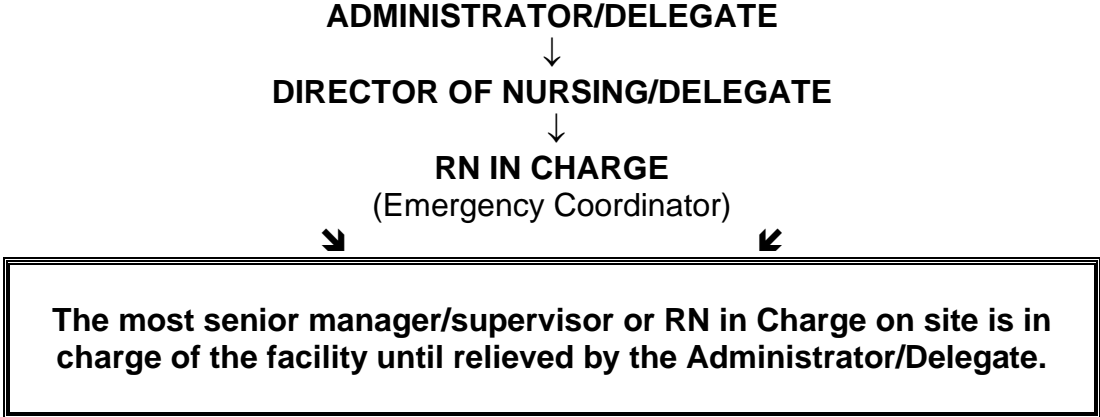
**SUMMARY**

To ensure that when a resident is discovered missing, search procedures on the Resident Home Areas (RHAs) will be done in an orderly and methodical way to eliminate any situation that may prevent the locating of the missing resident.

**PLAN ACTIVATION** (Decisions and actions taken to implement the plan.)

As soon as a resident is discovered missing the following plan will be implemented.

**LINES OF AUTHORITY**



**COMMUNICATION PLAN**

**Primary Method**

- Phones
- Runners

**Secondary Method**

- Runners

<b>Hastings/Quinte Long Term Care Services Emergency Response Manual</b>	<b>10-01-05</b> Page 2 of 5
Section: Code Yellow	Policy/Procedure: Centennial Manor – Missing Resident
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## IMMEDIATE RESPONSE TO CODE YELLOW

- Resident is identified as missing.
- Three searches must be done of the RHA before a Code Yellow is announced:
  - Search 1 – very quick search of RHA by staff.
  - Search 2 – more extensive search of RHA by staff.
  - Search 3 – search RHA and have the RN/RPN from the opposite RHA complete a search. Use the Search Check List found in the Code Yellow Packages.
- Ensure to check their regular visiting places, sign out sheets, etc.

**The Emergency Coordinator** is the RN or most senior RPN on the floor of the missing resident.

**The Communications Coordinator** is the RPN on the floor of the missing resident.

**The Runners** will be delegated by the Emergency Coordinator as needed.

## DUTIES OF RN/RPN ON RHA OF MISSING RESIDENT

- Turn emergency radio on and set to channel 3 for communications with Emergency Coordinator.
- Ensure three searches of the street have been completed by staff.
- Obtain Code Yellow Package located in an envelope on wall of nursing station to guide throughout procedure.
- If all three searches are unsuccessful call the RN in Charge (Emergency Coordinator) to begin a Code Yellow.
- Complete the Resident Description Form.

## DUTIES OF ALL OTHER RNs/RPNs

- When you hear the Code Yellow announced begin search (print 5 pictures, use search method, search form and floor map located in Code Yellow package on your RHA, or M Drive) and report your findings to the Emergency Coordinator.

## DUTIES OF EMERGENCY COORDINATOR

- Turn emergency radio on and set to channel 3 for communications with Communications Coordinator and RN/RPN.
- Obtain Code Yellow Package located in an envelope on wall of nursing station to guide throughout procedure.
- Direct Communications Coordinator to have Runners announce the Code Yellow and remain by the emergency radio.

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- Go to the reception desk on the main floor to determine who along with the Runner will initiate search of main floor. Providing searchers with search method, search form and floor map located in emergency box. The emergency box is located in Fireman's cupboard across from reception.
- **Do Not** assign any staff to leased offices – allow OPP to search those areas.
- If extra staff available assign a courtesy walk of hospital, professional building and Health Clinic.

**If the entire facility has been searched and the resident is still missing:**

- Emergency Coordinator or designate will contact Police, resident's family and DON/ADON on call (if after hours).
- Emergency Coordinator will meet Police at front reception for distribution of emergency box, photos of missing resident and description.
- A PSW from RHA of missing resident will view video surveillance with Facilities maintenance supervisor/delegate.
- Emergency Coordinator will maintain contact with emergency operations centre.

**DUTIES OF COMMUNICATIONS COORDINATOR**

- Upon direction from Emergency Coordinator, have the Runners announce the Code Yellow.
- Gather information and supplies from the OPP Response Box located at 1<sup>st</sup> floor Med Room (on top of fridge) for OPP arrival.
- Meet Police at front reception for distribution of OPP Response Box, photos of missing resident and description.
- Print 10 copies of missing resident photo to accompany the search forms.
- Document the activity and time of the search procedure.
- Inform other departments in the Professional Services Building (Laundry and Main Kitchen).

**DUTIES OF RUNNER**

- Distribute 5 missing resident photos to both sides of 2<sup>nd</sup> floor.
- Proceed to main floor reception desk lobby (with 10 copies of the missing resident photo) to await direction from Emergency Coordinator regarding main floor search.
- Notify Emergency Coordinator when completed assigned area of main floor search.

**WHEN RESIDENT IS FOUND**

- Emergency Coordinator will return the resident back to room.
- Emergency Coordinator and RN on RHA will assess the resident's condition and put interventions into place that is needed.
- Emergency Coordinator/Designate will contact the family to give update.

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- Gather all search forms from all RHAs and place in envelope to be returned to the Director of Nursing.
- The Director of Nursing will complete the investigation forms and complete the Critical Incident Form if needed.

\*Any resident/visitor/team member expressing distress or requiring medical attention will be triaged and treated by a registered team member and any external resource as needed (ie ambulance/emergency department).\*

**RECOVERY** (the actions necessary to re-establish the facility back to its pre-disaster condition as soon as practical)

Management, staff and emergency services involved in the incident will meet as soon as possible after the emergency is over to:

- de-brief and capture information for Critical Incident Reporting
- analyze the policies and amend if necessary
- root cause analysis

Recovery and response issues that are seen necessary for the Home may include:

- Offer the Employee Assistance Program to staff if needed
- Continuation of resident care services
- 1) All medications will be administered to residents in a reasonable time in respect to the emergency with the LTCH's supply (weekly medication supply and emergency stock). If the home is unable to access their supply the DON or designate will reach out to the contracted pharmacy to order and deliver medications.
- Decontamination
- Critical infrastructure restoration (i.e., electrical, HVAC, security, domestic water supply, fire alarm system, etc.)
- Systems Recovery (i.e., computer, phone, etc.)
- Financial: documentation and tracking of response expenses
- Criteria and procedures to return to normal operations
- Restock supplies, forms, etc.
- Equipment safety checks

**Follow Code Yellow Checklist in package located on wall of  
Nursing Station.**



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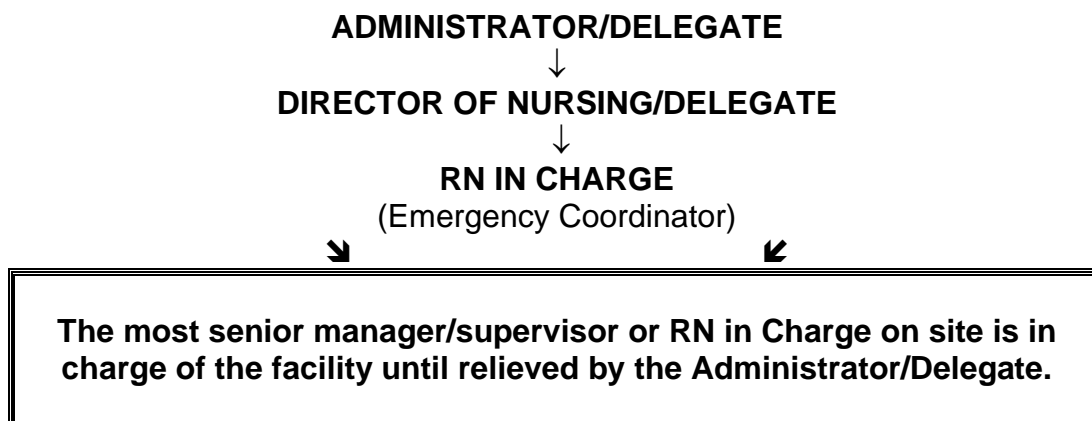
## SUMMARY

To ensure that when a resident is discovered missing, search procedures on the Resident Home Areas (RHAs) will be done in an orderly and methodical way to eliminate any situation that may prevent the locating of the missing resident.

**PLAN ACTIVATION** (Decisions and actions taken to implement the plan.)

As soon as a resident is discovered missing the following plan will be implemented.

## LINES OF AUTHORITY



## COMMUNICATION PLAN

### Primary Method

- PA System
- Phones
- Runners

### Secondary Method

- Runners

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## IMMEDIATE RESPONSE TO CODE YELLOW

### DUTIES OF RN/RPN ON RHA OF MISSING RESIDENT

- Resident is identified as missing.
- Obtain Code Yellow Package located in a folder on wall of documentation room to guide throughout procedure.
- Three searches must be done of the RHA before a Code Yellow is announced:
  - Search 1 – very quick search of RHA by team members.
  - Search 2 – more extensive search of RHA by team members.
  - Search 3 – search RHA and have the RN/RPN from the opposite RHA complete a search. Use the Search Check Lists (found in the Code Yellow Packages). Ensure to check their regular visiting places, sign out sheets, etc.

If the resident is not found on their floor:

- Call the Emergency Coordinator (RN in Charge) to initiate a Code Yellow.
- Complete the Resident Description Form for the Emergency Coordinator (found in the Code Yellow Package, also can be found on M Drive).

**The Emergency Coordinator** is the 3<sup>rd</sup> floor RN.

**The Communications Coordinator** is the Elm Villa RPN.

**The Runner** will be delegated by the Emergency Coordinator at the beginning of each shift. Names are posted on the white board in the 3<sup>rd</sup> Floor Elm Villa Documentation Room.

### DUTIES OF EMERGENCY COORDINATOR

- Obtain Code Yellow Package located in a folder on wall of documentation room.
- Use the Code Yellow Checklist (located in the package) as a guide for the search.
- Direct Communications Coordinator to announce the Code Yellow.
- Notify DON/designate
- Go to the reception desk on the main floor.
- Obtain the resident's pictures from the Runner.
- Obtain the emergency box located in Fireman's Room across from reception.
- Direct all runners and admin staff to search the main floor. Provide searchers with search forms, floor maps, keys and swipe cards (allows access to all areas) located in the emergency box.
- Ensure two team members complete searches together. One searches rooms and the other monitors the halls.

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- Remind searchers to close doors as searches are completed.
- As searches are completed, record times on the Checklist.

#### **DUTIES OF ALL OTHER RNs/RPNs**

- When you hear the Code Yellow called print 5 pictures of the missing resident.
- Begin search of your RHA using search forms and floor maps located in Code Yellow package on your RHA (Form can also be found on the M drive).
- Ensure two team members complete searches together. One searches rooms and the other monitors the halls.
- Report your findings to the Emergency Coordinator.
- Once your RHA has been searched, send the PSW Runner down to the reception desk to assist with main floor search. Second floor does not have a Runner.

#### **DUTIES OF COMMUNICATIONS COORDINATOR/ELM VILLA RPN**

- Upon direction from Emergency Coordinator - announce the Code Yellow- CODE YELLOW- NAME OF RESIDENT- RESIDENT'S VILLA- 3 TIMES using the PA system.
- Print 10 copies of missing resident photos and have Elm Villa Runner deliver them to the reception desk. (see Code Yellow Package for instructions)
- Print 5 pictures of the missing resident for the Elm Villa search.
- Begin search of your RHA using search forms and floor maps located in Code Yellow package on your RHA.
- Ensure two team members complete searches together. One searches rooms and the other monitors the halls. You may need to ask a team member from Pine Villa to assist because your Runner is on the ground floor.
- Report your findings to the Emergency Coordinator.

#### **DUTIES OF ELM VILLA RUNNER**

- Proceed to main floor reception desk lobby (with 10 copies of the missing resident photo) to await direction from Emergency Coordinator regarding main floor search.

#### **DUTIES OF TEAM MEMBERS ON MAIN FLOOR**

- Report to the reception desk to assist in the searches.
- Follow direction of the Emergency Coordinator.

#### **IF THE ENTIRE FACILITY HAS BEEN SEARCHED AND THE RESIDENT IS STILL MISSING:**

- Emergency Coordinator or designate will contact Police, resident's family and DON/ADON on call (if after hours).

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- Emergency Coordinator will meet Police at front reception for distribution of emergency box, photos and description of missing resident.
- A PSW from RHA of missing resident will view video surveillance with Facilities Maintenance Supervisor/delegate.
- Emergency Coordinator will maintain contact with emergency operations centre.

#### **WHEN RESIDENT IS FOUND**

- Emergency Coordinator/Designate will return the resident back to room.
- Emergency Coordinator and RPN on RHA will assess the resident's condition and put interventions into place that are needed.
- Emergency Coordinator/Designate will contact the family to give update.
- Gather all search forms from all RHAs and place in envelope to be returned to the Director of Nursing.
- The Director of Nursing will complete the investigation forms and complete the Critical Incident Form if needed.

\*Any resident/visitor/team member expressing distress or requiring medical attention will be triaged and treated by a registered team member and any external resource as needed (ie ambulance/emergency department).\*

**RECOVERY** (the actions necessary to re-establish the facility back to its pre-disaster condition as soon as practical)

Management, team members and emergency services involved in the incident will meet as soon as possible after the emergency is over to:

- de-brief and capture information for Critical Incident Reporting
- analyze the policies and amend if necessary
- root cause analysis

Recovery and response issues that are seen necessary for the Home may include:

- Offer the Employee Assistance Program to team members if needed
- Continuation of resident care services
  - 1) All medications will be administered to residents in a reasonable time in respect to the emergency with the LTCH's supply (weekly medication supply and emergency stock). If the home is unable to access their supply the DON or designate will reach out to the contracted pharmacy to order and deliver medications.
- Decontamination
- Critical infrastructure restoration (i.e., electrical, HVAC, security, domestic water supply, fire alarm system, etc.)
- Systems Recovery (i.e., computer, phone, etc.)
- Financial: documentation and tracking of response expenses

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- Criteria and procedures to return to normal operations
- Restock supplies, forms, etc.
- Equipment safety checks

**Follow Code Yellow Checklist in package located on wall of  
documentation room.**

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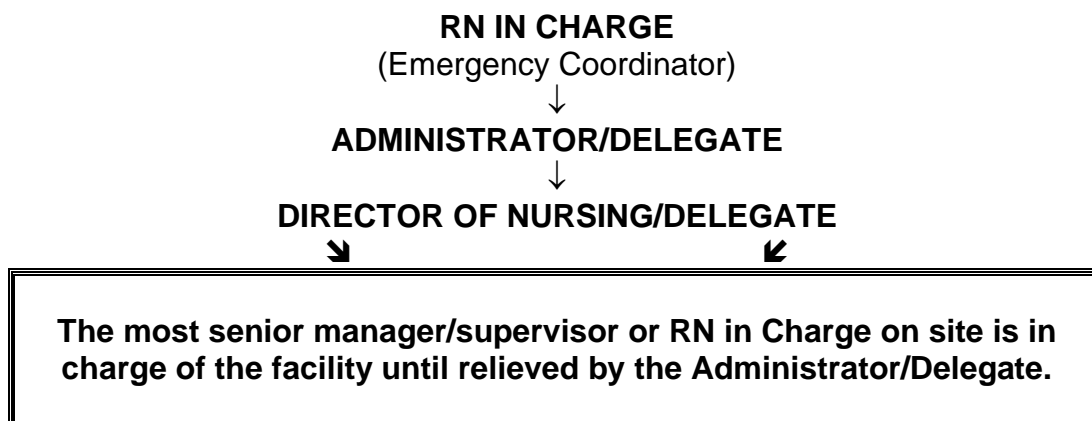
## SUMMARY

A “Code Blue” response is intended for a situation in which an individual is having a cardio respiratory arrest. **Code Blue** is defined as a maximum emergency situation where an apparent cardiopulmonary arrest has occurred.

## PLAN ACTIVATION (Decisions and actions taken to implement the plan.)

For the safety of residents, team members, volunteers and visitors, the following Code Blue activation plan has been developed and shall be implemented whenever there is resident, team member, or visitor experiencing a perceived cardiopulmonary arrest.

## LINES OF AUTHORITY



## COMMUNICATION PLAN

### Primary Method

- Phones
- Cell Phones
- Runners

### Secondary Method

- Runners

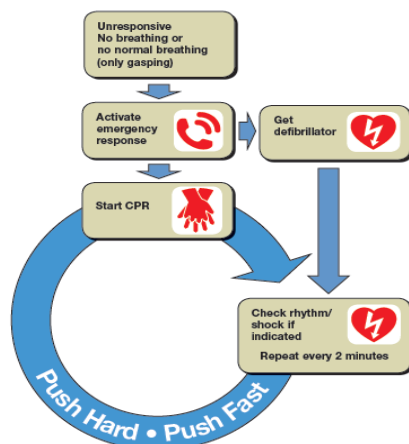
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## IMMEDIATE RESPONSE TO CODE BLUE

Only RNs and RPNs are authorized to perform CPR or use the AED machine on residents.

1. Activate Code Blue alarm by:
  - a) Pressing the Staff Assist button or
  - b) Resident Emergency - Call the main nursing station  
Visitor/Team Members Emergency – Call 9-911
2. Speak slowly and distinctly to the Emergency coordinator (RN in charge) to describe the emergency.
  - **Emergency Code:** Code Blue
  - **Location:** including RHA and room number/or identify if visitor
  - **Identify personnel required** *equipment can be brought.*
3. Cancel Code Blue alarm as soon as time permits after help has arrived by pressing the appropriate button a second time or reseating the cord in the wall socket.
4. At all times during the emergency, the team members shall remain calm and always reassure residents. **DO NOT PANIC**

Simplified Adult BLS Algorithm



### Do not begin CPR if the victim:

- shows signs of decomposition, rigor mortis, or extreme dependent lividity (purple discoloration of the dependent parts of the body caused by pooling of blood due to gravity).

OR

- If a **reliable** history indicates that the adult victim has been without vital signs for longer than 10 minutes without any resuscitative measures being instituted and the victim is cold and in asystole.

### NOTE:

If any doubt exists that the victim has deceased at the time of discovery, resuscitative measures should be instituted immediately. Whenever resuscitative measure are instituted, they must be continued until an appropriate DNR is verified, arrival of Paramedics or until a physician has pronounced the victim deceased.



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**The Emergency Coordinator** is the RN in charge of the home.

**The Communications Coordinator** is delegated by Emergency Coordinator.

**The Runner** will be delegated by the Emergency Coordinator and/or Communications Coordinator as needed.

### **ROLES/RESPONSIBILITIES OF THE EMERGENCY COORDINATOR**

- Direct Communications Coordinator to call 911 if needed.
- Assign a Runner to go to the front lobby and retrieve the AED machine and the CPR bag from the main nursing station and return to the RHA where the Code Blue is underway, then return to the designated entrance to meet and direct the ambulance.
- Once present on the RHA direct team members as necessary
- Ensure events are being documented (Team members/Visitor Emergency - assign a team member to do this)
- Assist the responding RN/RPN as needed

After Code Blue is cancelled:

- Ensure appropriate medical aid was administered.
- Coordinate debriefing session with team members and offer Employee Assistance Program. The contact information is located in Policy 02-01-25.

**Note:** Nights team members will follow same protocol as for days and evenings with the exception that the RN will become the Emergency Coordinator and will assign the PSW that is available as the Communications Coordinator.

### **ROLES/RESPONSIBILITIES OF THE COMMUNICATIONS COORDINATOR**

Upon direction from the Emergency Coordinator:

- Call 911. Inform ambulance of location of event and which entrance to use for entering the facility.

### **ROLES/RESPONSIBILITIES OF THE RUNNER(S)**

- Follow directions from the Emergency Coordinator and/or Communications Coordinator.
- Go to the front lobby and retrieve the AED machine and return to the RHA where the Code Blue is underway, then return to the designated entrance to meet and direct the ambulance.

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**ROLES/RESPONSIBILITIES OF THE PSWs, ACTIVATION, DIETARY,  
HOUSEKEEPING, LAUNDRY, ADMINISTRATION, WELLNESS CENTRE, and  
MAINTENANCE TEAM MEMBERS, HAIRDRESSER AND SERVICE PROVIDERS**

**If the emergency is in your work area:**

- Identify that a situation exists requiring immediate assistance
- Push staff assist button.
- Remove all individuals, residents, visitors, etc. in immediate area to ensure privacy and medical access to individual in crisis
- At all times during the code team members shall remain calm and always reassure residents. DO NOT PANIC.

