

Hastings/Quinte Long Term Care Services Emergency Response Manual	15-02-05 Page 1 of 5
Section: Other Emergencies	Policy/Procedure: Centennial Manor – Flood
By Authority of the LTC Committee: Administrator/DOLTC	Effective Date: October 19, 1998 Revised: December 16, 2022 Reviewed: December 16, 2022

SUMMARY

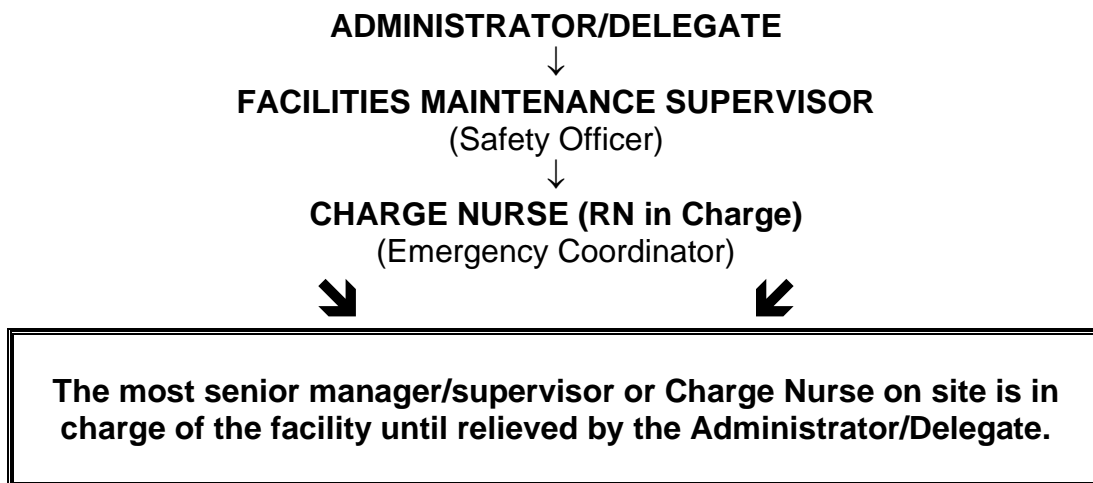
The purpose of the Flood Emergency Response Plan is to afford the maximum protection to residents, team members, visitors to the home, and its contents.

The Flood Response Plan provides detailed procedures to be implemented when flooding occurs inside the home. Flooding is typically an unexpected event that can be financially, bio-hazardous, and structurally devastating. This type of event could be caused by storms, broken pipe or water main, city sewer system pressurization, or hydrostatic pressure.

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

The most serious decision in the event of a flood is partial or full-evacuation of the home. Usually during any flood, unless there is a direct threat to residents or team members in other areas of the Home, only the affected area will be evacuated. If the decision to evacuate has been made, refer to the Code Green Policy and Procedures.

LINES OF AUTHORITY



COMMUNICATION PLAN

Primary Method

- Phones
- Cell Phones
- Runners

Secondary Method

- Runners

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IMMEDIATE RESPONSE TO CODE

- Notify the Administrator, Facilities maintenance supervisor and Maintenance Team member on call.

Preparation for a Flood:

- Team members shall ensure all residents and visitors stay in their RHAs and/or away from affected areas.
- Keep residents as calm as possible.
- Instruct visitors to remain with residents.

When there is immediate danger of flooding:

- Install sand bags outside door of Room #0-002 Main Electrical Room and Room #0-004 Boiler Room to prevent water entry.
- Install (2) submersible pumps in Room #0-004 and connect their discharge hoses to run through the QHC Generator Room #0-005 and out through the louvers and over to the catch basin located on the NHPSB front lawn.
- Shut off the electricity if required.
- Maintenance Team members - If the area around the circuit breaker is wet, stand on a dry board and shut off the power with a dry wooden stick.
- Try to move furniture, appliances and other belongings to above ground floor.

The Emergency Coordinator is the 1st Floor RN/RPN.

The Communications Coordinator is the 2nd 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.
- Be prepared to move residents to the second floor.

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.

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ROLES/RESPONSIBILITIES OF THE PSWs

- Follow direction of the RNs/RPNs.
- Notify residents of situation.

ROLES/RESPONSIBILITIES OF THE ACTIVATION TEAM MEMBERS/VOLUNTEERS

- Follow direction of the Recreation and Volunteer Services Supervisor.
- Notify residents of situation.

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.
- Shut off the electricity if required.
- Check feed water flow to the reservoir.
- Inspect elevator pits for excess water.
- Open sump pit covers.
- Try to move furniture, appliances and other belongings to unaffected areas.

