



EMERGENCY PREPAREDNESS PLAN

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INTRODUCTION

The Re kai Centres (hereafter known as “Home”) is a non-profit charitable organization owns and operates two Long-Term Care Homes.

As with all organizations, it is vulnerable to multiple threats and hazards. These include natural hazards such as pandemic, fires, earthquakes, severe weather including wind, rain and occasionally snow storms and floods. Additionally, there are man-made hazards such as hazardous materials spills and potential civil unrest and/or terrorism.

While each of these threats is a problem in and of themselves, they are frequently the cause of secondary issues such as long-term power and telephone outages. In some cases, the event may cause disruption to critical supplies and services such as food, medical supplies, Wi-Fi/Internet access and communications.

Preparing for such emergency is critical for ensuring the safety and security of residents, staff and visitors of long-term care facilities.

PURPOSE

To provide guidance to Re kai Centres on emergency policies and procedures to protect the lives and property of residents, staff and visitors.

SITUATION AND ASSUMPTIONS

A. Authorities

1. Ministry of Health
2. Ministry of Long-Term Care
3. Public Health Ontario
4. Toronto Emergency Services: Fire and EMS
5. Municipal Authority: Water, Hydro and Gas

B. Situation

1. The Re kai Centres is vulnerable to both natural and man-made disasters.
2. Residents of these Homes require special emergency considerations in planning for disasters or emergencies and in ensuring safety.

C. Assumptions

1. The possibility exists that an emergency or disaster may occur at any time.
2. In the event an emergency exceeds the Homes’ capability, external services and resources may be required.
3. City and Provincial departments and Agencies may provide assistance necessary to protect lives and property.

4. Depending on the scope of the event and the type of assistance needed, City and Provincial departments and Agencies may be unable to respond immediately. It is the responsibility of the Home to be prepared and to care for the residents, staff and visitors for seven to ten days.
5. The Home will comply with all provincial and City requirements for review and inspection of safety plans and procedures.

CONCEPT OF OPERATIONS

Rekai Centres have an emergency action plan in place, capable of providing for the safety and protection of residents, staff and visitors. Procedures should be developed to ensure that residents who are cognitively impaired, physically impaired, hearing impaired, speech impaired, or have English as a second language are properly informed and alerted as necessary.

This plan can be effective for either internal or external emergencies.

A. Pre-Emergency

1. Evaluate the Homes potential vulnerabilities.
2. Review, exercise and re-evaluate existing plans, policies and procedures.
3. Develop Reciprocal Assistance Agreements with similar types of organizations, both in and outside the immediate area. Review and update the Agreements regularly.
4. Review and update inventory/resource lists.
5. Determine communication systems. (E.g., cellular phones and fax machines may offer the best means in the event of a power loss.)
6. Ensure the availability and functioning of Homes' emergency announcement system.
7. Test reliability of emergency telephone roster for contacting personnel and activating emergency procedures.
8. Maintain emergency generators.
 - a. Identify power needs based on which equipment and appliances are necessary for the safety and security of residents, staff and visitors.
 - b. Develop procedures for testing generators and equipment supported by emergency generators.

- c. Maintain a 7-to-10-day supply of emergency fuel. Establish a delivery agreement with a supplier.
 - d. Document all testing procedures.
- 9. Ensure a 7-to-10-day supply of food and water for residents and staff.
 - a. Arrange for a private contact to supply back-up resources.
 - b. Rotate supplies and check expiration dates regularly.
- 10. Schedule employee orientation training and in-service training programs on the operations of the emergency plan.
- 11. Enhance emergency education.
 - a. Distribute preparedness checklists
 - b. In accordance with Ministry codes and requirements:
 - Post display of evacuation routes;
 - alarm and fire extinguisher locations;
 - and emergency contact telephone numbers.
 - c. Provide demonstrations on warning systems and proper use of emergency equipment for the staff, residents, and residents' families.
 - d. Encourage personal preparedness for all staff.
- 12. Conduct fire drills *at a minimum* of once per month per shift.
 - a. One drill is required per month for each shift for all shifts.
 - b. Document each drill, instruction or event to include date, content and participants involved.
 - Identify and document any problems associated with the drill.
 - Develop and implement an improvement plan for problems associated with the drill.
- 13. It is recommended that at least one drill is conducted along with the Fire department every other year to exercise *all* aspects of the emergency action plan. Document drills with critiques and evaluations.
- 14. Develop and maintain Standard Operating Procedures to include:
 - a. Task assignments (by title, not individual names)
 - b. Security procedures
 - c. Personnel call down lists (Fan phone list)
 - d. Emergency supplies; storage, maintenance and use
- 15. **Main floor Reception** is the designated Command Post (CP) and will serve as the focal point for coordinating operations. If evacuation is necessary, the alternate location will be other organizations which have a Reciprocal Assistance Agreements in place with the Homes.