**If the emergency is not in your work area:**

- The other RHAs will continue to provide resident care as usual
- Team members from the other RHAs when requested will respond to the Code Blue - this direction will come via Emergency or Communications Coordinator or delegate.
- At all times during the code team members shall remain calm and always reassure residents. DO NOT PANIC.

**ROLES/RESPONSIBILITIES OF THE DIRECTOR OF NURSING**

- Offer Employee Assistance Program to any team members that may require it.
- File CIS report if required.
- Review CODE BLUE documentation.
- Coordinate debriefing immediately or ASAP.
- Notify Hastings-Quinte EMS duty officer (1-866-794-7367 x 400) if AED was used to get replacement equipment

**Documentation**

- Employee Assistance Program should be arranged as necessary immediately after the situation for all team members.
- Arrange a debriefing session with team members as soon as possible after situation.
- Arrange a debriefing session with residents and families as soon as possible after situation (if applicable).
- Complete documentation – see below.

Documentation is required for all Code Blue team responses. Documentation should include:

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- Demographics (e.g., date, time, location of incident, Resident involved, etc.)
- Description of incident
- Precipitating factors (or triggers) if known
- Type of intervention required
- Medication administered
- Names of team members
- Team members injuries (if any occurred team members need to document these on the appropriate workplace injury report form)
- Names of other responders (e.g., police, etc.)
- Debriefing session
- Recommendations
- Signature of team leader or designate

#### Resident's Chart:

In addition to the above, documentation for the Resident's chart includes:

- Where the event occurred
- How was code managed
- What the outcome was;
- How did the Resident respond

\*Any resident/visitor/team member expressing distress or requiring medical attention will be triaged and treated by a registered team member and any external resource as needed (ie ambulance/emergency department).\*

**RECOVERY** (the actions necessary to re-establish the facility back to its pre-disaster condition as soon as practical)

Team leaders, team members and emergency services involved in the incident will meet as soon as possible after the emergency is over to:

- de-brief and capture information for Critical Incident Reporting
- analyze the policies and amend if necessary
- root cause analysis

Recovery and response issues that are seen necessary for the Home may include:

- Offer the Employee Assistance Program to team members if needed
- Continuation of resident care services
  - 1) All medications will be administered to residents in a reasonable time in respect to the emergency with the LTCH's supply (weekly medication supply and

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emergency stock). If the home is unable to access their supply the DON or designate will reach out to the contracted pharmacy to order and deliver medications.

- Decontamination
- Critical infrastructure restoration (i.e., electrical, HVAC, security, domestic water supply, fire alarm system, etc.)
- Systems Recovery (i.e., computer, phone, etc.)
- Financial: documentation and tracking of response expenses
- Criteria and procedures to return to normal operations
- Restock supplies, forms, etc.
- Equipment safety checks

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**SAMPLE CODE BLUE REPORT**

***NOTE: This is a sample of the first page of the form. Do not copy this page.***

**HASTINGS/QUINTE LONG TERM CARE SERVICES  
CODE BLUE/STAT EMERGENCY REPORT**

Home: \_\_\_\_\_ Location of Incident: \_\_\_\_\_  
Date: \_\_\_\_\_ Time: \_\_\_\_\_

**CODE BLUE/STAT EMERGENCY RESPONSE AND DESIGNATION**

1. Charge Nurse: \_\_\_\_\_ 2. \_\_\_\_\_  
3. \_\_\_\_\_ 4. \_\_\_\_\_  
5. \_\_\_\_\_ 6. \_\_\_\_\_  
Others: \_\_\_\_\_

**RESIDENT/INDIVIDUAL INFORMATION**

Name: \_\_\_\_\_ Age: \_\_\_\_\_  
 Resident     Family Member     Visitor     Team Member     Volunteer  
Type of Incident:    Cardiac     Respiratory     Medical Emergency  
If Medical Emergency, specify: \_\_\_\_\_  
\_\_\_\_\_

**INTERVENTION (timeline of initiation of care)**

CPR     O2     AED     First Aid     Transfer to EMT  
Medication Given:  No     Yes – Type: \_\_\_\_\_

**OBSERVATIONS (point form notes of the event, including times)**


Last Updated: 1/17/2019
Code Blue/Stat Report

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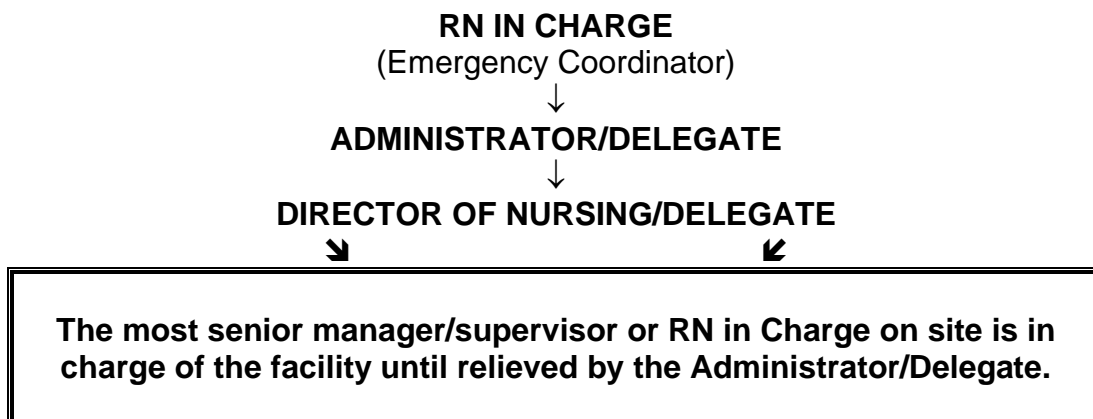
## SUMMARY

A Code Blue response is intended for a situation in which an individual is having a cardiorespiratory arrest or requires emergent medical intervention. **Code Blue** is defined as a maximum emergency situation where an apparent cardiopulmonary arrest has occurred.

## PLAN ACTIVATION (Decisions and actions taken to implement the plan.)

For the safety of residents, team members, volunteers and visitors, the following Code Blue recreation plan has been developed and shall be implemented whenever there is resident, team member, or visitor experiencing a perceived cardiopulmonary arrest.

## LINES OF AUTHORITY



## COMMUNICATION PLAN

### Primary Method

- PA System
- Telephones
- Wireless Phones
- Cell Phones
- Runners

### Secondary Method

- Runners

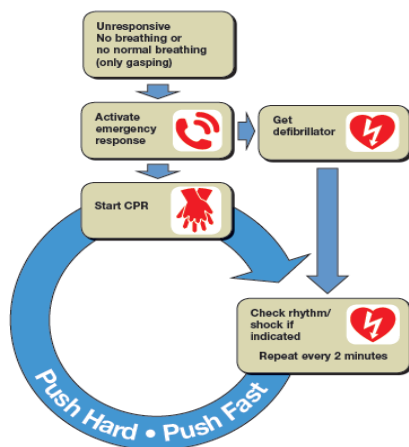
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## IMMEDIATE RESPONSE TO CODE BLUE

Only RNs and RPNs are authorized to perform CPR or use the AED machine on residents.

1. Activate Code Blue alarm by:
  - a) Pressing the emergency call bell or
  - b) Pulling call cord from socket, and
2. Call RN in Charge
3. Call 911
4. Speak slowly and distinctly to the Emergency Coordinator (RN in charge) to describe the emergency.
  - **Emergency Code:** Code Blue
  - **Location:** including RHA and room number/or identify if visitor
  - **Identify personnel required** *equipment can be brought.*
5. Cancel Code Blue alarm as soon as time permits after help has arrived by pressing the appropriate button a second time or reseating the cord in the wall socket.
6. At all times during the emergency, the team members shall remain calm and always reassure residents. **DO NOT PANIC**

Simplified Adult BLS Algorithm



### Do not begin CPR if the victim:

- shows signs of decomposition, rigor mortis, or extreme dependent lividity (purple discoloration of the dependent parts of the body caused by pooling of blood due to gravity).
- OR
- If a **reliable** history indicates that the adult victim has been without vital signs for longer than 10 minutes without any resuscitative measures being instituted and the victim is cold and in asystole.

### NOTE:

If any doubt exists that the victim has deceased at the time of discovery, resuscitative measures should be instituted immediately. Whenever resuscitative measure are instituted, they must be continued until an appropriate DNR is verified, arrival of Paramedics or until a physician has pronounced the victim deceased.

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**The Emergency Coordinator** is the RN in charge of the home.

**The Communications Coordinator** is the 3<sup>rd</sup> floor RPN.

**The Runner** will be delegated by the Emergency Coordinator and/or Communications Coordinator as needed.

### **ROLES/RESPONSIBILITIES OF THE EMERGENCY COORDINATOR**

- Direct Communications Coordinator to call CODE BLUE.
- Direct Communications Coordinator to call 9-1-1 if needed.
- Assign a Runner to go to the main reception desk and retrieve the AED machine and return to the RHA where the code blue is underway, then return to the designated entrance to meet and direct the ambulance.
- Assign a team member to go to the nearest treatment room and retrieve the CPR bag and board.
- Once present on the RHA direct team members as necessary
- Assist the responding RN/RPN as needed
- Inform Communications Coordinator to cancel CODE BLUE.

After Code BLUE is cancelled:

- Ensure appropriate medical aid was administered.
- Coordinate debriefing session with team members and offer Employee Assistance Program. Contact information is located in Policy 02-01-25.
- Ensure the DON/ADON is informed of the emergency.

**Note:** Night team members will follow same protocol as for days and evenings with the exception that the RN will become the Emergency Coordinator and will assign the RPN that is available as the Communications Coordinator.

### **ROLES/RESPONSIBILITIES OF THE COMMUNICATIONS COORDINATOR**

Upon direction from the Emergency Coordinator:

- Announce *CODE BLUE- Location- Resident, Visitor or Team Member- Three Times*
- Call 9-1-1. Inform ambulance of location of event and which entrance to use for entering the facility.
- Announce CODE BLUE CANCELLED, only if instructed to do so by the Emergency Coordinator.



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### **ROLES/RESPONSIBILITIES OF THE RUNNER(S)**

- Follow directions from the Emergency Coordinator and/or Communications Coordinator.
- If Code Blue called, go to the main reception desk and retrieve the AED machine and return to the RHA where the code blue is underway, then return to the designated entrance to meet and direct the ambulance.

### **ROLES/RESPONSIBILITIES OF THE RNS/RPNS**

- n/a

### **ROLES/RESPONSIBILITIES OF THE PSWs, RECREATION, DIETARY, HOUSEKEEPING, LAUNDRY, MAINTENANCE, ADMINISTRATION, and FITNESS CENTRE TEAM MEMBERS AND HAIRDRESSER AND SERVICE PROVIDERS**

#### **If the emergency is in your work area:**

- Identify that a situation exists requiring immediate assistance
- Push staff assist emergency button.
- Remove all individuals, residents, visitors, etc. in immediate area to ensure privacy and medical access to individual in crisis
- At all times during the code team members shall remain calm and always reassure residents. DO NOT PANIC.

#### **If the emergency is not in your work area:**

- The other RHAs will continue to provide resident care as usual
- Team members from the other RHAs when requested will respond to the Code Blue - this direction will come via Emergency or Communications Coordinator or delegate.
- At all times during the code team members shall remain calm and always reassure residents. DO NOT PANIC.

### **ROLES/RESPONSIBILITIES OF THE ADMINISTRATOR**

- Report incident to the CAO of the County of Hastings.

### **ROLES/RESPONSIBILITIES OF THE DIRECTOR OF NURSING/ASSISTANT DIRECTOR OF NURSING**

- Offer Employee Assistance Program to any team members that may require it.
- File CIS report if required.
- Review CODE BLUE documentation.
- Coordinate debriefing immediately or ASAP.

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Section: Code Blue	Policy/Procedure: Hastings Manor – Cardiopulmonary Arrest
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- Notify Hastings-Quinte EMS duty officer (1-866-794-7367 x 400) if AED was used to get replacement equipment

#### **Documentation**

- Employee Assistance Program should be arranged as necessary immediately after the situation for all team members.
- Arrange a debriefing session with team members as soon as possible after situation.
- Arrange a debriefing session with residents and families as soon as possible after situation (if applicable).
- Complete documentation – see below.

Documentation is required for all Code Blue responses. Documentation should include:

- Demographics (e.g., date, time, location of incident, Resident involved, etc.)
- Description of incident
- Precipitating factors (or triggers) if known
- Type of intervention required
- Medication administered
- Names of team members
- Team members injuries (if any occurred team members need to document these on the appropriate workplace injury report form)
- Names of other responders (e.g., police, etc.)
- Debriefing session
- Recommendations
- Signature of team leader or designate

Resident's Chart:

In addition to the above, documentation for the Resident's chart includes:

- Where the event occurred
- How was code managed
- What the outcome was;
- How did the Resident respond

#### **ROLES/RESPONSIBILITIES OF THE SAFETY OFFICER**

- n/a

#### **ROLES/RESPONSIBILITIES OF ALL MANAGERS AND SUPERVISORS**

- n/a

<b>Hastings/Quinte Long Term Care Services Emergency Response Manual</b>	<b>11-01-05</b> Page 6 of 7
Section: Code Blue	Policy/Procedure: Hastings Manor – Cardiopulmonary Arrest
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\*Any resident/visitor/team member expressing distress or requiring medical attention will be triaged and treated by a registered team member and any external resource as needed (ie ambulance/emergency department).\*

**RECOVERY** (the actions necessary to re-establish the facility back to its pre-disaster condition as soon as practical)

Team leaders, team members and emergency services involved in the incident will meet as soon as possible after the emergency is over to:

- de-brief and capture information for Critical Incident Reporting
- analyze the policies and amend if necessary
- root cause analysis

Recovery and response issues that are seen necessary for the Home may include:

- Offer the Employee Assistance Program to team members if needed
- Continuation of resident care services
  - 1) All medications will be administered to residents in a reasonable time in respect to the emergency with the LTCH's supply (weekly medication supply and emergency stock). If the home is unable to access their supply the DON or designate will reach out to the contracted pharmacy to order and deliver medications.
- Decontamination
- Critical infrastructure restoration (i.e., electrical, HVAC, security, domestic water supply, fire alarm system, etc.)
- Systems Recovery (i.e., computer, phone, etc.)
- Financial: documentation and tracking of response expenses
- Criteria and procedures to return to normal operations
- Restock supplies, forms, etc.
- Equipment safety checks

**SAMPLE CODE BLUE REPORT**

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**NOTE: This is a sample of the first page of the form. Do not copy this page.**

**HASTINGS/QUINTE LONG TERM CARE SERVICES  
CODE BLUE/STAT EMERGENCY REPORT**

Home: \_\_\_\_\_ Location of Incident: \_\_\_\_\_  
Date: \_\_\_\_\_ Time: \_\_\_\_\_

**CODE BLUE/STAT EMERGENCY RESPONSE AND DESIGNATION**

1. Charge Nurse: \_\_\_\_\_ 2. \_\_\_\_\_  
3. \_\_\_\_\_ 4. \_\_\_\_\_  
5. \_\_\_\_\_ 6. \_\_\_\_\_  
Others: \_\_\_\_\_

**RESIDENT/INDIVIDUAL INFORMATION**

Name: \_\_\_\_\_ Age: \_\_\_\_\_  
 Resident     Family Member     Visitor     Team Member     Volunteer  
Type of Incident:  Cardiac     Respiratory     Medical Emergency  
If Medical Emergency, specify: \_\_\_\_\_  
\_\_\_\_\_

**INTERVENTION (timeline of initiation of care)**

CPR     O2     AED     First Aid     Transfer to EMT  
Medication Given:  No     Yes – Type: \_\_\_\_\_

**OBSERVATIONS (point form notes of the event, including times)**


Last Updated: 1/17/2019
Code Blue/Stat Report

<b>Hastings/Quinte Long Term Care Services Emergency Response Manual</b>	<b>13-01-05</b> Page 1 of 5
Section: Code Brown	Policy/Procedure: Centennial Manor – Internal Hazardous Substance
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## SUMMARY

To establish a procedure for handling a chemical spill or release.

Chemical spill and disposal can take many forms; for example, fuel or Freon. Response and handling procedures will involve the expertise of government personnel from the Ministry of the Environment, and Occupational Health and Safety.

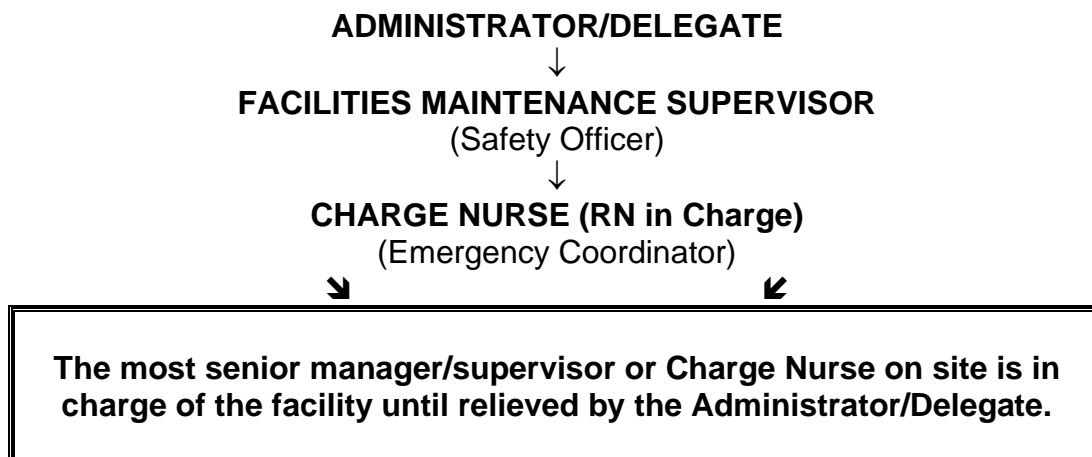
The facility should determine provincial, municipal and city resources for the handling of chemical spills and disposal of hazardous material procedures.

In that specific actions will be dependent on the type of chemical, it is important that agencies that have responsibility and authority in these circumstances be identified for the facility.

**PLAN ACTIVATION** (Decisions and actions taken to implement the plan.)

A spill of hazardous substance has occurred.

## LINES OF AUTHORITY



## COMMUNICATION PLAN

### Primary Method

- Phones
- Cell Phones
- Runners

### Secondary Method

- Runners

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### **IMMEDIATE RESPONSE TO CODE**

- After hours – contact the Administrator, Facilities maintenance supervisor and Maintenance team member on call.
- Notify tenants (QHC and Professional Building)
- Isolate the area containing the spill by damming and closing door.
- Cease all unnecessary activities in the containment area.
- Move all team members and residents to a safe location.
- If you are able to identify the substance, obtain the MSDS Sheet.

**The Emergency Coordinator** is the 1<sup>st</sup> Floor RN/RPN.

**The Communications Coordinator** is the 2<sup>nd</sup> Floor RN/RPN.

**The Runners** are the most senior PSWs from Glanmire and Thanet.

### **ROLES/RESPONSIBILITIES OF THE EMERGENCY COORDINATOR**

- Provide direction to the RNs/RPNs and assist if necessary.
- In the event injuries occur, notify the Emergency Operation Center and provide medical assistance.
- Make every reasonable attempt to make sure that team members are aware of the alert.

### **ROLES/RESPONSIBILITIES OF THE COMMUNICATIONS COORDINATOR**

- Follow direction of Emergency Coordinator.

### **ROLES/RESPONSIBILITIES OF THE RUNNER(s)**

- Follow direction of Emergency Coordinator.

### **ROLES/RESPONSIBILITIES OF THE RNs/RPNs**

- Follow direction of Emergency Coordinator.
- Ensure resident care needs are met.

### **ROLES/RESPONSIBILITIES OF THE PSWs**

- Follow direction of the RNs/RPNs.
- Restrict resident movement.
- Ensure resident care needs are met.

### **ROLES/RESPONSIBILITIES OF THE ACTIVATION TEAM MEMBERS/VOLUNTEERS**

- Follow direction of the Activation Coordinator.
- Restrict resident movement.
- Ensure resident care needs are met.

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#### **ROLES/RESPONSIBILITIES OF THE DIETARY TEAM MEMBERS**

- Follow direction of the Dietitian/Manager or Supervisor.

#### **ROLES/RESPONSIBILITIES OF THE HOUSEKEEPING TEAM MEMBERS**

- Follow direction of the Facilities maintenance supervisor.
- Restrict resident movement.

#### **ROLES/RESPONSIBILITIES OF THE LAUNDRY TEAM MEMBERS**

- Follow direction of the Facilities maintenance supervisor.