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 Policy.
- Notify the Administrator/DOLTC.
- 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 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.
- Investigate and assess the situation for safety issues and level of risk.
- Ensure tenants are notified (QHC and Professional Building).
- Contact contractors to assist in flooding issues.
- Assess possible loss of water/pressure, power failure, loss of operations due to facility flooding.
- Direct and 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)

- Restoration Companies
- Equipment Rentals
- County of Hastings Treasury Department (Insurance)
- Town of Bancroft (Water/Sewer)

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- Utilities Suppliers
- Electrical Contractors

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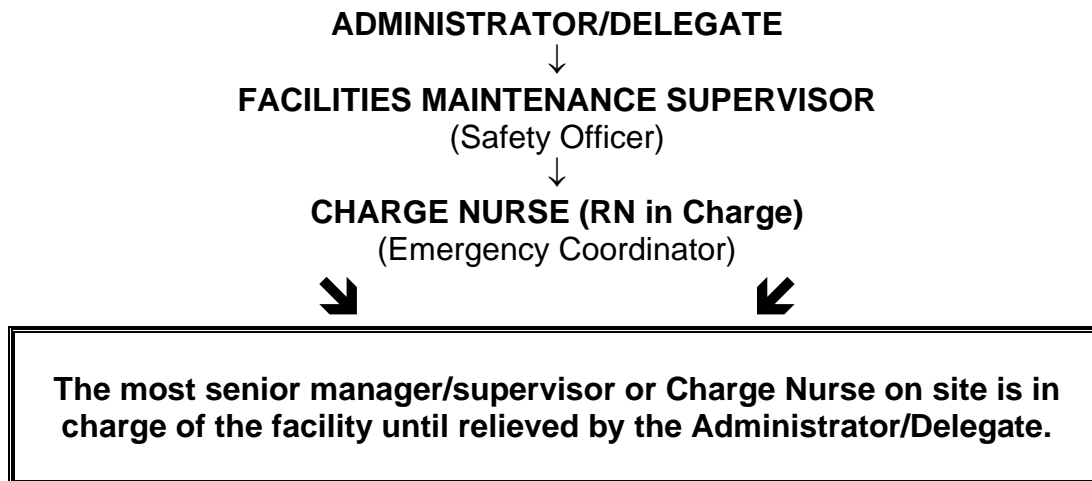
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PLAN ACTIVATION (Decisions and actions taken to implement the plan.)

The most serious decision in the event of a flood is partial or full-evacuation of the home. Usually during any flood, unless there is a direct threat to residents or team members in other areas of the Home, only the affected area will be evacuated. If the decision to evacuate has been made, refer to the Code Green Policy and Procedures.

LINES OF AUTHORITY



COMMUNICATION PLAN

Primary Method

- PA System
- Phones
- Cell Phones
- Runners

Secondary Method

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- Runners

IMMEDIATE RESPONSE TO CODE

- Notify the Administrator, Facilities Maintenance Supervisor and Maintenance team member on call.

Preparation for a Flood:

- Team members shall ensure all residents and visitors stay in their RHAs and/or away from affected areas.
- Keep residents as calm as possible.
- Instruct visitors to remain with residents.

When there is immediate danger of flooding:

- Install sand bags outside Terrace Green doors to prevent water entry.
- Shut off the electricity if required.
- Maintenance - If the area around the circuit breaker is wet, stand on a dry board and shut off the power with a dry wooden stick.
- Try to move furniture, appliances and other belongings to above ground floor.

The Emergency Coordinator is the 3rd Floor RN.

The Communications Coordinator is the 3rd 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 3rd 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 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.

ROLES/RESPONSIBILITIES OF THE PSWs

- Follow direction of the RNs/RPNs.
- Notify residents of situation.

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- Follow direction of the Recreation and Volunteer Services Supervisor.
- Notify residents of situation.

ROLES/RESPONSIBILITIES OF THE DIETARY TEAM MEMBERS

- Follow direction of the Dietitian/Manager or Food Service 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.
- Determine where the leak originates.
- Isolate water supply.
- Shut off the electricity if required.
- Inspect elevator pits for excess water, if applicable.
- Open sump pit covers, if applicable.
- Assess the generator room for risk of flood.
- Try to move furniture, appliances and other belongings to unaffected areas.

ROLES/RESPONSIBILITIES OF THE ADMINISTRATION TEAM MEMBERS

- Follow direction of the Administration Services Coordinator.

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 Policy.
- 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.

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- 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 FACILITIES MAINTENANCE SUPERVISOR (SAFETY OFFICER)

- Report to Emergency Operations Centre for further instructions.
- Investigate and assess the situation for safety issues and level of risk.
- Contact contractors to assist in flooding issues.
- Assess possible loss of water/pressure, power failure, loss of operations due to facility flooding.
- Direct and ensure Maintenance duties are fulfilled.
- If external threat, leave the radio/TV on to listen for flood information if applicable. Assign a team members member to monitor the radio before, during and after the flood for instructions from public safety officials, if applicable.

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.

ROLES/RESPONSIBILITIES ENVIRONMENTAL 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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- City of Belleville (Water/Sewer)
- Utilities Supplier
- Electrical Contractors

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