16. Ensure all staff are trained to execute the activities of the Command Post. All staff should know the location of the Emergency Preparedness Plan.
17. Plan for evacuation and relocation of residents.
 - i. Identify the individual responsible for implementing facility evacuation procedures.
 - ii. Determine the number of ambulatory and non-ambulatory residents. Identify residents who may need more than minimal assistance to safely evacuate (including Hospice) and ensure staff are familiar with individual evacuation plans for those residents.
 - iii. Identify and describe transportation arrangements made through Reciprocal Assistance Agreements that will be used to evacuate residents.
 - iv. Describe transportation arrangements for logistical support to include moving and protecting records, medications, food, water and other necessities.
 - v. Identify facilities and include in the plan a copy of the Reciprocal Assistance Agreements that has been entered into with an organization to receive residents.
 - vi. Identify evacuation routes that will be used as well as secondary routes should the primary routes be impassable.
 - vii. Determine and specify the amount of time it will take to successfully evacuate all Residents/Staff to the receiving Organization.
 - viii. Specify the procedures that ensure Home' staff will accompany evacuating residents and procedures for staff to care for residents after evacuation.
 - ix. Identify procedures to keep track of residents once they have been evacuated. Include a log system.
 - x. Determine what items and how much each resident should take.
 - xi. Establish procedures for responding to family inquiries about residents who have been evacuated.
 - xii. Establish procedures to ensure all residents and staff are out of the Homes and accounted.
 - xiii. Determine when to begin pre-positioning of necessary medical supplies and provisions.
 - xiv. Specify at what point Reciprocal Assistance Agreements for transportation and the notification of alternative Organizations will begin.
18. Identify contact information for community resources available to provide emergency services during an emergency. These may include: volunteers, churches, clubs and organizations, emergency medical services, law enforcement, fire departments, businesses, hospitals, and local government departments and agencies.

19. Establish a plan for donations management. Delineate what is needed; where items will be received and stored; and who will manage donation management operations.

B. Preparedness

Upon receipt of an internal or external warning of an emergency, the facility Administrator or appropriate designee(s) should:

1. Notify staff in charge of emergency operations to initiate the Emergency Preparedness plan. Use Emergency Fan-Out List. Advise personnel of efforts designed to guarantee resident and staff safety.
2. If potential disaster is weather related, closely monitor weather conditions and update department directors as necessary.
3. Inform key agencies of any developing situation and protective actions contemplated.
4. Review Emergency Preparedness Plan, including evacuation routes, with staff and residents.
5. Prepare the Main Floor Reception area for Command Post operations and alert staff of impending operations.
6. Contact residents' families. Coordinate dissemination of messages.
7. Control Home access.
8. Confirm emergency staff availability.
9. Pre-arrange emergency transportation of non-ambulatory residents (dialysis residents, etc.) and their records.
10. Check food and water supplies.
11. Monitor radio/ Communication Systems
12. Have a plan in place for National Pharmacy and an alternate source to determine emergency operations in the event of halted deliveries or the need for backup.
13. Warn staff and residents of the situation and expedient protective measures. Schedule extended shifts for essential staff. Alert alternate personnel to be on stand-by.

C. Response

In response to an actual emergency situation, the Executive Director and Environmental Service Manager will coordinate the following actions:

1. Complete the actions of Pre-emergency and Preparedness outlined above.
2. Activate the Emergency Preparedness Plan and conduct Command Post operations, including communications, message control and routing of essential information.
3. Ensure communications with residents' families and physicians.
4. Determine requirements for additional resources and continue to update appropriate authorities and/or services.

5. Coordinate actions and requests for assistance with local jurisdiction emergency services and the community.
6. Ensure prompt transfer and protection of resident records (in case of evacuation).

D. Recovery

Immediately following the emergency situation, the Executive Director of the Home should take the provisions necessary to complete the following actions:

1. Assess the event's impact upon the Home, residents and staff members.
2. Coordinate with the City and Provincial (where necessary), the office of Emergency Management (OEM) and other agencies to restore normal operations, and to re-establish essential services.
3. Provide crisis counseling for residents, and staff as needed.
4. Provide local authorities a master list of displaced, missing, injured or dead; and notify the next of kin.
5. Provide information on sanitary precautions for contaminated water and food to staff, volunteers, residents and appropriate personnel.
6. If necessary, reach out to Community, City and Provincial organizations for assistance for alternate housing arrangements.

ORGANIZATION AND RESPONSIBILITIES

The Executive Director is responsible for the overall direction and control of Homes' emergency operations, receiving requested assistance from the heads of each internal department, the office of Emergency Management (OEM), Toronto Fire Department, Police Department, private and volunteer and other agencies.

Duties and activities that should be directed or assigned by the Executive Director are:

1. Coordinate the development of Emergency Preparedness plans and procedures.
2. Coordinate the activation, and oversee the implementation, of Emergency preparedness plans and procedures.
3. Direct Command Post operations.
4. Assign a coordinator for the delivery of residents' medical needs.
5. Assign a coordinator accountable for residents, their records, and needed supplies.
6. Assign responsibility for maintaining facility safety, including securing necessary equipment and alternative power sources.
7. Ensure availability of special resident menu requirements and assess needs for additional food stocks.
8. Assign a coordinator to ensure the cleanliness of all residents and provision of residents' supplies for 7 to 10 days.