#### **ROLES/RESPONSIBILITIES OF THE MAINTENANCE TEAM MEMBERS**

- Follow direction of the Facilities maintenance supervisor.
- Depending on the substance involved, ventilation may need to be shut down.

#### **ROLES/RESPONSIBILITIES OF THE ADMINISTRATION TEAM MEMBERS**

- Follow direction of the Administrator.

#### **ROLES/RESPONSIBILITIES OF THE HAIRDRESSER AND SERVICE PROVIDERS**

- Follow direction of the Activation Coordinator.

#### **ROLES/RESPONSIBILITIES OF THE WELLNESS CENTRE TEAM MEMBERS**

- Follow direction of the Activation Coordinator.

#### **ROLES/RESPONSIBILITIES OF THE ADMINISTRATOR**

- Establish Emergency Operation Centre – see EOC Policies.
- The EOC will determine staffing needs/adjustments to existing team members. Extra staffing will be called in by Administration team members.
- The EOC will determine if normal daily operations should be suspended depending on the situation.
- Notify the Administrator/DOLTC.

#### **ROLES/RESPONSIBILITIES OF THE DIRECTOR OF NURSING/ASSISTANT DIRECTORS OF NURSING**

- Report to Emergency Operation Centre for further instructions.
- Ensure safety of residents and team members during response.
- Provide guidance and direction to team members within their area.

#### **ROLES/RESPONSIBILITIES OF THE SAFETY OFFICER**

- Determine the classification of the spill/leak and report to the Administrator.
- If needed, contact outside agencies/contractors for assistance in clean up.

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- Report to Emergency Operation Centre for further instructions.
- Assist, as required, with the containment of the spill.
- Ensure Maintenance team member duties are fulfilled.

#### **ROLES/RESPONSIBILITIES OF ALL MANAGERS AND SUPERVISORS**

- Report to Emergency Operation Centre for further instructions.
- Direct and ensure departmental duties are fulfilled. Normal daily operations may be suspended depending on the situation.

#### **COMMUNITY PARTNERS THAT MAY BE CONTACTED – Contact To Be Determined By The EOC. This excludes the original call to 911. (Refer to Emergency Contact List for Phone Numbers)**

- Police Department
- Fire Department
- Ministry of the Environment
- Ministry of Labour
- County Services
- Public Health Unit

\*Any resident/visitor/team member expressing distress or requiring medical attention will be triaged and treated by a registered team member and any external resource as needed (ie ambulance/emergency department).\*

**RECOVERY** (the actions necessary to re-establish the facility back to its pre-disaster condition as soon as practical)

Management, team members and emergency services involved in the incident will meet as soon as possible after the emergency is over to:

- de-brief and capture information for Critical Incident Reporting
- analyze the policies and amend if necessary
- root cause analysis

Recovery and response issues that are seen necessary for the Home may include:

- Offer the Employee Assistance Program to team members if needed
- Continuation of resident care services
  - 1) All medications will be administered to residents in a reasonable time in respect to the emergency with the LTCH's supply (weekly medication supply and emergency stock). If the home is unable to access their supply the DON or designate will reach out to the contracted pharmacy to order and deliver medications.
- Decontamination



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- Critical infrastructure restoration (i.e., electrical, HVAC, security, domestic water supply, fire alarm system, etc.)
- Systems Recovery (i.e., computer, phone, etc.)
- Financial: documentation and tracking of response expenses
- Criteria and procedures to return to normal operations
- Restock supplies, forms, etc.
- Equipment safety checks

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## SUMMARY

To establish a procedure for handling a chemical spill or release.

Chemical spill and disposal can take many forms; for example, fuel or Freon. Response and handling procedures will involve the expertise of government personnel from the Ministry of the Environment, and Occupational Health and Safety.

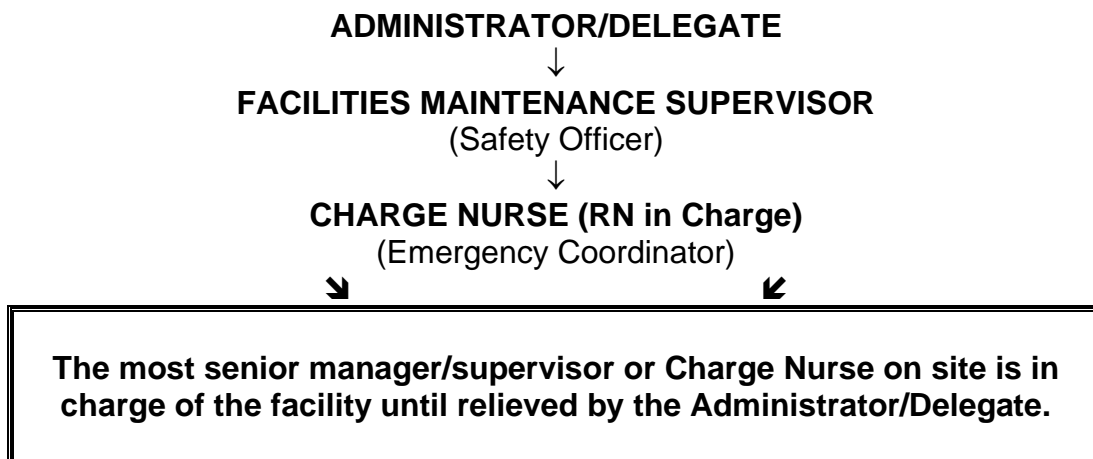
The facility should determine provincial, municipal and city resources for the handling of chemical spills and disposal of hazardous material procedures.

In that specific actions will be dependent on the type of chemical, it is important that agencies that have responsibility and authority in these circumstances be identified for the facility.

**PLAN ACTIVATION** (Decisions and actions taken to implement the plan.)

A spill of hazardous substance has occurred.

## LINES OF AUTHORITY



## COMMUNICATION PLAN

### Primary Method

- PA System
- Phones
- Cell Phones
- Runners

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### **Secondary Method**

- Runners

### **IMMEDIATE RESPONSE TO CODE**

- Notify the Administrator, Facilities Maintenance Supervisor and Maintenance team member on call.
- Isolate the area containing the spill by damming and closing door.
- Cease all unnecessary activities in the containment area.
- Move all team members and residents to a safe location.
- If you are able to identify the substance, obtain the MSDS Sheet.

**The Emergency Coordinator** is the 3<sup>rd</sup> Floor RN.

**The Communications Coordinator** is the 3<sup>rd</sup> Floor RPN.

**The Runner** will be delegated by the Emergency Coordinator at the beginning of each shift. Names are posted on the white board in the 3<sup>rd</sup> Floor Elm Villa Documentation Room.

### **ROLES/RESPONSIBILITIES OF THE EMERGENCY COORDINATOR**

- Provide direction to the RNs/RPNs and assist if necessary.
- In the event injuries occur, notify the Emergency Operation Center and provide medical assistance.
- Make every reasonable attempt to make sure that team members are aware of the alert.

### **ROLES/RESPONSIBILITIES OF THE COMMUNICATIONS COORDINATOR**

- Follow direction of Emergency Coordinator.

### **ROLES/RESPONSIBILITIES OF THE RUNNER(S)**

- Follow direction of Emergency Coordinator.

### **ROLES/RESPONSIBILITIES OF THE RNs/RPNs**

- Follow direction of Emergency Coordinator.
- Ensure resident care needs are met.

### **ROLES/RESPONSIBILITIES OF THE PSWs**

- Follow direction of the RNs/RPNs.
- Restrict resident movement.
- Ensure resident care needs are met.

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**ROLES/RESPONSIBILITIES OF THE RECREATION TEAM MEMBERS/VOLUNTEERS**

- Follow direction of the Recreation and Volunteer Services Supervisor.
- Restrict resident movement.
- Ensure resident care needs are met.

**ROLES/RESPONSIBILITIES OF THE DIETARY TEAM MEMBERS**

- Follow direction of the Dietitian/Manager or Supervisor.

**ROLES/RESPONSIBILITIES OF THE HOUSEKEEPING TEAM MEMBERS**

- Follow direction of the Environmental Services Supervisor.
- Restrict resident movement.

**ROLES/RESPONSIBILITIES OF THE LAUNDRY TEAM MEMBERS**

- Follow direction of the Environmental Services Supervisor.

**ROLES/RESPONSIBILITIES OF THE MAINTENANCE TEAM MEMBERS**

- Follow direction of the Facilities Maintenance Supervisor.
- Depending on the substance involved, ventilation may need to be shut down.

**ROLES/RESPONSIBILITIES OF THE ADMINISTRATION TEAM MEMBERS**

- Follow direction of the Administrator.

**ROLES/RESPONSIBILITIES OF THE HAIRDRESSER AND SERVICE PROVIDERS**

- Follow direction of the Activation Coordinator.

**ROLES/RESPONSIBILITIES OF THE FITNESS CENTRE TEAM MEMBERS**

- Follow direction of the Activation Coordinator.

**ROLES/RESPONSIBILITIES OF THE ADMINISTRATOR**

- Establish Emergency Operation Centre – see EOC Policies.
- The EOC will determine staffing needs/adjustments to existing team members. Extra staffing will be called in by Administration team members.
- The EOC will determine if normal daily operations should be suspended depending on the situation.

**ROLES/RESPONSIBILITIES OF THE DIRECTOR OF NURSING/ASSISTANT DIRECTORS OF NURSING**

- Report to Emergency Operation Centre for further instructions.
- Ensure safety of residents and team members during response.

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- Provide guidance and direction to team members within their area.

### **ROLES/RESPONSIBILITIES OF THE SAFETY OFFICER**

- Determine the classification of the spill/leak and report to the Administrator.
- If needed, contact outside agencies/contractors for assistance in clean up.
- Report to Emergency Operation Centre for further instructions.
- Assist, as required, with the containment of the spill.
- Ensure Maintenance team member duties are fulfilled.

### **ROLES/RESPONSIBILITIES OF ALL MANAGERS AND SUPERVISORS**

- Report to Emergency Operation Centre for further instructions.
- Direct and ensure departmental duties are fulfilled. Normal daily operations may be suspended depending on the situation.

### **COMMUNITY PARTNERS THAT MAY BE CONTACTED – Contact To Be Determined By The EOC. This excludes the original call to 911. (Refer to Emergency Contact List for Phone Numbers)**

- Police Department
- Fire Department
- Ministry of the Environment
- Ministry of Labour
- County Services
- Public Health Unit

\*Any resident/visitor/team member expressing distress or requiring medical attention will be triaged and treated by a registered team member and any external resource as needed (ie ambulance/emergency department).\*

**RECOVERY** (the actions necessary to re-establish the facility back to its pre-disaster condition as soon as practical)

Management, team members and emergency services involved in the incident will meet as soon as possible after the emergency is over to:

- de-brief and capture information for Critical Incident Reporting
- analyze the policies and amend if necessary
- root cause analysis

Recovery and response issues that are seen necessary for the Home may include:

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- Offer the Employee Assistance Program to team members if needed
- Continuation of resident care services
  - 1) All medications will be administered to residents in a reasonable time in respect to the emergency with the LTCH's supply (weekly medication supply and emergency stock). If the home is unable to access their supply the DON or designate will reach out to the contracted pharmacy to order and deliver medications.
- Decontamination
- Critical infrastructure restoration (i.e., electrical, HVAC, security, domestic water supply, fire alarm system, etc.)
- Systems Recovery (i.e., computer, phone, etc.)
- Financial: documentation and tracking of response expenses
- Criteria and procedures to return to normal operations
- Restock supplies, forms, etc.
- Equipment safety checks

<b>Hastings/Quinte Long Term Care Services Emergency Measures Manual</b>	<b>13-01-15</b> Page 1 of 5
Section: Code Brown	Policy/Procedure: Centennial Manor – Gas Leak
By Authority of the LTC Committee: Administrator/DOLTC	Effective: October 24, 2022 Revised: December 15, 2022 Reviewed: December 15, 2022

## SUMMARY

To develop a procedure if the smell of propane is detected in the home.

**PLAN ACTIVATION** (Decisions and actions taken to implement the plan.)

A leak of a hazardous substance has occurred.

## LINES OF AUTHORITY

**ADMINISTRATOR/DELEGATE**



**FACILITIES MAINTENANCE SUPERVISOR**

(Safety Officer)



**CHARGE NURSE (RN in Charge)**

(Emergency Coordinator)



<b>The most senior manager/supervisor or Charge Nurse on site is in charge of the facility until relieved by the Administrator/Delegate.</b>
--

## COMMUNICATION PLAN

### Primary Method

- Phones
- Cell Phones
- Runners

### Secondary Method

- Runners

<b>Hastings/Quinte Long Term Care Services Emergency Measures Manual</b>	<b>13-01-15</b> Page 2 of 5
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## **IMMEDIATE RESPONSE TO CODE Brown Hastings Centennial Manor**

Immediately contact maintenance team member and Maintenance Supervisor. Isolate the main propane line coming in the home in the boiler room. L0-004. Contact the certified contractor for immediate repairs. If the line can be traced and individually isolated than find the isolation valve for the individual line and close the valve. Once verified that the line is isolated the main line can be opened up and normal operations can resume. All boilers, domestic hot water tanks, propane fired appliances will be inoperable while the main propane line is down. Please follow Code Grey Loss of Propane procedure 14-03-05 while propane is down.

<b>The Emergency Coordinator</b> is the 1 <sup>st</sup> Floor RN/RPN.
<b>The Communications Coordinator</b> is the 2 <sup>nd</sup> Floor RN/RPN.
<b>The Runners</b> are the most senior PSWs from Glanmire and Thanet.

### **ROLES/RESPONSIBILITIES OF THE EMERGENCY COORDINATOR**

- Provide direction to the RNs/RPNs and assist if necessary.
- In the event injuries occur, notify the Emergency Operation Center and provide medical assistance.
- Make every reasonable attempt to make sure that team members are aware of the alert.

### **ROLES/RESPONSIBILITIES OF THE COMMUNICATIONS COORDINATOR**

- Follow direction of Emergency Coordinator.

### **ROLES/RESPONSIBILITIES OF THE RUNNER(s)**

- Follow direction of Emergency Coordinator.

### **ROLES/RESPONSIBILITIES OF THE RNs/RPNs**

- Follow direction of Emergency Coordinator.
- Ensure resident care needs are met.



<b>Hastings/Quinte Long Term Care Services Emergency Measures Manual</b>	<b>13-01-15</b> Page 3 of 5
Section: Code Brown	Policy/Procedure: Centennial Manor – Gas Leak
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#### **ROLES/RESPONSIBILITIES OF THE PSWs**

- Follow direction of the RNs/RPNs.
- Restrict resident movement.
- Ensure resident care needs are met.

#### **ROLES/RESPONSIBILITIES OF THE ACTIVATION TEAM MEMBERS/VOLUNTEERS**

- Follow direction of the Activation Coordinator.
- Restrict resident movement.
- Ensure resident care needs are met.

#### **ROLES/RESPONSIBILITIES OF THE DIETARY TEAM MEMBERS**

- Follow direction of the Dietitian/Manager or Supervisor.

#### **ROLES/RESPONSIBILITIES OF THE HOUSEKEEPING TEAM MEMBERS**

- Follow direction of the Facilities maintenance supervisor.
- Restrict resident movement.

#### **ROLES/RESPONSIBILITIES OF THE LAUNDRY TEAM MEMBERS**

- Follow direction of the Facilities maintenance supervisor.

#### **ROLES/RESPONSIBILITIES OF THE MAINTENANCE TEAM MEMBERS**

- Follow direction of the Facilities maintenance supervisor.
- Depending on the substance involved, ventilation may need to be shut down.

#### **ROLES/RESPONSIBILITIES OF THE ADMINISTRATION TEAM MEMBERS**

- Follow direction of the Administrator.

#### **ROLES/RESPONSIBILITIES OF THE HAIRDRESSER AND SERVICE PROVIDERS**

- Follow direction of the Activation Coordinator.

#### **ROLES/RESPONSIBILITIES OF THE WELLNESS CENTRE TEAM MEMBERS**

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- Follow direction of the Activation Coordinator.

#### **ROLES/RESPONSIBILITIES OF THE ADMINISTRATOR**

- Establish Emergency Operation Centre – see EOC Policies.
- The EOC will determine staffing needs/adjustments to existing team members.
- Extra staffing will be called in by Administration team members.
- The EOC will determine if normal daily operations should be suspended depending on the situation.
- Notify the Administrator/DOLTC.

#### **ROLES/RESPONSIBILITIES OF THE DIRECTOR OF NURSING/ASSISTANT DIRECTORS OF NURSING**

- Report to Emergency Operation Centre for further instructions.
- Ensure safety of residents and team members during response.
- Provide guidance and direction to team members within their area.

#### **ROLES/RESPONSIBILITIES OF THE SAFETY OFFICER**

- Determine the classification of the spill/leak and report to the Administrator.
- If needed, contact outside agencies/contractors for assistance in clean up.
- Report to Emergency Operation Centre for further instructions.
- Assist, as required, with the containment of the spill.
- Ensure Maintenance team member duties are fulfilled.

#### **ROLES/RESPONSIBILITIES OF ALL MANAGERS AND SUPERVISORS**

- Report to Emergency Operation Centre for further instructions.
- Direct and ensure departmental duties are fulfilled. Normal daily operations may be suspended depending on the situation.

#### **COMMUNITY PARTNERS THAT MAY BE CONTACTED – Contact To Be Determined By The EOC. This excludes the original call to 911. (Refer to Emergency Contact List for Phone Numbers)**

- Police Department
- Fire Department
- Ministry of the Environment
- Ministry of Labour
- County Services

<b>Hastings/Quinte Long Term Care Services Emergency Measures Manual</b>	<b>13-01-15</b> Page 5 of 5
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- Public Health Unit

\*Any resident/visitor/team member expressing distress or requiring medical attention will be triaged and treated by a registered team member and any external resource as needed (ie ambulance/emergency department).\*

**RECOVERY** (the actions necessary to re-establish the facility back to its pre-disaster condition as soon as practical)

Team leaders, team members and emergency services involved in the incident will meet as soon as possible after the emergency is over to:

- de-brief and capture information for Critical Incident Reporting
- analyze the policies and amend if necessary
- root cause analysis

Recovery and response issues that are seen necessary for the Home may include:

- Offer the Employee Assistance Program to team members if needed
- Continuation of resident care services
- (1) All medications will be administered to residents in a reasonable time in respect to the emergency with the LTCH's supply (weekly medication supply and emergency stock). If the home is unable to access their supply the DON or designate will reach out to the contracted pharmacy to order and deliver medications.
- Decontamination
- Critical infrastructure restoration (i.e., electrical, HVAC, security, domestic water supply, fire alarm system, etc.)
- Systems Recovery (i.e., computer, phone, etc.)
- Financial: documentation and tracking of response expenses
- Criteria and procedures to return to normal operations
- Restock supplies, forms, etc.
- Equipment safety checks

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Section: Code Brown	Policy/Procedure: Hastings Manor – Gas Leak
By Authority of the LTC Committee: Director of LTC Services	Effective: November 28, 2022 Revised: December 14, 2022 Reviewed: December 14, 2022

## SUMMARY

To develop a procedure if the smell of gas is detected in the home.

**PLAN ACTIVATION** (Decisions and actions taken to implement the plan.)

A leak of a hazardous substance has occurred.

## LINES OF AUTHORITY

**ADMINISTRATOR/DELEGATE**



**FACILITIES MAINTENANCE SUPERVISOR**

(Safety Officer)



**CHARGE NURSE (RN in Charge)**

(Emergency Coordinator)



<b>The most senior manager/supervisor or Charge Nurse on site is in charge of the facility until relieved by the Administrator/Delegate.</b>
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## COMMUNICATION PLAN

### Primary Method

- PA System
- Phones
- Cell Phones
- Runners

### Secondary Method

- Runners

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## **IMMEDIATE RESPONSE TO CODE Brown Hastings Manor**

Immediately contact maintenance team member and Facilities Maintenance Supervisor. Contact the certified contractor for immediate repairs. If the line can be traced and individually isolated then find the isolation valve for the individual line and close the valve. Once verified that the line is isolated the main line can be opened and normal operations can resume. All boilers, domestic hot water tanks, gas fired appliances will be inoperable while the main gas line is down. Please follow Code Grey Loss of Propane procedure 14-03-05 while gas is down.

<b>The Emergency Coordinator</b> is the 3 <sup>rd</sup> floor RN.
<b>The Communications Coordinator</b> is the 3 <sup>rd</sup> Floor RN/RPN.
<b>The Runners</b> will be delegated by the Emergency Coordinator at the beginning of each shift. Names posted on the white board in the 3 <sup>rd</sup> floor ELM Villa Documentation Room.

### **ROLES/RESPONSIBILITIES OF THE EMERGENCY COORDINATOR**

- Provide direction to the RNs/RPNs and assist if necessary.
- In the event injuries occur, notify the Emergency Operation Center and provide medical assistance.
- Make every reasonable attempt to make sure that team members are aware of the alert.

### **ROLES/RESPONSIBILITIES OF THE COMMUNICATIONS COORDINATOR**

- Follow direction of Emergency Coordinator.

### **ROLES/RESPONSIBILITIES OF THE RUNNER(s)**

- Follow direction of Emergency Coordinator.

### **ROLES/RESPONSIBILITIES OF THE RNs/RPNs**

- Follow direction of Emergency Coordinator.
- Ensure resident care needs are met.

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#### **ROLES/RESPONSIBILITIES OF THE PSWs**

- Follow direction of the RNs/RPNs.
- Restrict resident movement.
- Ensure resident care needs are met.

#### **ROLES/RESPONSIBILITIES OF THE RECREATION TEAM MEMBERS/VOLUNTEERS**

- Follow direction of the Recreation Coordinator.
- Restrict resident movement.
- Ensure resident care needs are met.

#### **ROLES/RESPONSIBILITIES OF THE DIETARY TEAM MEMBERS**

- Follow direction of the Dietitian/Manager or Supervisor.

#### **ROLES/RESPONSIBILITIES OF THE HOUSEKEEPING TEAM MEMBERS**

- Follow direction of the Environmental Services Supervisor.
- Restrict resident movement.

#### **ROLES/RESPONSIBILITIES OF THE LAUNDRY TEAM MEMBERS**

- Follow direction of the Environmental Services Supervisor.

#### **ROLES/RESPONSIBILITIES OF THE MAINTENANCE TEAM MEMBERS**

- Follow direction of the Facilities Maintenance Services Supervisor.
- Depending on the substance involved, ventilation may need to be shut down.

#### **ROLES/RESPONSIBILITIES OF THE ADMINISTRATION TEAM MEMBERS**

- Follow direction of the Administrator.

#### **ROLES/RESPONSIBILITIES OF THE HAIRDRESSER AND SERVICE PROVIDERS**

- Follow direction of the Recreation Coordinator.

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### **ROLES/RESPONSIBILITIES OF THE FITNESS CENTRE TEAM MEMBERS**

- Follow direction of the Recreation Coordinator.

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### **ROLES/RESPONSIBILITIES OF THE ADMINISTRATOR**

- Establish Emergency Operation Centre – see EOC Policies.
- The EOC will determine staffing needs/adjustments to existing team members.
- Extra staffing will be called in by Administration team members.
- The EOC will determine if normal daily operations should be suspended depending on the situation.
- Notify the /DOLTC.

### **ROLES/RESPONSIBILITIES OF THE DIRECTOR OF NURSING/ASSISTANT DIRECTORS OF NURSING**

- Report to Emergency Operation Centre for further instructions.
- Ensure safety of residents and team members during response.
- Provide guidance and direction to team members within their area.

### **ROLES/RESPONSIBILITIES OF THE SAFETY OFFICER**

- Determine the classification of the spill/leak and report to the Administrator.
- If needed, contact outside agencies/contractors for assistance in clean up.
- Report to Emergency Operation Centre for further instructions.
- Assist, as required, with the containment of the spill.
- Ensure Maintenance team member duties are fulfilled.

### **ROLES/RESPONSIBILITIES OF ALL MANAGERS AND SUPERVISORS**

- Report to Emergency Operation Centre for further instructions.
- Direct and ensure departmental duties are fulfilled. Normal daily operations may be suspended depending on the situation.

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**COMMUNITY PARTNERS THAT MAY BE CONTACTED – Contact To Be Determined By The EOC. This excludes the original call to 911. (Refer to Emergency Contact List for Phone Numbers)**

- Police Department
- Fire Department
- Ministry of the Environment
- Ministry of Labour
- County Services
- Public Health Unit

\*Any resident/visitor/team member expressing distress or requiring medical attention will be triaged and treated by a registered team member and any external resource as needed (ie ambulance/emergency department).\*

**RECOVERY** (the actions necessary to re-establish the facility back to its pre-disaster condition as soon as practical)

Team leaders, team members and emergency services involved in the incident will meet as soon as possible after the emergency is over to:

- de-brief and capture information for Critical Incident Reporting
- analyze the policies and amend if necessary
- root cause analysis

Recovery and response issues that are seen necessary for the Home may include:

- Offer the Employee Assistance Program to team members if needed
- Continuation of resident care services
- (1) All medications will be administered to residents in a reasonable time in respect to the emergency with the LTCH's supply (weekly medication supply and emergency stock). If the home is unable to access their supply the DON or designate will reach out to the contracted pharmacy to order and deliver medications.
- Decontamination
- Critical infrastructure restoration (i.e., electrical, HVAC, security, domestic water supply, fire alarm system, etc.)
- Systems Recovery (i.e., computer, phone, etc.)
- Financial: documentation and tracking of response expenses
- Criteria and procedures to return to normal operations
- Restock supplies, forms, etc.
- Equipment safety checks



<b>Hastings/Quinte Long Term Care Services Emergency Response Manual</b>	<b>14-01-05</b> Page 1 of 6
Section: Code Grey	Policy/Procedure: Centennial Manor - Loss of Air Conditioning
By Authority of the LTC Committee: Administrator/DOLTC	Effective Date: September 29, 2005 Revised: December 16, 2022 Reviewed: December 16, 2022

## SUMMARY

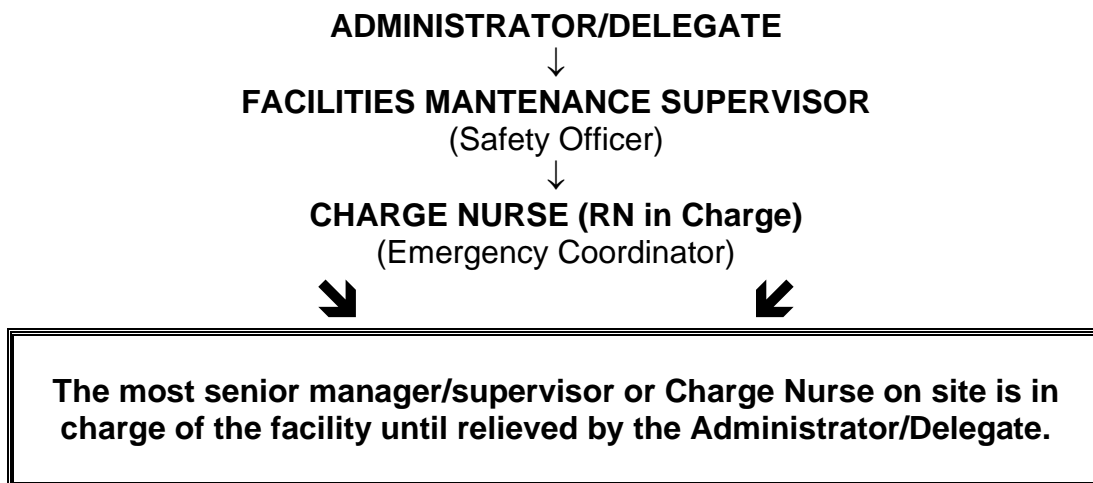
Loss of Air Conditioning may result due to a failure of facility systems.

The Code Grey–Loss of Air Conditioning Policy will go into immediate effect in the event the dining rooms and the sunrooms are without air conditioning.

## PLAN ACTIVATION (Decisions and actions taken to implement the plan.)

- If Maintenance are unable to repair the system immediately they will notify the Facilities maintenance supervisor.
- The Facilities maintenance supervisor will notify the Administrator. The Administrator will notify all management for a meeting. The management team will meet in the Emergency Operations Centre to implement a plan of action and develop communication bulletins.
- The Emergency Operations Centre will contact the RN in Charge to implement the Emergency Plan for Loss of Air Conditioning.

## LINES OF AUTHORITY



## COMMUNICATION PLAN

### Primary Method

1. A numbered memo with information will be written and copied onto “Cherry” coloured paper. Copies will be posted in the following locations:
  - RHA/Activity Rooms/Resident Information Centres
  - Elevators (inside and outside)
  - Team Member Entrance
  - Health and Safety Board

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- Team Member Lounge
  - All Nursing Stations
  - All Communication Boards and Logs
  - All Departments
2. A flip chart with information will be placed at the front entrance for all visitors and family members.
  3. The Brightsign monitor in the lobby will be updated.
  4. A telephone message will be recorded on the telephone system for incoming calls.
  5. The Receptionist will be given specific information by the Facilities maintenance supervisor to give to visitors and family members.
  6. The memos and flip chart will be updated as new information becomes available. The memos will be dated to ensure that team members know which is the most relevant information.
  7. Team members on all RHAs will verbally update residents on an ongoing basis.

### **Secondary Method**

- n/a

### **IMMEDIATE RESPONSE TO CODE**

- The RN in charge will be notified to communicate information to the RNs/RPNs in each RHA and document on the 24-Hour Sheets in all RHAs.
- The RNs/RPNs in each RHA will conduct a team meeting in their RHA to communicate the information and provide direction.
- Refer to the Nursing Policies regarding Hot Weather Alert (I-5 to I-15).

**Refer to the *Guidelines for the Prevention and Management of Hot Weather Related Illness in Long-Term Care Homes* saved on the M drive.**

**The Emergency Coordinator** is the 1<sup>st</sup> Floor RN/RPN.

**The Communications Coordinator** is the 2<sup>nd</sup> Floor RN/RPN.

**The Runners** are the most senior PSWs from Glanmire and Thanet.

### **ROLES/RESPONSIBILITIES OF THE EMERGENCY COORDINATOR**

- Provide direction to the RNs/RPNs and assist if necessary.
- Notify the Facilities maintenance supervisor and Maintenance Person on duty.
- Immediately communicate information to the RNs/RPNs in each RHA.
- Ensure RNs/RPNs print a list of high risk residents.

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- Ensure RNs/RPNs identify on the 24-Hour Sheet the implementation of Heat Risk Policy in the Nursing Policy Manual.
- Refer to the Nursing Policies regarding Hot Weather Alert (I-5 to I-15).


### **ROLES/RESPONSIBILITIES OF THE COMMUNICATIONS COORDINATOR**

- Follow direction of the Emergency Coordinator.

### **ROLES/RESPONSIBILITIES OF THE RUNNER(s)**

- Follow direction of the Emergency Coordinator.

### **ROLES/RESPONSIBILITIES OF ALL TEAM MEMBERS**

- Close all blinds, curtains, windows and exterior doors.
- Turn thermostats down. 
- Turn unnecessary lights off, without creating a safety hazard to team members and residents.
- Talk to residents and family members and tell them what we are doing and why.
- Refer to the Nursing Policies regarding Hot Weather Alert (I-5 to I-15).

### **ROLES/RESPONSIBILITIES OF THE RNs/RPNs**

- Follow direction of the Emergency Coordinator.
- Refer to roles/responsibilities of all team members.
- Print a list of high risk residents, as directed by the Emergency Coordinator.
- Identify on the 24-Hour Sheet the implementation of Heat Risk Policy in the Nursing Policy Manual, as directed by the Emergency Coordinator. Provide direction to PSWs.
- Immediately communicate information and provide direction to all team members in their RHA.
- Request family members to take residents home if they are able.
- A revised bath schedule will be initiated.
- All RNs/RPNs are to reinforce the importance of drinking extra fluids and slowing down the work pace to all team members. Monitor team members who are experiencing signs and symptoms of heat stress.
- Refer to the Nursing Policies regarding Hot Weather Alert (I-5 to I-15).

### **ROLES/RESPONSIBILITIES OF THE PSWs**

- Follow direction of the RNs/RPNs.
- Refer to roles/responsibilities of all team members.
- Refer to the Nursing Policies regarding Hot Weather Alert (I-5 to I-15).

### **ROLES/RESPONSIBILITIES OF THE ACTIVATION TEAM MEMBERS/VOLUNTEERS**

- Follow direction of the Recreation and Volunteer Services Supervisor.

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- Refer to roles/responsibilities of all team members.
- Programs and exercise may be modified to meet residents' needs, as directed by supervisor.
- Assist nursing team members with closing doors, windows, blinds, etc. in RHAs.
- Regular communication will be provided to residents during meal times when residents are gathered in one place.
- If temperatures are cooler outside, offer to take residents outside.
- If temperature reaches 27°C take a cart to each RHA and offer cold drinks, popsicles and cold clothes to Residents and team members.
- Cancel any scheduled physical programs if temperature 27°C.

#### **ROLES/RESPONSIBILITIES OF THE DIETARY TEAM MEMBERS**

- Follow direction of the Dietitian/Food Services Supervisor.
- Refer to roles/responsibilities of all team members.
- Dietary Manager/Supervisor will post a memo in communication book with policy attached

#### **ROLES/RESPONSIBILITIES OF THE HOUSEKEEPING TEAM MEMBERS**

- Follow direction of the Facilities maintenance supervisor.
- Refer to roles/responsibilities of all team members.
- Routine directions will be adjusted accordingly by the Supervisor, to reduce strenuous physical activity.

#### **ROLES/RESPONSIBILITIES OF THE LAUNDRY TEAM MEMBERS**

- Follow direction of the Facilities maintenance supervisor.
- Refer to roles/responsibilities of all team members.
- Routine directions will be adjusted accordingly by the Supervisor, to reduce strenuous physical activity.

#### **ROLES/RESPONSIBILITIES OF THE MAINTENANCE TEAM MEMBERS**

- Follow direction of the Facilities maintenance supervisor.
- Refer to roles/responsibilities of all team members.
- Deliver fans as required.
- Maintenance records will be updated as required.
- Monitor facility temperature.

#### **ROLES/RESPONSIBILITIES OF THE ADMINISTRATION TEAM MEMBERS**

- Follow direction of the Administrator.
- Refer to roles/responsibilities of all team members.
- Regular distribution of memos to team members and family members.

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### **ROLES/RESPONSIBILITIES OF THE WELLNESS CENTRE TEAM MEMBERS**

- Follow direction of the Recreation and Volunteer Services Supervisor.
- Refer to roles/responsibilities of all team members.
- The Physiotherapist will continue with regular assessments and individual therapy to be approved by the RN in Charge.

### **ROLES/RESPONSIBILITIES OF THE ADMINISTRATOR**

- Establish Emergency Operations Centre – See EOC Policies.
- Notify the Administrator/DOLTC.
- The EOC will determine staffing needs/adjustments to existing team members. Extra team members will be called in by Administration.

### **ROLES/RESPONSIBILITIES OF THE DIRECTOR OF NURSING/ASSISTANT DIRECTOR OF NURSING**

- Report to Emergency Operation Centre for further instructions.
- Ensure safety of residents and team members during response.
- Oversee resident care.

### **ROLES/RESPONSIBILITIES OF THE SAFETY OFFICER**

- Report to Emergency Operation Centre for further instructions.
- Investigate and assess the situation for safety issues and level of risk.
- Direct and ensure Environmental Services duties are fulfilled.
- Inventory current fans and purchase more if needed.
- Adjust the shift times for team members to work during the evenings/nights when the external temperatures are cooler.
- Oversee the repair of the air conditioner

### **ROLES/RESPONSIBILITIES OF THE FOOD SERVICES SUPERVISOR**

- Go to an outside source and purchase ice and water if necessary.
- Make menu changes if needed.
- Adjust Cook's hours of work, if needed (earlier hours may be necessary).
- Identify special diet requirements (i.e., instant oatmeal for pureed)
- Order popsicles for residents and team members. Have one box in each RHA nourishment freezer.

### **ROLES/RESPONSIBILITIES OF THE RECREATION AND VOLUNTEER SERVICES SUPERVISOR**

- Ensure the Brightsign monitor is updated regularly.
- Contact any scheduled volunteers as needed to cancel program and/or reassign them to required areas.
- Review the Hairdresser's Activities.

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**COMMUNITY PARTNERS THAT MAY BE CONTACTED – Contact To Be Determined By The EOC.** (Refer to Emergency Contact List for Phone Numbers)

- n/a

\*Any resident/visitor/team member expressing distress or requiring medical attention will be triaged and treated by a registered team member and any external resource as needed (ie ambulance/emergency department).\*

**RECOVERY** (the actions necessary to re-establish the facility back to its pre-disaster condition as soon as practical)

Management, team members and emergency services involved in the incident will meet as soon as possible after the emergency is over to:

- de-brief and capture information for Critical Incident Reporting
- analyze the policies and amend if necessary
- root cause analysis

Recovery and response issues that are seen necessary for the Home may include:

- Offer the Employee Assistance Program to team members if needed
- Continuation of resident care services
  - 1) All medications will be administered to residents in a reasonable time in respect to the emergency with the LTCH's supply (weekly medication supply and emergency stock). If the home is unable to access their supply the DON or designate will reach out to the contracted pharmacy to order and deliver medications.
- Decontamination
- Critical infrastructure restoration (i.e., electrical, HVAC, security, domestic water supply, fire alarm system, etc.)
- Systems Recovery (i.e., computer, phone, etc.)
- Financial: documentation and tracking of response expenses
- Criteria and procedures to return to normal operations
- Restock supplies, forms, etc.
- Equipment safety checks

Environmental:

- Audit and replenish inventory of washcloths.
- Collect and assess preventative maintenance needs on fans before storing.

Dietary

- Audit and replenish inventory of water jugs.

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## **SUMMARY**

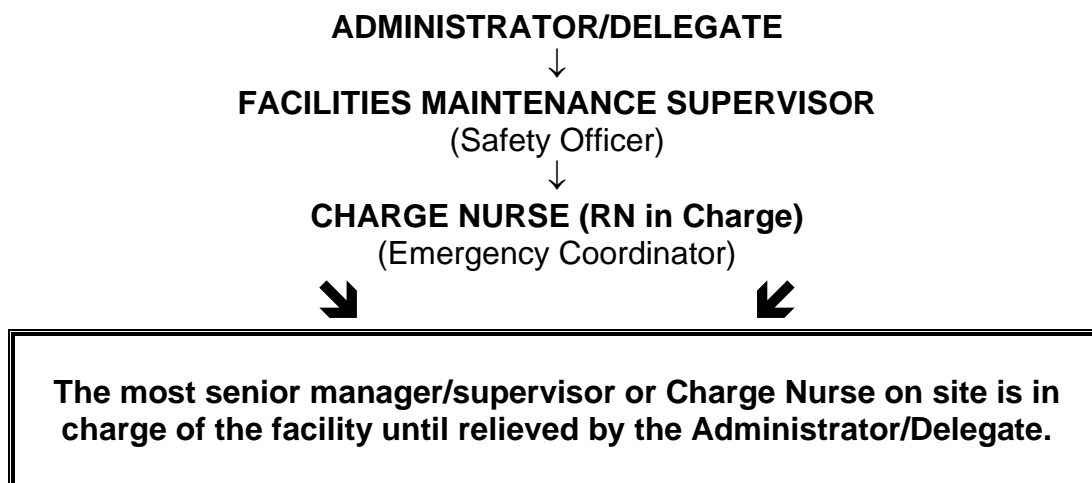
Loss of Air Conditioning may result due to a failure of facility systems.

The Code Grey–Loss of Air Conditioning Policy will go into immediate effect in the event the facility is without air conditioning.

## **PLAN ACTIVATION** (Decisions and actions taken to implement the plan.)

- If Maintenance are unable to repair the system immediately they will notify the Facilities Maintenance Supervisor.
- The Facilities Maintenance Supervisor will notify the Administrator. The Administrator will notify all management for a meeting. The management team will meet in the Emergency Operations Centre to implement a plan of action and develop communication bulletins.
- The Facilities Maintenance Supervisor will contact the RN in Charge to implement the Emergency Plan for Loss of Air Conditioning/Excessive Temperatures immediately.

## **LINES OF AUTHORITY**



## **COMMUNICATION PLAN**

### **Primary Method**

1. A numbered memo with information will be written and copied onto “Cherry” coloured paper. Copies will be posted in the following locations:
  - RHA Activity Rooms/Resident Information Centres
  - Elevators (inside and outside)
  - Team Member Entrance

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- Health and Safety Board
  - Team Member Lounge
  - All Nursing Stations
  - All Communication Boards and Logs
  - All Departments
2. A flip chart with information will be placed at the front entrance for all visitors and family members.
  3. The Brightsign monitor in the lobby will be updated.
  4. A telephone message will be recorded on the telephone system for incoming calls.
  5. The Receptionist will be given specific information by the Facilities Maintenance Supervisor to give to visitors and family members.
  6. The memos and flip chart will be updated as new information becomes available. The memos will be numbered to ensure that team members know which is the most relevant information.
  7. Team members on all RHAs will verbally update residents on an ongoing basis.

### Secondary Method

- n/a

### IMMEDIATE RESPONSE TO CODE

- The RN in charge will be notified to communicate information to the RN/RPN in each RHA and document on the 24-Hour Sheets in all RHAs.
- The RN/RPN in each RHA will conduct a team meeting in their RHA to communicate the information and provide direction to all team members (see Duties of All Team Members below).
- Refer to the Nursing Policies regarding Hot Weather Alert (I-5 to I-15).
- The Fitness Centre has its own air conditioning system. It could be used as a cooling station.

**Refer to the *Guidelines for the Prevention and Management of Hot Weather Related Illness in Long-Term Care Homes* saved on the M drive.**

**The Emergency Coordinator** is the RN in Charge.

**The Communications Coordinator** is the Third Floor RPN.

**The Runner** is the PSW from Elm Villa.



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### **ROLES/RESPONSIBILITIES OF THE EMERGENCY COORDINATOR**

- Provide direction to the RNs/RPNs and assist if necessary.
- Notify the Facilities Maintenance Supervisor and Maintenance team member on duty.
- Immediately communicate information to the RN/RPN in each RHA.
- Ensure RN/RPN print a list of high risk residents.
- Ensure RN/RPN identify on the 24-Hour Sheet the implementation of Heat Risk Policy in the Nursing Policy Manual.
- Refer to the Nursing Policies regarding Hot Weather Alert (I-5 to I-15).


### **ROLES/RESPONSIBILITIES OF THE COMMUNICATIONS COORDINATOR**

- Follow direction of the Emergency Coordinator.

### **ROLES/RESPONSIBILITIES OF THE RUNNER(S)**

- Follow direction of the Emergency Coordinator.

### **ROLES/RESPONSIBILITIES OF ALL TEAM MEMBERS**

- Follow direction of your supervisor.
- Close all blinds, curtains, windows and exterior doors.
- Turn thermostats down. 
- Turn unnecessary lights off, without creating a safety hazard to team members and residents.
- Talk to residents and family members and tell them what we are doing and why.
- Refer to the Nursing Policies regarding Hot Weather Alert (I-5 to I-15).

### **ROLES/RESPONSIBILITIES OF THE RNs/RPNs**

- Follow direction of the Emergency Coordinator.
- Refer to roles/responsibilities of all team members.
- Print a list of high risk residents, as directed by the Emergency Coordinator.
- Identify on the 24-Hour Sheet the implementation of Heat Risk Policy in the Nursing Policy Manual, as directed by the Emergency Coordinator. Provide direction to PSWs.
- Immediately communicate information and provide direction to all team members in their RHA.
- Request family members to take residents home if they are able.
- A revised bath schedule will be initiated.
- All RNs/RPNs are to reinforce the importance of drinking extra fluids and slowing down the work pace to all team members. Monitor team members who are experiencing signs and symptoms of heat stress.
- Refer to the Nursing Policies regarding Hot Weather Alert (I-5 to I-15).

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### **ROLES/RESPONSIBILITIES OF THE PSWs**

- Follow direction of the RNs/RPNs.
- Refer to roles/responsibilities of all team members.
- Refer to the Nursing Policies regarding Hot Weather Alert (I-5 to I-15).

### **ROLES/RESPONSIBILITIES OF THE RECREATION TEAM MEMBERS/VOLUNTEERS**

- Follow direction of the Recreation and Volunteer Services Supervisor.
- Refer to roles/responsibilities of all team members.
- Programs and exercise may be modified to meet residents' needs, as directed by supervisor.
- Assist nursing team members with closing doors, windows, blinds, etc. in RHAs.
- Regular communication will be provided to residents during meal times when residents are gathered in one place.
- If temperatures are cooler outside, offer to take residents outside.
- If temperature reaches 27°C take a cart to each RHA and offer cold drinks, popsicles and cold clothes to Residents and team members.
- Cancel any scheduled physical programs if temperature 27°C.

### **ROLES/RESPONSIBILITIES OF THE DIETARY TEAM MEMBERS**

- Follow direction of the Dietitian/Manager or Supervisor.
- Refer to roles/responsibilities of all team members.
- Dietary Manager/Supervisor will conduct a meeting with all dietary team members.

### **ROLES/RESPONSIBILITIES OF THE HOUSEKEEPING TEAM MEMBERS**

- Follow direction of the Environmental Services Supervisor.
- Refer to roles/responsibilities of all team members.
- Routine directions will be adjusted accordingly by the Supervisor, to reduce strenuous physical activity.

### **ROLES/RESPONSIBILITIES OF THE LAUNDRY TEAM MEMBERS**

- Follow direction of the Environmental Services Supervisor.
- Refer to roles/responsibilities of all team members.
- Routine directions will be adjusted accordingly by the Supervisor, to reduce strenuous physical activity.

### **ROLES/RESPONSIBILITIES OF THE MAINTENANCE TEAM MEMBERS**

- Follow direction of the Facilities Maintenance Supervisor.
- Refer to roles/responsibilities of all team members.
- Deliver fans as required.
- Maintenance records will be updated as required.

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- Monitor facility temperature.

#### **ROLES/RESPONSIBILITIES OF THE ADMINISTRATION TEAM MEMBERS**

- Follow direction of the Administrator.
- Refer to roles/responsibilities of all team members.
- Regular distribution of memos to team members and family members.

#### **ROLES/RESPONSIBILITIES OF THE FITNESS CENTRE TEAM MEMBERS**

- Follow direction of the Recreation and Volunteer Services Supervisor.
- Refer to roles/responsibilities of all team members.
- The Physiotherapist will continue with regular assessments and individual therapy to be approved by the RN in Charge.

#### **ROLES/RESPONSIBILITIES OF THE ADMINISTRATOR**

- Establish Emergency Operation Centre – See EOC Policies.
- The EOC will determine staffing needs/adjustments to existing team members. Extra team members will be called in by Administration.

#### **ROLES/RESPONSIBILITIES OF THE DIRECTOR OF NURSING/ASSISTANT DIRECTORS OF NURSING**

- Report to Emergency Operation Centre for further instructions.
- Ensure safety of residents and team members during response.
- Oversee resident care.

#### **ROLES/RESPONSIBILITIES OF THE SAFETY OFFICER**

- Report to Emergency Operations Centre for further instructions.
- Investigate and assess the situation for safety issues and level of risk.
- Direct and ensure Environmental Services duties are fulfilled.
- Adjust the shift times for team members to work during the evenings/nights when the external temperatures are cooler.
- Inventory current fans and purchase more if needed.
- Oversee the repair of the air conditioner

#### **ROLES/RESPONSIBILITIES OF THE DIETITIAN/FOOD SERVICES SUPERVISOR**

- Go to an outside source and purchase ice and water if necessary.
- Implement Cold Menu.
- Adjust Cook's hours of work, if needed (earlier hours may be necessary).
- Identify special diet requirements (i.e., instant oatmeal for pureed)
- Order popsicles for residents and team members. Have one box in each RHA nourishment freezer.

#### **ROLES/RESPONSIBILITIES OF THE RECREATION AND VOLUNTEER SERVICES SUPERVISOR**

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- Ensure the Brightsign monitor is updated regularly.
- Contact any scheduled volunteers as needed to cancel program and/or reassign them to required areas.
- Review the Hairdresser's Activities.

**COMMUNITY PARTNERS THAT MAY BE CONTACTED – Contact To Be Determined By The EOC.** (Refer to Emergency Contact List for Phone Numbers)

- n/a

\*Any resident/visitor/team member expressing distress or requiring medical attention will be triaged and treated by a registered team member and any external resource as needed (ie ambulance/emergency department).\*

**RECOVERY** (the actions necessary to re-establish the facility back to its pre-disaster condition as soon as practical)

Management, team members and emergency services involved in the incident will meet as soon as possible after the emergency is over to:

- de-brief and capture information for Critical Incident Reporting
- analyze the policies and amend if necessary
- root cause analysis

Recovery and response issues that are seen necessary for the Home may include:

- Offer the Employee Assistance Program to team members if needed
- Continuation of resident care services  
(1) All medications will be administered to residents in a reasonable time in respect to the emergency with the LTCH's supply (weekly medication supply and emergency stock). If the home is unable to access their supply the DON or designate will reach out to the contracted pharmacy to order and deliver medications.
- Decontamination
- Critical infrastructure restoration (i.e., electrical, HVAC, security, domestic water supply, fire alarm system, etc.)
- Systems Recovery (i.e., computer, phone, etc.)
- Financial: documentation and tracking of response expenses
- Criteria and procedures to return to normal operations
- Restock supplies, forms, etc.
- Equipment safety checks

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Environmental:

- Audit and replenish inventory of washcloths.
- Collect and assess preventative maintenance needs on fans before storing.

Dietary

- Audit and replenish inventory of water jugs.

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Section: Code Grey	Policy/Procedure: Centennial Manor – Loss of Emergency Power
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## SUMMARY

In the event of power outage, the emergency generator will supply power to essential systems, emergency lighting and red power receptacles.

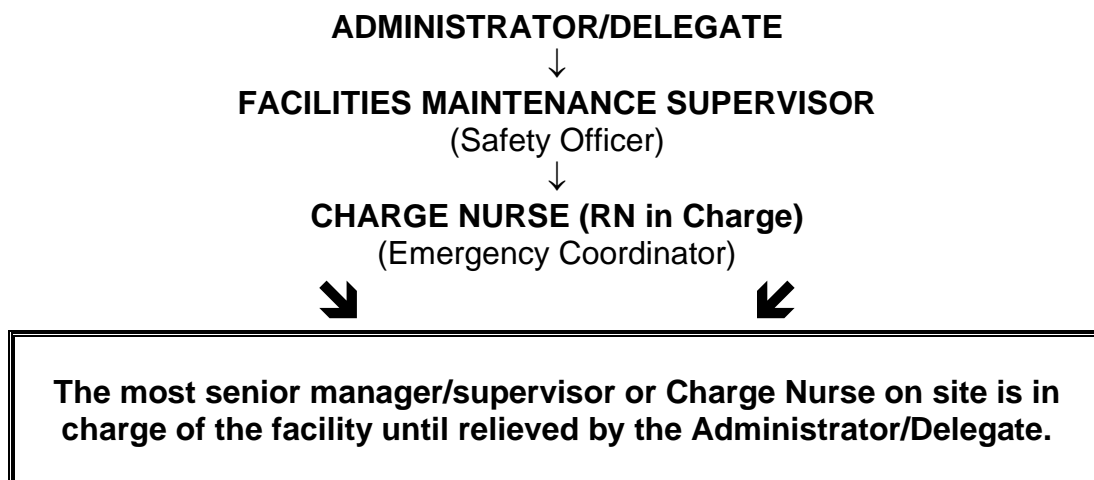
Loss of emergency power supply may result in failure of facility systems such as loss of:

- Heat, Air Conditioning
- Lighting
- Telephone system
- Computer system
- Use of laundry equipment
- Use of dietary equipment
- Use of nursing equipment (oxygen, concentrators, etc.)
- Nurse call system, door security, magnetic door hold open devices
- Wandering patient systems
- Fire alarm system
- CCTV cameras
- Elevator service
- Any building systems dependent on power generated pumps
- Ventilation system

**PLAN ACTIVATION** (Decisions and actions taken to implement the plan.)

The plan is to be activated if the building loses all power due to the generator malfunction.

## LINES OF AUTHORITY



## COMMUNICATION PLAN

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### **Primary Method**

- Cell Phones
- Analog Phone
- Runners

### **Secondary Method**

- Runners

### **IMMEDIATE RESPONSE TO CODE**

- Notify the Administrator, Facilities maintenance supervisor and Maintenance team member on call.
- Notify the tenants (QHC and Professional Building).
- If the emergency generator is not working and the outage will be for a short period, flashlights can be found in the Nursing Emergency Supply Kits.
- Medication storage will be determined by the Director of Nursing/Designate.
- During a total power outage, **residents on oxygen and compressed air ventilators** will require transfer to hospital.

**The Emergency Coordinator** is the 1<sup>st</sup> Floor RN/RPN.

**The Communications Coordinator** is the 2<sup>nd</sup> Floor RN/RPN.

**The Runners** are the most senior PSWs from Glanmire and Thanet.

### **ROLES/RESPONSIBILITIES OF THE EMERGENCY COORDINATOR**

- Provide direction to the RNs/RPNs and assist if necessary.
- Ensure fire walks are completed.

### **ROLES/RESPONSIBILITIES OF THE COMMUNICATIONS COORDINATOR**

- Follow direction of Emergency Coordinator.

### **ROLES/RESPONSIBILITIES OF THE RUNNER(S)**

- Follow direction of Emergency Coordinator.

### **ROLES/RESPONSIBILITIES OF THE RNs/RPNs**

- Follow direction of Emergency Coordinator.
- Distribute flashlights.
- Delegate team members to cover all exit doors and stairwells and secure RHAs.

### **ROLES/RESPONSIBILITIES OF THE PSWs**

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- Follow direction of the RNs/RPNs.
- Ensure all doors and stairwells are secure.
- Keep residents calm and informed.

#### **ROLES/RESPONSIBILITIES OF THE ACTIVATION TEAM MEMBERS/VOLUNTEERS**

- Follow direction of the Recreation and Volunteer Services Supervisor.
- Ensure all doors and stairwells are secure.
- Keep residents calm and informed.

#### **ROLES/RESPONSIBILITIES OF THE DIETARY TEAM MEMBERS**

- Follow direction of the Dietitian/Manager or Supervisor.

#### **ROLES/RESPONSIBILITIES OF THE HOUSEKEEPING TEAM MEMBERS**

- Follow direction of the Facilities maintenance supervisor.

#### **ROLES/RESPONSIBILITIES OF THE LAUNDRY TEAM MEMBERS**

- Follow direction of the Facilities maintenance supervisor.

#### **ROLES/RESPONSIBILITIES OF THE MAINTENANCE TEAM MEMBERS**

- Follow direction of the Facilities maintenance supervisor.
- Investigate loss of power and report findings to the Facilities maintenance supervisor.
- Notify the alarm monitoring company.

#### **ROLES/RESPONSIBILITIES OF THE ADMINISTRATION TEAM MEMBERS**

- Follow direction of the Administrator.

#### **ROLES/RESPONSIBILITIES OF THE HAIRDRESSER AND SERVICE PROVIDERS**

- Follow direction of Recreation and Volunteer Services Supervisor.

#### **ROLES/RESPONSIBILITIES OF THE WELLNESS CENTRE TEAM MEMBERS**

- Follow direction of Recreation and Volunteer Services Supervisor.

#### **ROLES/RESPONSIBILITIES OF ADMINISTRATOR**

- Establish Emergency Operations Centre – see EOC Policies.
- Notify the Administrator/DOLTC.
- The EOC will determine staffing needs/adjustments to existing team members. Extra staffing will be called in by Administration.
- The EOC will determine if normal daily operations should be suspended depending on the situation.
- Prepare for possible Code Green.



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### **ROLES/RESPONSIBILITIES OF THE DIRECTOR OF NURSING/ASSISTANT DIRECTORS OF NURSING**

- Report to Emergency Operation Centre for further instructions.
- Ensure safety of residents and team members during response.
- Oversee resident care.
- Obtain paper copies for nursing documentation and distribute to RHAs.
- Prepare for possible Code Green.

### **ROLES/RESPONSIBILITIES OF THE SAFETY OFFICER**

- Report to Emergency Operation Centre for further instructions.
- Assess estimated time of reactivation of utilities.
- Source a portable emergency generator, if needed for back-up.
- Ensure the alarm monitoring company has been notified.
- Ensure Environmental Services duties are fulfilled.
- Prepare for possible Code Green.

### **ROLES/RESPONSIBILITIES DIETITIAN/FOOD SERVICES SUPERVISORS**

- Report to Emergency Operation Centre for further instructions.
- Review menus and make changes if necessary, including alternative cooking methods.
- Order prepared foods if required.
- Ensure safety of residents and team members during response.
- Ensure departmental duties are fulfilled.
- Prepare for possible Code Green.

### **ROLES/RESPONSIBILITIES RECREATION AND VOLUNTEER SERVICES SUPERVISOR**

- Report to Emergency Operation Centre for further instructions.
- Ensure safety of residents and team members during response.
- Ensure departmental duties are fulfilled.
- Prepare for possible Code Green.

### **COMMUNITY PARTNERS THAT MAY BE CONTACTED – Contact To Be Determined By The EOC. This excludes the original call to 911. (Refer to Emergency Contact List for Phone Numbers)**

- Utilities Supplier
- Generator Company
- Fire Department
- County Services

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\*Any resident/visitor/team member expressing distress or requiring medical attention will be triaged and treated by a registered team member and any external resource as needed (ie ambulance/emergency department).\*

**RECOVERY** (the actions necessary to re-establish the facility back to its pre-disaster condition as soon as practical)

Management, team members and emergency services involved in the incident will meet as soon as possible after the emergency is over to:

- de-brief and capture information for Critical Incident Reporting
- analyze the policies and amend if necessary
- root cause analysis

Recovery and response issues that are seen necessary for the Home may include:

- Offer the Employee Assistance Program to team members if needed
- Continuation of resident care services
  - 1) All medications will be administered to residents in a reasonable time in respect to the emergency with the LTCH's supply (weekly medication supply and emergency stock). If the home is unable to access their supply the DON or designate will reach out to the contracted pharmacy to order and deliver medications.
- Decontamination
- Critical infrastructure restoration (i.e., electrical, HVAC, security, domestic water supply, fire alarm system, etc.)
- Systems Recovery (i.e., computer, phone, etc.)
- Financial: documentation and tracking of response expenses
- Criteria and procedures to return to normal operations
- Restock supplies, forms, etc.
- Equipment safety checks

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Section: Code Grey	Policy/Procedure: Hastings Manor - Loss of Emergency Power
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## SUMMARY

In the event of power outage, the emergency generator will supply power to essential systems, emergency lighting and red power receptacles.

Loss of emergency power supply may result in failure of facility systems such as loss of:

- Heat, Air Conditioning
- Lighting
- Telephone system
- Computer system
- Use of laundry equipment
- Use of dietary equipment
- Use of nursing equipment (oxygen, concentrators, etc.)
- Nurse call system, door security, magnetic door hold open devices
- Wandering patient systems
- Fire alarm system
- CCTV cameras
- Elevator service
- Any building systems dependent on power generated pumps
- Ventilation system

## PLAN ACTIVATION (Decisions and actions taken to implement the plan.)

The plan is to be activated if the building loses all power due to the generator malfunction.

## LINES OF AUTHORITY

**ADMINISTRATOR/DELEGATE**



**FACILITIES MAINTENANCE SUPERVISOR**

(Safety Officer)



**CHARGE NURSE (RN in Charge)**

(Emergency Coordinator)



**The most senior manager/supervisor or Charge Nurse on site is in charge of the facility until relieved by the Administrator/Delegate.**

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## COMMUNICATION PLAN

### Primary Method

- Cell Phones
- Analog Phone
- Runners

### Secondary Method

- Runners

## IMMEDIATE RESPONSE TO LOSS OF EMERGENCY POWER

- Notify the Administrator, Facilities Maintenance Supervisor and Maintenance team member on call.
- If the emergency generator is not working and the outage will be for a short period, flashlights can be found in the Nursing Emergency Supply Kits.
- Medication storage will be determined by the Director of Nursing/Designate.
- During a total power outage, **residents on oxygen and compressed air ventilators** will require transfer to hospital.

**The Emergency Coordinator** is the 3<sup>rd</sup> floor RN.

**The Communications Coordinator** is the 3<sup>rd</sup> floor RPN.

**The Runner** will be delegated by the Emergency Coordinator at the beginning of each shift. Names are posted on the white board in the 3<sup>rd</sup> Floor Elm Villa Documentation Room.

### ROLES/RESPONSIBILITIES OF THE EMERGENCY COORDINATOR

- Provide direction to the RNs/RPNs and assist if necessary.
- Ensure fire walks are completed.

### ROLES/RESPONSIBILITIES OF THE COMMUNICATIONS COORDINATOR

- Follow direction of Emergency Coordinator.

### ROLES/RESPONSIBILITIES OF THE RUNNER(S)

- Follow direction of Emergency Coordinator.

### ROLES/RESPONSIBILITIES OF THE RNs/RPNs

- Follow direction of Emergency Coordinator.
- Distribute flashlights.
- Delegate team members to cover all exit doors and stairwells and secure RHAs.

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#### **ROLES/RESPONSIBILITIES OF THE PSWs**

- Follow direction of the RNs/RPNs.
- Ensure all doors and stairwells are secure.
- Keep residents calm and informed.

#### **ROLES/RESPONSIBILITIES OF THE RECREATION TEAM MEMBERS/VOLUNTEERS**

- Follow direction of the Recreation and Volunteer Services Supervisor.
- Ensure all doors and stairwells are secure.
- Keep residents calm and informed.

#### **ROLES/RESPONSIBILITIES OF THE DIETARY TEAM MEMBERS**

- Follow direction of the Dietitian/Manager or Supervisor.

#### **ROLES/RESPONSIBILITIES OF THE HOUSEKEEPING TEAM MEMBERS**

- Follow direction of the Environmental Services Supervisor.

#### **ROLES/RESPONSIBILITIES OF THE LAUNDRY TEAM MEMBERS**

- Follow direction of the Environmental Services Supervisor.

#### **ROLES/RESPONSIBILITIES OF THE MAINTENANCE TEAM MEMBERS**

- Follow direction of the Facilities Maintenance Supervisor.
- Investigate loss of power and report findings to the Facilities Maintenance Supervisor.
- Notify the alarm monitoring company.

#### **ROLES/RESPONSIBILITIES OF THE ADMINISTRATION TEAM MEMBERS**

- Follow direction of the Administrator.

#### **ROLES/RESPONSIBILITIES OF THE HAIRDRESSER AND SERVICE PROVIDERS**

- Follow direction of Recreation and Volunteer Services Supervisor.

#### **ROLES/RESPONSIBILITIES OF THE FITNESS CENTRE TEAM MEMBERS**

- Follow direction of Recreation and Volunteer Services Supervisor.

#### **ROLES/RESPONSIBILITIES OF ADMINISTRATOR**

- Establish Emergency Operations Centre – see EOC Policies.
- Notify the Administrator/DOLTC.
- The EOC will determine staffing needs/adjustments to existing team members. Extra team members will be called in by Administration.
- The EOC will determine if normal daily operations should be suspended depending on the situation.

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- Prepare for possible Code Green.

### **ROLES/RESPONSIBILITIES OF THE DIRECTOR OF NURSING/ASSISTANT DIRECTORS OF NURSING**

- Report to Emergency Operation Centre for further instructions.
- Ensure safety of residents and team members during response.
- Oversee resident care.
- Obtain paper copies for nursing documentation and distribute to RHAs.
- Prepare for possible Code Green.

### **ROLES/RESPONSIBILITIES OF THE SAFETY OFFICER**

- Report to Emergency Operation Centre for further instructions.
- Assess estimated time of reactivation of utilities.
- Source a portable emergency generator, if needed for back-up.
- Ensure the alarm monitoring company has been notified.
- Ensure Environmental Services duties are fulfilled.

### **ROLES/RESPONSIBILITIES DIETITIAN/FOOD SERVICE SUPERVISORS**

- Report to Emergency Operation Centre for further instructions.
- Review menus and make changes if necessary, including alternative cooking methods.
- Order prepared foods if required.
- Ensure safety of residents and team members during response.
- Ensure departmental duties are fulfilled.
- Prepare for possible Code Green.

### **ROLES/RESPONSIBILITIES RECREATION AND VOLUNTEER SERVICES SUPERVISOR**

- Report to Emergency Operation Centre for further instructions.
- Ensure safety of residents and team members during response.
- Ensure departmental duties are fulfilled.

### **COMMUNITY PARTNERS THAT MAY BE CONTACTED – Contact To Be Determined By The EOC. This excludes the original call to 911. (Refer to Emergency Contact List for Phone Numbers)**

- Utilities Supplier
- Generator Company
- Fire Department
- County Services

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\*Any resident/visitor/team member expressing distress or requiring medical attention will be triaged and treated by a registered team member and any external resource as needed (ie ambulance/emergency department).\*

**RECOVERY** (the actions necessary to re-establish the facility back to its pre-disaster condition as soon as practical)

Management, team members and emergency services involved in the incident will meet as soon as possible after the emergency is over to:

- de-brief and capture information for Critical Incident Reporting
- analyze the policies and amend if necessary
- root cause analysis

Recovery and response issues that are seen necessary for the Home may include:

- Offer the Employee Assistance Program to team members if needed
- Continuation of resident care services
  - (1) All medications will be administered to residents in a reasonable time in respect to the emergency with the LTCH's supply (weekly medication supply and emergency stock). If the home is unable to access their supply the DON or designate will reach out to the contracted pharmacy to order and deliver medications.
- Decontamination
- Critical infrastructure restoration (i.e., electrical, HVAC, security, domestic water supply, fire alarm system, etc.)
- Systems Recovery (i.e., computer, phone, etc.)
- Financial: documentation and tracking of response expenses
- Criteria and procedures to return to normal operations
- Restock supplies, forms, etc.
- Equipment safety checks

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Section: Code Grey	Policy/Procedure: Centennial Manor – Loss of Propane
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## SUMMARY

Emergency measures would be in effect dependent of outside temperature. Loss of propane may result in failure of facility systems as follows:

- loss of heat
- loss of use of laundry equipment
- loss of use of kitchen equipment
- loss of domestic hot water

## PLAN ACTIVATION (Decisions and actions taken to implement the plan.)

The plan is to be activated if the building loses all propane-supported systems.

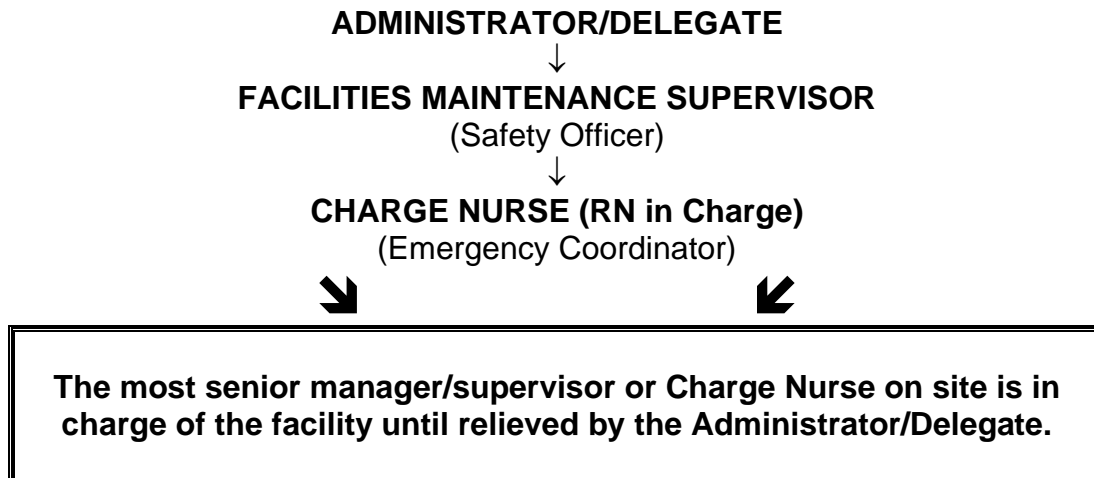
## IMMEDIATE RESPONSE TO CODE

- Notify the Administrator, Facilities maintenance supervisor and Maintenance team member on call.
- All team members are to conserve hot water and linens. No baths.
- Notify tenants (QHC and Professional Building).
- Maintenance team members – notify propane supplier.
- Maintenance team members - shut off propane:
  - The main propane emergency shut off valves (two valves) are located outside the professional building entrance # I1-018, directly located across the hall from the Health Unit entrance.
  - They can be identified by two bright yellow pipes coming from the ground, with two red handled valves midway on each pipe. This is clearly labelled “Emergency Shut Off”.
  - To shut all propane flow off to the entire facility, turn the two red handles ¼ turn clockwise.



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### **LINES OF AUTHORITY**



### **COMMUNICATION PLAN**

#### **Primary Method**

- Phones
- Cell Phones
- Runners

#### **Secondary Method**

- Runners

**The Emergency Coordinator** is the 1<sup>st</sup> Floor RN/RPN.

**The Communications Coordinator** is the 2<sup>nd</sup> Floor RN/RPN.

**The Runners** are the most senior PSWs from Glanmire and Thanet.

### **ROLES/RESPONSIBILITIES OF THE EMERGENCY COORDINATOR**

- Provide direction to the RNs/RPNs and assist if necessary.
- Direct team members to conserve hot water.
- Contact all departments and notify of loss of hot water, loss of heat (see Code Grey-Loss of Heat), loss of laundry service.

### **ROLES/RESPONSIBILITIES OF THE COMMUNICATIONS COORDINATOR**

- Follow direction of the Emergency Coordinator.

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#### **ROLES/RESPONSIBILITIES OF THE RUNNER(S)**

- Follow direction of Emergency Coordinator.

#### **ROLES/RESPONSIBILITIES OF THE RNS/RPNs**

- Follow direction of the Emergency Coordinator.
- Give direction to PSWs regarding bath schedules.

#### **ROLES/RESPONSIBILITIES OF THE PSWs**

- Follow direction of the RNS/RPNs.
- Notify residents of situation.
- Monitor residents to ensure they are comfortable.

#### **ROLES/RESPONSIBILITIES OF THE ACTIVATION TEAM MEMBERS/VOLUNTEERS**

- Follow direction of the Recreation and Volunteer Services Supervisor.
- Notify residents of situation.
- Monitor residents to ensure they are comfortable.

#### **ROLES/RESPONSIBILITIES OF THE DIETARY TEAM MEMBERS**

- Follow direction of the Dietitian/Manager or Supervisor.

#### **ROLES/RESPONSIBILITIES OF THE HOUSEKEEPING TEAM MEMBERS**

- Follow direction of the Facilities maintenance supervisor.

#### **ROLES/RESPONSIBILITIES OF THE LAUNDRY TEAM MEMBERS**

- Follow direction of the Facilities maintenance supervisor.

#### **ROLES/RESPONSIBILITIES OF THE MAINTENANCE TEAM MEMBERS**

- Follow direction of the Facilities maintenance supervisor.
- Monitor building temperatures. See Code Grey – Loss of Heat if necessary.
- Follow up on propane issues and report findings to the Facilities maintenance supervisor.

#### **ROLES/RESPONSIBILITIES OF THE ADMINISTRATION TEAM MEMBERS**

- Follow direction of the Administrator.

#### **ROLES/RESPONSIBILITIES OF THE HAIRDRESSER AND SERVICE PROVIDERS**

- Follow direction of the Recreation and Volunteer Services Supervisor.

#### **ROLES/RESPONSIBILITIES OF THE WELLNESS CENTRE TEAM MEMBERS**

- Follow direction of the Recreation and Volunteer Services Supervisor.

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### **ROLES/RESPONSIBILITIES OF THE ADMINISTRATOR**

- Establish Emergency Operation Centre – See EOC Policy.
- Notify the Director of Long Term Care.
- Notify the Ministry of Health and Long Term Care.
- The EOC will determine staffing needs/adjustments to existing team members. Extra team members will be called in by Administration.
- The EOC will determine if normal daily operations should be suspended depending on the situation.
- Prepare for Code Green.

### **ROLES/RESPONSIBILITIES OF THE DIRECTOR OF NURSING/ASSISTANT DIRECTORS OF NURSING**

- Report to Emergency Operation Centre for further instructions.
- Ensure safety of residents and team members during response.
- Oversee resident care.
- Prepare for Code Green.

### **ROLES/RESPONSIBILITIES OF THE SAFETY OFFICER**

- Report to Emergency Operations Centre for further instructions.
- Review E2 Plan. (*Environmental Emergency Regulations.*)
- Investigate and assess the situation for safety issues and level of risk.
- Coordinate repairs to propane system if necessary.
- Ensure propane supplier is notified.
- Ensure tenants are notified (QHC and Professional Building).
- Direct and ensure Environmental Services duties are fulfilled.

### **ROLES/RESPONSIBILITIES DIETITIAN/FOOD SERVICES SUPERVISORS**

- Report to Emergency Operation Centre for further instructions.
- No dishwasher use because it cannot reach the temperature for proper sanitation.
- If needed, use the two sink method to wash dishes.
- Use disposable plates, cutlery, etc.
- Ensure safety of residents and team members during response.
- Ensure departmental duties are fulfilled.
- Prepare for possible Code Green.

### **ROLES/RESPONSIBILITIES RECREATION AND VOLUNTEER SERVICES SUPERVISOR**

- Report to Emergency Operation Centre for further instructions.
- Ensure safety of residents and team members during response.
- Ensure departmental duties are fulfilled.

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Section: Code Grey	Policy/Procedure: Centennial Manor – Loss of Propane
By Authority of the LTC Committee: Administrator/DOLTC	Effective Date: October 19, 1998 Revised: December 16, 2022 Reviewed: December 16, 2022

**COMMUNITY PARTNERS THAT MAY BE CONTACTED – Contact To Be Determined By The EOC. This excludes the original call to 911.** (Refer to Emergency Contact List for Phone Numbers)

- Fire Department
- Police Department
- Propane Supplier

\*Any resident/visitor/team member expressing distress or requiring medical attention will be triaged and treated by a registered team member and any external resource as needed (ie ambulance/emergency department).\*

**RECOVERY** (the actions necessary to re-establish the facility back to its pre-disaster condition as soon as practical)

Management, team members and emergency services involved in the incident will meet as soon as possible after the emergency is over to:

- de-brief and capture information for Critical Incident Reporting
- analyze the policies and amend if necessary
- root cause analysis

Recovery and response issues that are seen necessary for the Home may include:

- Offer the Employee Assistance Program to team members if needed
- Continuation of resident care services  
All medications will be administered to residents in a reasonable time in respect to the emergency with the LTCH's supply (weekly medication supply and emergency stock). If the home is unable to access their supply the DON or designate will reach out to the contracted pharmacy to order and deliver medications.
- Decontamination
- Critical infrastructure restoration (i.e., electrical, HVAC, security, domestic water supply, fire alarm system, etc.)
- Systems Recovery (i.e., computer, phone, etc.)
- Financial: documentation and tracking of response expenses
- Criteria and procedures to return to normal operations
- Restock supplies, forms, etc.
- Equipment safety checks

<b>Hastings/Quinte Long Term Care Services Emergency Response Manual</b>	<b>14-03-05</b> Page 1 of 5
Section: Code Grey	Policy/Procedure: Hastings Manor – Loss of Natural Gas
By Authority of the LTC Committee: Administrator/DOLTC	Effective Date: October 19,1998 Revised: December 19, 2022 Reviewed: December 19, 2022

## SUMMARY

Emergency measures would be in effect dependent of outside temperature. Loss of natural gas may result in failure of facility systems as follows:

- loss of heat
- loss of use of laundry equipment
- loss of use of kitchen equipment
- loss of domestic hot water

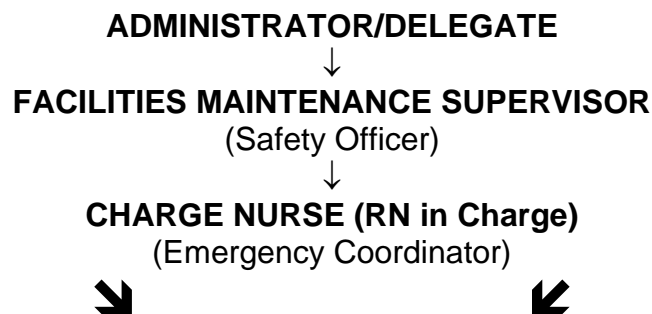
## PLAN ACTIVATION (Decisions and actions taken to implement the plan.)

The plan is to be activated if the building loses all natural gas-supported systems.

## IMMEDIATE RESPONSE TO CODE

- Notify the Administrator, Facilities Maintenance Supervisor and Maintenance Team members on call.
- All team members are to conserve hot water and linens.
- Maintenance Team members – notify natural gas supplier.
- Maintenance Team members - shut off natural gas:
  - The main gas valve and meter are located outdoors, on the southeast wall of Garbage/Recycling Room #155.
  - Gas valve wrench is hanging next to gas valve and painted fluorescent red.
  - Use wrench to turn valve 90° to close valve.

## LINES OF AUTHORITY



## COMMUNICATION PLAN

### Primary Method

- Phones

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Section: Code Grey	Policy/Procedure: Hastings Manor – Loss of Natural Gas
By Authority of the LTC Committee: Administrator/DOLTC	Effective Date: October 19,1998 Revised: December 19, 2022 Reviewed: December 19, 2022

- Cell Phones
- Runners

### **Secondary Method**

- Runners

**The Emergency Coordinator** is the 3<sup>rd</sup> Floor RN.

**The Communications Coordinator** is the 3<sup>rd</sup> Floor RPN.

**The Runner** will be delegated by the Emergency Coordinator at the beginning of each shift. Names are posted on the white board in the 3<sup>rd</sup> Floor Elm Villa Documentation Room.

### **ROLES/RESPONSIBILITIES OF THE EMERGENCY COORDINATOR**

- Provide direction to the RNs/RPNs and assist if necessary.
- Direct team members to conserve hot water.
- Contact all departments and notify of loss of hot water, loss of heat (see Code Grey-Loss of Heat).

### **ROLES/RESPONSIBILITIES OF THE COMMUNICATIONS COORDINATOR**

- Follow direction of the Emergency Coordinator.

### **ROLES/RESPONSIBILITIES OF THE RUNNER(S)**

- Follow direction of Emergency Coordinator.

### **ROLES/RESPONSIBILITIES OF THE RNs/RPNs**

- Follow direction of the Emergency Coordinator.
- Give direction to PSWs regarding bath schedules.

### **ROLES/RESPONSIBILITIES OF THE PSWs**

- Follow direction of the RNs/RPNs.
- Notify residents of situation.
- Monitor residents to ensure they are comfortable.

### **ROLES/RESPONSIBILITIES OF THE RECREATION TEAM MEMBERS/VOLUNTEERS**

- Follow direction of the Recreation and Volunteer Services Supervisor.
- Notify residents of situation.

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Section: Code Grey	Policy/Procedure: Hastings Manor – Loss of Natural Gas
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- Monitor residents to ensure they are comfortable.
- Assist with resident comfort measures as directed.

#### **ROLES/RESPONSIBILITIES OF THE DIETARY TEAM MEMBERS**

- Follow direction of the Dietitian/Manager or Supervisor.

#### **ROLES/RESPONSIBILITIES OF THE HOUSEKEEPING TEAM MEMBERS**

- Follow direction of the Environmental Services Supervisor.

#### **ROLES/RESPONSIBILITIES OF THE LAUNDRY TEAM MEMBERS**

- Follow direction of the Environmental Services Supervisor.

#### **ROLES/RESPONSIBILITIES OF THE MAINTENANCE TEAM MEMBERS**

- Follow direction of the Facilities Maintenance Supervisor.
- Monitor building temperatures. See Code Grey – Loss of Heat if necessary.
- Follow up on natural gas issues and report findings to the Facilities Maintenance Supervisor.

#### **ROLES/RESPONSIBILITIES OF THE ADMINISTRATION TEAM MEMBERS**

- Follow direction of the Administrator.

#### **ROLES/RESPONSIBILITIES OF THE HAIRDRESSER AND SERVICE PROVIDERS**

- Follow direction of the Recreation and Volunteer Services Supervisor.

#### **ROLES/RESPONSIBILITIES OF THE FITNESS CENTRE TEAM MEMBERS**

- Follow direction of the Recreation and Volunteer Services Supervisor.

#### **ROLES/RESPONSIBILITIES OF THE ADMINISTRATOR**

- Notify Hastings County CAO.
- Notify Ministry of Long Term Care, if necessary.
- Establish Emergency Operation Centre – See EOC Policies.
- The EOC will determine staffing needs/adjustments to existing team members. Extra team members will be called in by Administration.
- The EOC will determine if normal daily operations should be suspended depending on the situation.
- Prepare for Code Green.

#### **ROLES/RESPONSIBILITIES OF THE DIRECTOR OF NURSING/ASSISTANT DIRECTORS OF NURSING**

- Report to Emergency Operation Centre for further instructions.

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- Ensure safety of residents and team members during response.
- Oversee resident care.
- Prepare for Code Green.

#### **ROLES/RESPONSIBILITIES OF THE SAFETY OFFICER**

- Report to Emergency Operations Centre for further instructions.
- Investigate and assess the situation for safety issues and level of risk.
- Coordinate repairs to natural gas system if necessary.
- Ensure natural gas supplier is notified.
- Ensure Physician's office is notified.

#### **ROLES/RESPONSIBILITIES DIETITIAN/FOOD SERVICES SUPERVISORS**

- Report to Emergency Operation Centre for further instructions.
- Review menus and make changes if necessary, including alternative cooking methods.
- Order prepared foods if required.
- Ensure safety of residents and team members during response.
- Ensure departmental duties are fulfilled.
- Prepare for possible Code Green.

#### **ROLES/RESPONSIBILITIES RECREATION AND VOLUNTEER SERVICES SUPERVISOR**

- Report to Emergency Operation Centre for further instructions.
- Ensure safety of residents and team members during response.
- Ensure departmental duties are fulfilled.

#### **COMMUNITY PARTNERS THAT MAY BE CONTACTED – Contact To Be Determined By The EOC. This excludes the original call to 911. (Refer to Emergency Contact List for Phone Numbers)**

- Fire Department
- Police Department
- Natural gas Supplier

\*Any resident/visitor/team member expressing distress or requiring medical attention will be triaged and treated by a registered team member and any external resource as needed (ie ambulance/emergency department).\*



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**RECOVERY** (the actions necessary to re-establish the facility back to its pre-disaster condition as soon as practical)

Management, team members and emergency services involved in the incident will meet as soon as possible after the emergency is over to:

- de-brief and capture information for Critical Incident Reporting
- analyze the policies and amend if necessary
- root cause analysis

Recovery and response issues that are seen necessary for the Home may include:

- Offer the Employee Assistance Program to team members if needed
- Continuation of resident care services
  - (1) All medications will be administered to residents in a reasonable time in respect to the emergency with the LTCH's supply (weekly medication supply and emergency stock). If the home is unable to access their supply the DON or designate will reach out to the contracted pharmacy to order and deliver medications.
- Decontamination
- Critical infrastructure restoration (i.e., electrical, HVAC, security, domestic water supply, fire alarm system, etc.)
- Systems Recovery (i.e., computer, phone, etc.)
- Financial: documentation and tracking of response expenses
- Criteria and procedures to return to normal operations
- Restock supplies, forms, etc.
- Equipment safety checks

<b>Hastings/Quinte Long Term Care Services Emergency Response Manual</b>	<b>14-04-05</b> Page 1 of 4
Section: Code Grey	Policy/Procedure: Centennial Manor – Loss of Heat
By Authority of the LTC Committee: Administrator/DOLTC	Effective Date: October 19, 1998 Revised: December 16, 2022 Reviewed: December 16, 2022

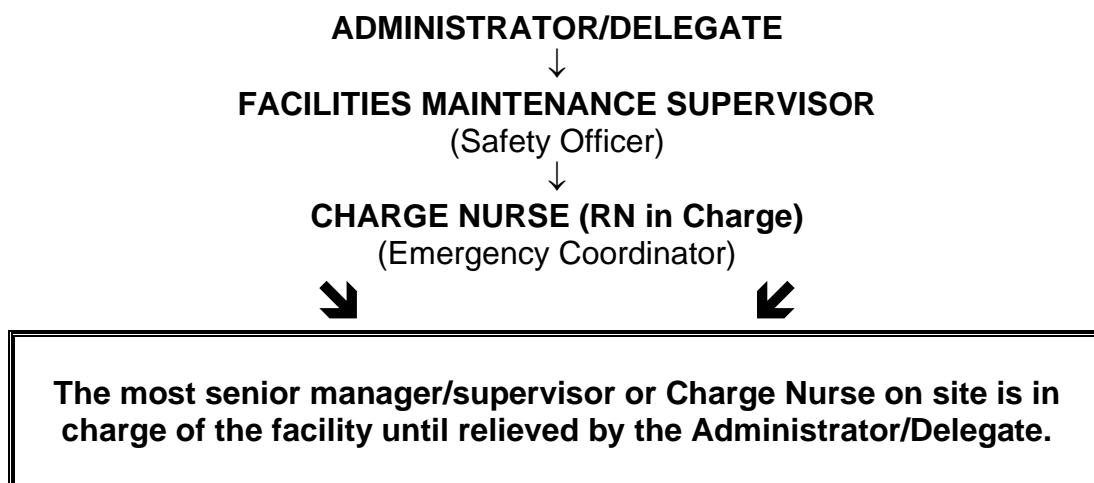
## **SUMMARY**

Loss of heat may result due to a failure of facility systems.

**PLAN ACTIVATION** (Decisions and actions taken to implement the plan.)

The plan is to be activated if the building’s heating system malfunctions.

## **LINES OF AUTHORITY**



## **COMMUNICATION PLAN**

### **Primary Method**

- Phones
- Cell Phones
- Runners

### **Secondary Method**

- Runners

## **IMMEDIATE RESPONSE TO CODE**

- Notify the Administrator, Facilities maintenance supervisor and Maintenance team member on call.
- Notify tenants (QHC and Professional Building).
- Dress residents in warm layered clothing, cover heads.
- Obtain extra blankets from housekeeping.
- Assemble residents in common area.

<b>Hastings/Quinte Long Term Care Services Emergency Response Manual</b>	<b>14-04-05</b> Page 2 of 4
Section: Code Grey	Policy/Procedure: Centennial Manor – Loss of Heat
By Authority of the LTC Committee: Administrator/DOLTC	Effective Date: October 19, 1998 Revised: December 16, 2022 Reviewed: December 16, 2022

**The Emergency Coordinator** is the 1<sup>st</sup> Floor RN/RPN.

**The Communications Coordinator** is the 2<sup>nd</sup> Floor RN/RPN.

**The Runners** are the most senior PSWs from Glanmire and Thanet.

#### **ROLES/RESPONSIBILITIES OF THE EMERGENCY COORDINATOR**

- Provide direction to the RNs/RPNs and assist if necessary.

#### **ROLES/RESPONSIBILITIES OF THE COMMUNICATIONS COORDINATOR**

- Follow direction of Emergency Coordinator.

#### **ROLES/RESPONSIBILITIES OF THE RUNNER(S)**

- Follow direction of Emergency Coordinator.

#### **ROLES/RESPONSIBILITIES OF THE RNs/RPNs**

- Follow direction of Emergency Coordinator.

#### **ROLES/RESPONSIBILITIES OF THE PSWs**

- Follow direction of the RNs/RPNs.
- Monitor residents for decreased body temperatures.
- Keep residents calm and informed.

#### **ROLES/RESPONSIBILITIES OF THE ACTIVATION TEAM MEMBERS/VOLUNTEERS**

- Follow direction of the Recreation and Volunteer Services Supervisor.
- Monitor residents for decreased body temperatures.
- Keep residents calm and informed.

#### **ROLES/RESPONSIBILITIES OF THE DIETARY TEAM MEMBERS**

- Follow direction of the Dietitian/Manager or Supervisor.

#### **ROLES/RESPONSIBILITIES OF THE HOUSEKEEPING TEAM MEMBERS**

- Follow direction of the Facilities maintenance supervisor.

#### **ROLES/RESPONSIBILITIES OF THE LAUNDRY TEAM MEMBERS**

- Follow direction of the Facilities maintenance supervisor.

#### **ROLES/RESPONSIBILITIES OF THE MAINTENANCE TEAM MEMBERS**

- Follow direction of the Facilities maintenance supervisor.
- Investigate loss of heat and report findings to the Facilities maintenance supervisor.

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Section: Code Grey	Policy/Procedure: Centennial Manor – Loss of Heat
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### **ROLES/RESPONSIBILITIES OF THE ADMINISTRATION TEAM MEMBERS**

- Follow direction of the Administrator.

### **ROLES/RESPONSIBILITIES OF THE HAIRDRESSER AND SERVICE PROVIDERS**

- Follow direction of Recreation and Volunteer Services Supervisor.

### **ROLES/RESPONSIBILITIES OF THE WELLNESS CENTRE TEAM MEMBERS**

- Follow direction of Recreation and Volunteer Services Supervisor.

### **ROLES/RESPONSIBILITIES OF ADMINISTRATOR**

- Establish Emergency Operations Centre – see EOC Policies.
- Notify the Administrator/DOLTC.
- The EOC will determine staffing needs/adjustments to existing team members. Extra team members will be called in by Administration.
- The EOC will determine if normal daily operations should be suspended depending on the situation.
- Prepare for possible Code Green.

### **ROLES/RESPONSIBILITIES OF THE DIRECTOR OF NURSING/ASSISTANT DIRECTORS OF NURSING**

- Report to Emergency Operation Centre for further instructions.
- Ensure safety of residents and team members during response.
- Oversee resident care.
- Prepare for possible Code Green.

### **ROLES/RESPONSIBILITIES OF THE SAFETY OFFICER**

- Report to Emergency Operation Centre for further instructions.
- Assess estimated time of reactivation of utilities.
- Source portable heaters.
- Ensure Environmental Services duties are fulfilled.

### **ROLES/RESPONSIBILITIES DIETITIAN/FOOD SERVICES SUPERVISORS**

- Report to Emergency Operation Centre for further instructions.
- Ensure safety of residents and team members during response.
- Ensure departmental duties are fulfilled.

### **ROLES/RESPONSIBILITIES RECREATION AND VOLUNTEER SERVICES SUPERVISOR**

- Report to Emergency Operation Centre for further instructions.
- Ensure safety of residents and team members during response.
- Ensure departmental duties are fulfilled.

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Section: Code Grey	Policy/Procedure: Centennial Manor – Loss of Heat
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**COMMUNITY PARTNERS THAT MAY BE CONTACTED – Contact To Be Determined By The EOC. This excludes the original call to 911.** (Refer to Emergency Contact List for Phone Numbers)

- Utilities Supplier
- County Services

\*Any resident/visitor/team member expressing distress or requiring medical attention will be triaged and treated by a registered team member and any external resource as needed (ie ambulance/emergency department).\*

**RECOVERY** (the actions necessary to re-establish the facility back to its pre-disaster condition as soon as practical)

Management, team members and emergency services involved in the incident will meet as soon as possible after the emergency is over to:

- de-brief and capture information for Critical Incident Reporting
- analyze the policies and amend if necessary
- root cause analysis

Recovery and response issues that are seen necessary for the Home may include:

- Offer the Employee Assistance Program to team members if needed
- Continuation of resident care services
  - (1) All medications will be administered to residents in a reasonable time in respect to the emergency with the LTCH's supply (weekly medication supply and emergency stock). If the home is unable to access their supply the DON or designate will reach out to the contracted pharmacy to order and deliver medications.
- Decontamination
- Critical infrastructure restoration (i.e., electrical, HVAC, security, domestic water supply, fire alarm system, etc.)
- Systems Recovery (i.e., computer, phone, etc.)
- Financial: documentation and tracking of response expenses
- Criteria and procedures to return to normal operations
- Restock supplies, forms, etc.
- Equipment safety checks

<b>Hastings/Quinte Long Term Care Services Emergency Response Manual</b>	<b>14-04-05</b> Page 1 of 4
Section: Code Grey	Policy/Procedure: Hastings Manor – Loss of Heat
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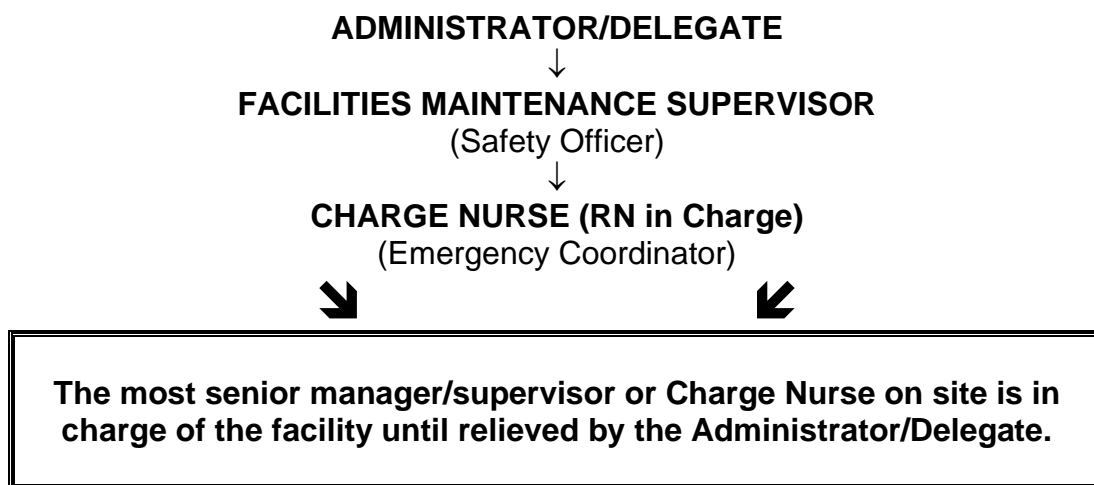
## SUMMARY

Loss of heat may result due to a failure of facility systems.

**PLAN ACTIVATION** (Decisions and actions taken to implement the plan.)

The plan is to be activated if the building’s heating system malfunctions.

## LINES OF AUTHORITY



## COMMUNICATION PLAN

### Primary Method

- PA System
- Phones
- Cell Phones
- Runners

### Secondary Method

- Runners

## IMMEDIATE RESPONSE TO CODE

- Notify the Administrator, Facilities Maintenance Supervisor and Maintenance team member on call.
- Dress residents in warm layered clothing, cover heads.
- Obtain extra blankets from housekeeping or laundry.
- Assemble residents in common area.

<b>Hastings/Quinte Long Term Care Services Emergency Response Manual</b>	<b>14-04-05</b> Page 2 of 4
Section: Code Grey	Policy/Procedure: Hastings Manor – Loss of Heat
By Authority of the LTC Committee: Administrator/DOLTC	Effective Date: October 19, 1998 Revised: December 19, 2022 Reviewed: December 19, 2022

**The Emergency Coordinator** is the 3<sup>rd</sup> Floor RN.

**The Communications Coordinator** is the 3<sup>rd</sup> Floor RPN.

**The Runners** will be delegated by the Emergency Coordinator at the beginning of each shift. Names are posted on the white board in the 3<sup>rd</sup> Floor Elm Villa Documentation Room.

#### **ROLES/RESPONSIBILITIES OF THE EMERGENCY COORDINATOR**

- Provide direction to the RNs/RPNs and assist if necessary.

#### **ROLES/RESPONSIBILITIES OF THE COMMUNICATIONS COORDINATOR**

- Follow direction of Emergency Coordinator.

#### **ROLES/RESPONSIBILITIES OF THE RUNNER(S)**

- Follow direction of Emergency Coordinator.

#### **ROLES/RESPONSIBILITIES OF THE RNS/RPNS**

- Follow direction of Emergency Coordinator.

#### **ROLES/RESPONSIBILITIES OF THE PSWs**

- Follow direction of the RNs/RPNs.
- Monitor residents for decreased body temperatures.
- Keep residents calm and informed.

#### **ROLES/RESPONSIBILITIES OF THE RECREATION TEAM MEMBERS/VOLUNTEERS**

- Follow direction of the Recreation and Volunteer Services Supervisor.
- Monitor residents for decreased body temperatures.
- Keep residents calm and informed.

#### **ROLES/RESPONSIBILITIES OF THE DIETARY TEAM MEMBERS**

- Follow direction of the Dietitian/Manager or Supervisor.

#### **ROLES/RESPONSIBILITIES OF THE HOUSEKEEPING TEAM MEMBERS**

- Follow direction of the Environmental Services Supervisor.

#### **ROLES/RESPONSIBILITIES OF THE LAUNDRY TEAM MEMBERS**

- Follow direction of the Environmental Services Supervisor.

#### **ROLES/RESPONSIBILITIES OF THE MAINTENANCE TEAM MEMBERS**

- Follow direction of the Facilities Maintenance Supervisor.

<b>Hastings/Quinte Long Term Care Services Emergency Response Manual</b>	<b>14-04-05</b> Page 3 of 4
Section: Code Grey	Policy/Procedure: Hastings Manor – Loss of Heat
By Authority of the LTC Committee: Administrator/DOLTC	Effective Date: October 19, 1998 Revised: December 19, 2022 Reviewed: December 19, 2022

- Investigate loss of heat and report findings to the Facilities Maintenance Supervisor.

#### **ROLES/RESPONSIBILITIES OF THE ADMINISTRATION TEAM MEMBERS**

- Follow direction of the Administrator.

#### **ROLES/RESPONSIBILITIES OF THE HAIRDRESSER AND SERVICE PROVIDERS**

- Follow direction of Recreation and Volunteer Services Supervisor.

#### **ROLES/RESPONSIBILITIES OF THE FITNESS CENTRE TEAM MEMBERS**

- Follow direction of Recreation and Volunteer Services Supervisor.

#### **ROLES/RESPONSIBILITIES OF ADMINISTRATOR**

- Establish Emergency Operations Centre – see EOC Policies.
- The EOC will determine staffing needs/adjustments to existing team members. Extra team members will be called in by Administration.
- The EOC will determine if normal daily operations should be suspended depending on the situation.
- Prepare for possible Code Green.

#### **ROLES/RESPONSIBILITIES OF THE DIRECTOR OF NURSING/ASSISTANT DIRECTORS OF NURSING**

- Report to Emergency Operation Centre for further instructions.
- Ensure safety of residents and team members during response.
- Oversee resident care.
- Prepare for possible Code Green.

#### **ROLES/RESPONSIBILITIES OF THE SAFETY OFFICER**

- Report to Emergency Operation Centre for further instructions.
- Assess estimated time of reactivation of utilities.
- Source portable heaters.
- Ensure Maintenance duties are fulfilled.

#### **ROLES/RESPONSIBILITIES DIETITIAN/FOOD SERVICES SUPERVISORS**

- Report to Emergency Operation Centre for further instructions.
- Ensure safety of residents and team members during response.
- Ensure departmental duties are fulfilled.

#### **ROLES/RESPONSIBILITIES RECREATION AND VOLUNTEER SERVICES SUPERVISOR**

- Report to Emergency Operation Centre for further instructions.
- Ensure safety of residents and team members during response.
- Ensure departmental duties are fulfilled.



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### **ROLES/RESPONSIBILITIES OF ENVIRONMENTAL SERVICE SUPERVISOR**

- Ensure departmental duties are fulfilled.
- Ensure safety of residents and team members during response.

**COMMUNITY PARTNERS THAT MAY BE CONTACTED – Contact To Be Determined By The EOC. This excludes the original call to 911.** (Refer to Emergency Contact List for Phone Numbers)

- Utilities Supplier
- County Services

\*Any resident/visitor/team member expressing distress or requiring medical attention will be triaged and treated by a registered team member and any external resource as needed (ie ambulance/emergency department).\*

**RECOVERY** (the actions necessary to re-establish the facility back to its pre-disaster condition as soon as practical)

Management, team members and emergency services involved in the incident will meet as soon as possible after the emergency is over to:

- de-brief and capture information for Critical Incident Reporting
- analyze the policies and amend if necessary
- root cause analysis

Recovery and response issues that are seen necessary for the Home may include:

- Offer the Employee Assistance Program to team members if needed
- Continuation of resident care services  
(1) All medications will be administered to residents in a reasonable time in respect to the emergency with the LTCH's supply (weekly medication supply and emergency stock). If the home is unable to access their supply the DON or designate will reach out to the contracted pharmacy to order and deliver medications.
- Decontamination
- Critical infrastructure restoration (i.e., electrical, HVAC, security, domestic water supply, fire alarm system, etc.)
- Systems Recovery (i.e., computer, phone, etc.)
- Financial: documentation and tracking of response expenses
- Criteria and procedures to return to normal operations
- Restock supplies, forms, etc.
- Equipment safety checks

<b>Hastings/Quinte Long Term Care Services Emergency Response Manual</b>	<b>14-05-05</b> Page 1 of 5
Section: Code Grey	Policy/Procedure: Centennial Manor – Loss of Sewer Services
By Authority of the LTC Committee: Administrator/DOLTC	Effective Date: October 19, 1998 Revised: December 16, 2022 Reviewed: December 16, 2022

## SUMMARY

Arrangements for disposal of waste in the event of a sewer line break should be determined through town disaster services.

Loss of Sewer Services will affect use of:

- Toilets
- Drains
- Sinks and tubs
- Laundry equipment
- Dishwashers

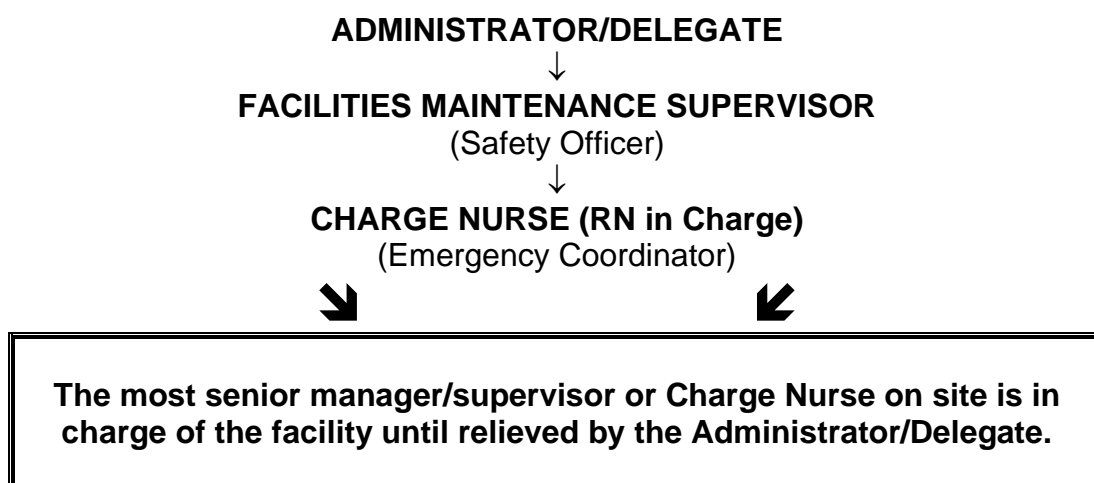
**PLAN ACTIVATION** (Decisions and actions taken to implement the plan.)

The plan will be activated upon loss of sewer services.

## IMMEDIATE RESPONSE TO CODE

- Notify the Administrator, Facilities maintenance supervisor and Maintenance team member on call.
- Notify tenants (QHC and Professional Building).

## LINES OF AUTHORITY



## COMMUNICATION PLAN

### Primary Method

- Phones
- Email

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- Runners

### **Secondary Method**

- Runners

**The Emergency Coordinator** is the 1<sup>st</sup> Floor RN/RPN.

**The Communications Coordinator** is the 2<sup>nd</sup> Floor RN/RPN.

**The Runners** are the most senior PSWs from Glanmire and Thanet.

### **ROLES/RESPONSIBILITIES OF THE EMERGENCY COORDINATOR**

- Provide direction to the RNs/RPNs and assist if necessary.
- Direct all team members not to use sinks, tubs, toilets, washers, dishwashers, etc.

### **ROLES/RESPONSIBILITIES OF THE COMMUNICATIONS COORDINATOR**

- Follow direction of Emergency Coordinator.

### **ROLES/RESPONSIBILITIES OF THE RUNNER(s)**

- Follow direction of Emergency Coordinator.

### **ROLES/RESPONSIBILITIES OF THE RNs/RPNs**

- Follow direction of Emergency Coordinator.

### **ROLES/RESPONSIBILITIES OF THE PSWs**

- Follow direction of RNs/RPNs.
- Supply personal care and toileting (commode and transfer to bags).
- No tub baths will be given for period of emergency.

### **ROLES/RESPONSIBILITIES OF THE ACTIVATION TEAM MEMBERS/VOLUNTEERS**

- Follow direction of the Recreation and Volunteer Services Supervisor.

### **ROLES/RESPONSIBILITIES OF THE DIETARY TEAM MEMBERS**

- Follow direction of the Dietitian/Manager or Supervisor

### **ROLES/RESPONSIBILITIES OF THE HOUSEKEEPING TEAM MEMBERS**

- Follow direction of the Facilities maintenance supervisor

### **ROLES/RESPONSIBILITIES OF THE LAUNDRY TEAM MEMBERS**

- Follow direction of the Facilities maintenance supervisor

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#### **ROLES/RESPONSIBILITIES OF THE MAINTENANCE TEAM MEMBERS**

- Follow direction of the Facilities maintenance supervisor
- Distribute temporary storage containers to each department
- Transport bagged waste to temporary storage area.

#### **ROLES/RESPONSIBILITIES OF THE ADMINISTRATION TEAM MEMBERS**

- Follow direction of the Administrator.

#### **ROLES/RESPONSIBILITIES OF THE HAIRDRESSER AND SERVICE PROVIDERS**

- Follow direction of the Recreation and Volunteer Services Supervisor.

#### **ROLES/RESPONSIBILITIES OF THE WELLNESS CENTRE TEAM MEMBERS**

- Follow direction of the Recreation and Volunteer Services Supervisor.

#### **ROLES/RESPONSIBILITIES OF THE ADMINISTRATOR**

- Establish Emergency Operation Centre – see EOC Policies.
- Notify the Administrator/DOLTC.
- The EOC will determine staffing needs/adjustments to existing team members.
- Discuss which areas should continue with water supply, if any.
- The EOC will determine if normal daily operations should be suspended depending on the situation.
- Prepare for Code Green.

#### **ROLES/RESPONSIBILITIES OF THE DIRECTOR OF NURSING/ASSISTANT DIRECTOR OF NURSING**

- Report to the Emergency Operations Centre.
- Ensure safety of residents and team members during response.
- Oversee resident care.
- Increase infection control practices.

#### **ROLES/RESPONSIBILITIES OF THE SAFETY OFFICER**

- Report to the Emergency Operations Centre.
- Options include rental of a portable toilet for team members, volunteer and visitor use.
- Be in contact with town officials regarding estimated time of repair.
- Arrange for transportation of waste disposal from each RHA to temporary storage.
- Arrange for transportation of waste disposal from temporary storage to off-site disposal.

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### **ROLES/RESPONSIBILITIES DIETITIAN/FOOD SERVICES SUPERVISORS**

- Report to Emergency Operation Centre for further instructions.
- Ensure safety of residents and team members during response.
- Ensure departmental duties are fulfilled.

### **ROLES/RESPONSIBILITIES RECREATION AND VOLUNTEER SERVICES SUPERVISOR**

- Report to Emergency Operation Centre for further instructions.
- Ensure safety of residents and team members during response.
- Ensure departmental duties are fulfilled.

### **COMMUNITY PARTNERS THAT MAY BE CONTACTED – Contact To Be Determined By The EOC. This excludes the original call to 911. (Refer to Emergency Contact List for Phone Numbers)**

- Town of Bancroft
- Health Unit
- Portable Toilet Rental Companies

\*Any resident/visitor/team member expressing distress or requiring medical attention will be triaged and treated by a registered team member and any external resource as needed (ie ambulance/emergency department).\*

**RECOVERY** (the actions necessary to re-establish the facility back to its pre-disaster condition as soon as practical)

Management, team members and emergency services involved in the incident will meet as soon as possible after the emergency is over to:

- de-brief and capture information for Critical Incident Reporting
- analyze the policies and amend if necessary
- root cause analysis

Recovery and response issues that are seen necessary for the Home may include:

- Offer the Employee Assistance Program to team members if needed
- Continuation of resident care services
  - (1) All medications will be administered to residents in a reasonable time in respect to the emergency with the LTCH's supply (weekly medication supply and emergency stock). If the home is unable to access their supply the DON or designate will reach out to the contracted pharmacy to order and deliver medications.
- Decontamination

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- Critical infrastructure restoration (i.e., electrical, HVAC, security, domestic water supply, fire alarm system, etc.)
- Systems Recovery (i.e., computer, phone, etc.)
- Financial: documentation and tracking of response expenses
- Criteria and procedures to return to normal operations
- Restock supplies, forms, etc.
- Equipment safety checks

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## SUMMARY

Arrangements for disposal of waste in the event of a sewer line break should be determined through town disaster services.

Loss of Sewer Services will affect use of:

- Toilets
- Drains
- Sinks and tubs
- Laundry equipment
- Dishwashers

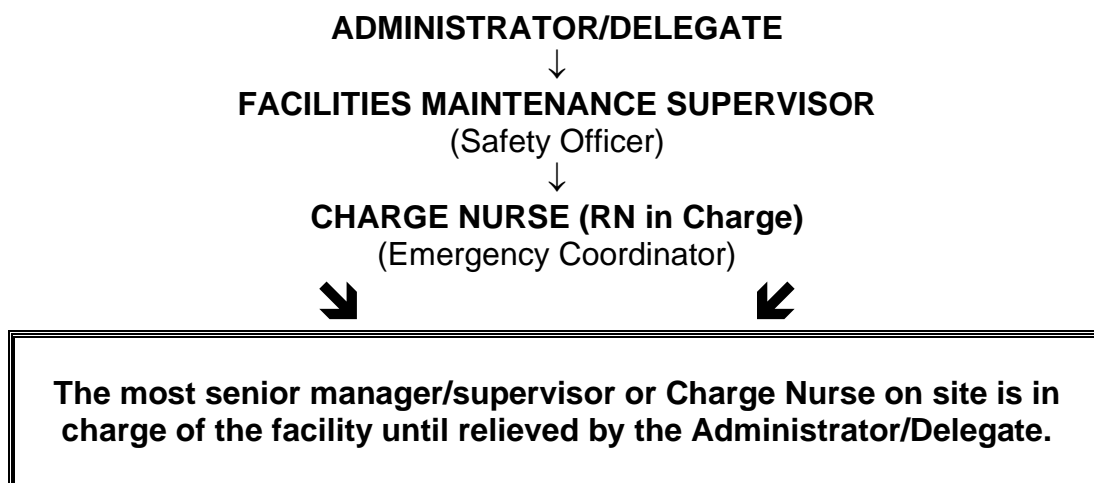
## PLAN ACTIVATION (Decisions and actions taken to implement the plan.)

The plan will be activated upon loss of sewer services.

## IMMEDIATE RESPONSE TO CODE

- Notify the Administrator, Facilities Maintenance Supervisor and Maintenance team member on call.

## LINES OF AUTHORITY



## COMMUNICATION PLAN

### Primary Method

- Phones
- Runners

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### **Secondary Method**

- Runners

**The Emergency Coordinator** is the 3<sup>rd</sup> Floor RN.

**The Communications Coordinator** is the 3<sup>rd</sup> Floor RPN.

**The Runner** will be delegated by the Emergency Coordinator at the beginning of each shift. Names are posted on the white board in the 3<sup>rd</sup> Floor Elm Villa Documentation Room.

### **ROLES/RESPONSIBILITIES OF THE EMERGENCY COORDINATOR**

- Provide direction to the RNs/RPNs and assist if necessary.
- Direct all team members not to use sinks, tubs, toilets, washers, dishwashers, etc.

### **ROLES/RESPONSIBILITIES OF THE COMMUNICATIONS COORDINATOR**

- Follow direction of Emergency Coordinator.

### **ROLES/RESPONSIBILITIES OF THE RUNNER(S)**

- Follow direction of Emergency Coordinator.

### **ROLES/RESPONSIBILITIES OF THE RNs/RPNs**

- Follow direction of Emergency Coordinator.

### **ROLES/RESPONSIBILITIES OF THE PSWs**

- Follow direction of RNs/RPNs.
- Supply personal care and toileting (commode and transfer to bags).
- No tub baths will be given for period of emergency.

### **ROLES/RESPONSIBILITIES OF THE RECREATION TEAM**

#### **MEMBERS/VOLUNTEERS**

- Follow direction of the Recreation and Volunteer Services Supervisor.

### **ROLES/RESPONSIBILITIES OF THE DIETARY TEAM MEMBERS**

- Follow direction of the Dietitian/Manager or Supervisor

### **ROLES/RESPONSIBILITIES OF THE HOUSEKEEPING TEAM MEMBERS**

- Follow direction of the Environmental Services Supervisor

### **ROLES/RESPONSIBILITIES OF THE LAUNDRY TEAM MEMBERS**

- Follow direction of the Environmental Services Supervisor



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### **ROLES/RESPONSIBILITIES OF THE MAINTENANCE TEAM MEMBERS**

- Follow direction of the Facilities Maintenance Supervisor
- Shut down water supply as required.
- Distribute temporary storage containers to each department
- Transport bagged waste to temporary storage area.

### **ROLES/RESPONSIBILITIES OF THE ADMINISTRATION TEAM MEMBERS**

- Follow direction of the Administrator.

### **ROLES/RESPONSIBILITIES OF THE HAIRDRESSER AND SERVICE PROVIDERS**

- Follow direction of the Recreation and Volunteer Services Supervisor.

### **ROLES/RESPONSIBILITIES OF THE FITNESS CENTRE TEAM MEMBERS**

- Follow direction of the Recreation and Volunteer Services Supervisor.

### **ROLES/RESPONSIBILITIES OF THE ADMINISTRATOR**

- Establish Emergency Operation Centre – see EOC Policies.
- The EOC will determine staffing needs/adjustments to existing team members.
- The EOC will determine if normal daily operations should be suspended depending on the situation.
- Discuss which areas should continue with water supply, if any.
- Prepare for Code Green.

### **ROLES/RESPONSIBILITIES OF THE DIRECTOR OF NURSING/ASSISTANT DIRECTOR OF NURSING**

- Report to the Emergency Operations Centre.
- Ensure safety of residents and team members during response.
- Oversee resident care.
- Increase infection control practices.

### **ROLES/RESPONSIBILITIES OF THE SAFETY OFFICER**

- Report to the Emergency Operations Centre.
- Options include rental of portable toilets for team members, visitor and volunteer use.
- Be in contact with town officials regarding estimated time of repair.
- Arrange for transportation of waste disposal from each RHA to temporary storage.
- Arrange for transportation of waste disposal from temporary storage to off-site disposal.

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### **ROLES/RESPONSIBILITIES DIETITIAN/FOOD SERVICES SUPERVISORS**

- Report to Emergency Operation Centre for further instructions.
- Ensure safety of residents and team members during response.
- Ensure departmental duties are fulfilled.

### **ROLES/RESPONSIBILITIES RECREATION AND VOLUNTEER SERVICES SUPERVISOR**

- Report to Emergency Operation Centre for further instructions.
- Ensure safety of residents and team members during response.
- Ensure departmental duties are fulfilled.

### **COMMUNITY PARTNERS THAT MAY BE CONTACTED – Contact To Be Determined By The EOC. This excludes the original call to 911. (Refer to Emergency Contact List for Phone Numbers)**

- City of Belleville
- Health Unit
- Portable Toilet Rental Companies

\*Any resident/visitor/team member expressing distress or requiring medical attention will be triaged and treated by a registered team member and any external resource as needed (ie ambulance/emergency department).\*

**RECOVERY** (the actions necessary to re-establish the facility back to its pre-disaster condition as soon as practical)

Management, team members and emergency services involved in the incident will meet as soon as possible after the emergency is over to:

- de-brief and capture information for Critical Incident Reporting
- analyze the policies and amend if necessary
- root cause analysis

Recovery and response issues that are seen necessary for the Home may include:

- Offer the Employee Assistance Program to team members if needed
- Continuation of resident care services
  - (1) All medications will be administered to residents in a reasonable time in respect to the emergency with the LTCH's supply (weekly medication supply and emergency stock). If the home is unable to access their supply the DON or designate will reach out to the contracted pharmacy to order and deliver medications.

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- Decontamination
- Critical infrastructure restoration (i.e., electrical, HVAC, security, domestic water supply, fire alarm system, etc.)
- Systems Recovery (i.e., computer, phone, etc.)
- Financial: documentation and tracking of response expenses
- Criteria and procedures to return to normal operations
- Restock supplies, forms, etc.
- Equipment safety checks

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## SUMMARY

Loss of Water Supply may result in failure of facility systems such as loss of:

- heat (boilers)
- safe drinking water supply
- domestic water supply for toilets, bathing, etc.
- use of equipment requiring water supply; e.g., steam cooker, coffee urns, washers

### Alternate Water Supply

- In the event of a water main break or other disaster resulting in the interruption of normal water supply, arrangements should be made to access water from nearby fire hydrant. Facility water system can be set up with a "T" in line and special hose connectors to accept a 2-inch fire hose.
- Fire hydrant water may be of treated or untreated water and may not be suitable for consumption, therefore, alternate potable sources of water will be needed.
- The temporary water supply should be protected from freezing in cold climatic conditions. This can be achieved by wrapping the hose with batts of fibre glass insulation and keeping a substantial flow of water flowing, preferably through 3/4 inch pipe or by covering with electrical heating blankets.

Hastings Manor has one (1) water main valve.

### PLAN ACTIVATION (Decisions and actions taken to implement the plan.)

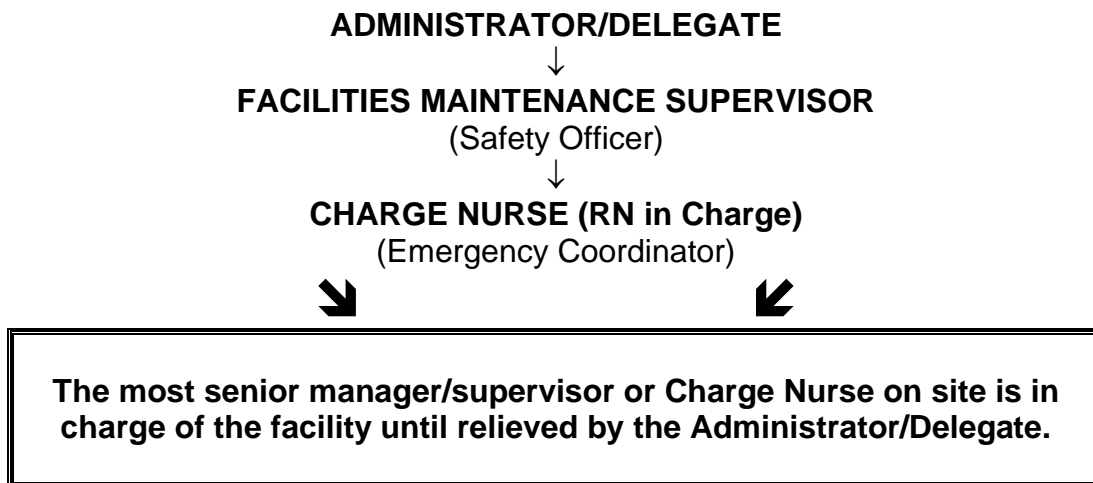
The plan will be activated upon notice of water main break.

### IMMEDIATE RESPONSE TO LOSS OF WATER

- Notify the Administrator, Facilities Maintenance Supervisor and Maintenance team members on call.
- Maintenance team members shut down main water valve:
  - Sprinkler Room #193.
  - Main water valve is located on west wall at water meter.
  - Close valve.

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## LINES OF AUTHORITY



## COMMUNICATION PLAN

### Primary Method

- PA System
- Phones
- Cell Phones
- Runners

### Secondary Method

- Runners

**The Emergency Coordinator** is the 3<sup>rd</sup> Floor RN.

**The Communications Coordinator** is the 3<sup>rd</sup> Floor RPN.

**The Runners** will be delegated by the Emergency Coordinator at the beginning of each shift. Names are posted on the white board in the 3<sup>rd</sup> Floor Elm Villa Documentation Room.

## ROLES/RESPONSIBILITIES OF THE EMERGENCY COORDINATOR

- Provide direction to the RNs/RPNs and assist if necessary.

## ROLES/RESPONSIBILITIES OF THE COMMUNICATIONS COORDINATOR

- Follow direction of Emergency Coordinator.

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### **ROLES/RESPONSIBILITIES OF THE RUNNER(S)**

- Follow direction of Emergency Coordinator.

### **ROLES/RESPONSIBILITIES OF THE RNS/RPNS**

- Follow direction of Emergency Coordinator.

### **ROLES/RESPONSIBILITIES OF THE PSWs**

- Follow direction of the RNs/RPNs.
- Keep residents calm and informed.

### **ROLES/RESPONSIBILITIES OF THE RECREATION TEAM MEMBERS/VOLUNTEERS**

- Follow direction of the Recreation and Volunteer Services Supervisor.
- Keep residents calm and informed.

### **ROLES/RESPONSIBILITIES OF THE DIETARY TEAM MEMBERS**

- Follow direction of the Dietitian/Manager or Supervisor.

### **ROLES/RESPONSIBILITIES OF THE HOUSEKEEPING TEAM MEMBERS**

- Follow direction of the Environmental Services Supervisor.

### **ROLES/RESPONSIBILITIES OF THE LAUNDRY TEAM MEMBERS**

- Follow direction of the Environmental Services Supervisor.

### **ROLES/RESPONSIBILITIES OF THE MAINTENANCE TEAM MEMBERS**

- Follow direction of the Facilities Maintenance Supervisor.

### **ROLES/RESPONSIBILITIES OF THE ADMINISTRATION TEAM MEMBERS**

- Follow direction of the Administrator.

### **ROLES/RESPONSIBILITIES OF THE HAIRDRESSER AND SERVICE PROVIDERS**

- Follow direction of Recreation and Volunteer Services Supervisor.

### **ROLES/RESPONSIBILITIES OF THE FITNESS CENTRE TEAM MEMBERS**

- Follow direction of Recreation and Volunteer Services Supervisor.

### **ROLES/RESPONSIBILITIES OF ADMINISTRATOR**

- Establish Emergency Operations Centre – see EOC Policies.
- The EOC will determine staffing needs/adjustments to existing team members. Extra team members will be called in by Administration.

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- The EOC will determine if normal daily operations should be suspended depending on the situation.
- Prepare for possible Code Green.

### **ROLES/RESPONSIBILITIES OF THE DIRECTOR OF NURSING/ASSISTANT DIRECTORS OF NURSING**

- Report to Emergency Operation Centre for further instructions.
- Ensure safety of residents and team members during response.
- Oversee resident care.
- Prepare for possible Code Green.

### **ROLES/RESPONSIBILITIES OF THE SAFETY OFFICER**

- Report to Emergency Operation Centre for further instructions.
- Ensure Environmental Services duties are fulfilled.

### **ROLES/RESPONSIBILITIES DIETITIAN/FOOD SERVICES SUPERVISORS**

- Report to Emergency Operation Centre for further instructions.
- Review menus and make changes if necessary, including alternative cooking methods.
- Order prepared foods if required.
- Distribute bottled water.
- Ensure safety of residents and team members during response.
- Ensure departmental duties are fulfilled.
- Prepare for possible Code Green.

### **ROLES/RESPONSIBILITIES RECREATION AND VOLUNTEER SERVICES SUPERVISOR**

- Report to Emergency Operation Centre for further instructions.
- Ensure safety of residents and team members during response.
- Ensure departmental duties are fulfilled.

### **COMMUNITY PARTNERS THAT MAY BE CONTACTED – Contact To Be Determined By The EOC. This excludes the original call to 911. (Refer to Emergency Contact List for Phone Numbers)**

- City of Belleville

\*Any resident/visitor/team member expressing distress or requiring medical attention will be triaged and treated by a registered team member and any external resource as needed (ie ambulance/emergency department).\*

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**RECOVERY** (the actions necessary to re-establish the facility back to its pre-disaster condition as soon as practical)

Management, team members and emergency services involved in the incident will meet as soon as possible after the emergency is over to:

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Recovery and response issues that are seen necessary for the Home may include:

- Offer the Employee Assistance Program to team members if needed
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  - (1) All medications will be administered to residents in a reasonable time in respect to the emergency with the LTCH's supply (weekly medication supply and emergency stock). If the home is unable to access their supply the DON or designate will reach out to the contracted pharmacy to order and deliver medications.
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