9. Coordinate the inspection of essential equipment (wet/dry vacuums) and protection of facility (lower blinds, close windows, secure loose equipment, etc.).
10. Provide security of Home/grounds. Limit access to Home as necessary.
11. Coordinate provision of assistance to Maintenance and Housekeeping Departments.
12. Supervise notification of families on emergency operations.
13. Facilitate telecommunications and oversee release of information.

ALL HAZARDS PREPAREDNESS

Steps to be completed ahead of time:

Completed	Initials	
		1. Identify and obtain emergency supplies. <ul style="list-style-type: none"> • Flashlights (and batteries) • Radio (and batteries) • Emergency food and water supplies • Extra blankets • Medications • First aid kit • Sanitation items • Personal care items
		2. Create and exercise an emergency communications plan.
		3. Exercise an evacuation plan. Know the evacuation route(s).
		4. Keep all vehicles adequately fueled.
		5. Identify community partners and "sister homes." Develop and maintain Reciprocal Assistance Agreements and/or Letters of Understanding.
		6. Install flexible pipe fittings to avoid gas or water leaks. Flexible fittings will be less likely to break.
		7. Maintain an accurate blueprint of all utility lines and pipes associated with the facility and grounds.
		8. Develop procedures for emergency utility shutdown.
		9. Install and maintain a back-up generator.

Fire Safety

Steps to be completed ahead of time (in addition to All-Hazards Preparation):

Completed Initials

- _____ _____ 1. Post locations of fire alarms.
- _____ _____ 2. Post locations of fire extinguishers.

- _____ _____ 3. Train employees on use of alarm systems and extinguishers.
(Refresh annually.)
- _____ _____ 4. Post directions on how to utilize emergency equipment.
- _____ _____ 5. Train on, and exercise **RACE** procedures:
- R: RESCUE** – Rescue residents in immediate danger.
A: ALARM – Sound nearest alarm if not already activated.
C: CONFINE – Close doors behind you to confine the fire.
Crawl low if the exit route is blocked by smoke.
E: EXTINGUISH – Utilize fire extinguisher as situation permits
or
EVACUATE – Follow evacuation procedures.

During the event:

Completed	Initials	
		R: RESCUE – Rescue residents in immediate danger.
		A: ALARM – Sound nearest alarm if not already activated.
		C: CONFINE – Close doors behind you to confine the fire. Crawl low if the exit route is blocked by smoke.
		E: EXTINGUISH – Utilize fire extinguisher as situation permits or
		EVACUATE – Follow evacuation procedures.

Severe Weather

Includes electrical storms, wind storms, rain storms, snow storms, etc.

Steps to be completed ahead of time (in addition to All-Hazards Preparation):

Completed	Initials	
		1. Plug critical equipment into surge protectors.
		2. Evaluate the facility for potential dangers and fix the problems. <ul style="list-style-type: none"> • Dead trees that could fall during the storm • Potential fire hazards

During the event:

Completed	Initials	
		1. Relocate to inner areas of building as possible.
		2. Check restrooms or vacant rooms for visitors or stranded residents.
		3. Keep away from glass windows, doors, skylights and appliances.
		4. Refrain from using telephones and taking showers.

		5. Turn off and unplug computers, televisions and other non-critical appliances.
		6. Listen to battery-operated radio for information.

Earthquake

Steps to be completed ahead of time (in addition to All-Hazards Preparation):

Completed	Initials	
		1. Evaluate the facility for potential dangers and fix the problems. Examples: <ul style="list-style-type: none"> • Remove potential fire hazards • Secure furniture or equipment/appliances to the wall (may fall and cause injuries) • Store large and/or heavy items low to the ground • Repair any deep cracks in walls, ceilings or foundation of building • Bolt and strap the water heater to the wall and ground • Affix pictures and/or mirrors securely • Brace overhead light fixtures
		2. Train and exercise on “Drop, Cover and Hold”.

During the event:

Completed	Initials	
		1. Drop, Cover and Hold
		2. Inspect the facility for safety. Evacuate if building is not safe using RACE system.
		R: RESCUE – Rescue residents in immediate danger.
		A: ALARM – Sound nearest alarm if not already activated.
		C: CONFINE – Close doors behind you to confine the fire. Crawl low if the exit route is blocked by smoke.
		E: EXTINGUISH – Utilize fire extinguisher as situation permits or
		EVACUATE – Follow evacuation procedures.
		3. Put out small fires quickly. If not handled by one extinguisher, or it is larger than a wastepaper basket, evacuate the building.
		4. Check on residents, staff and visitors. Check restrooms or vacant rooms for visitors or stranded residents.
		5. Take care of injured or trapped persons. Provide medical treatment as appropriate. Call 9-1-1 only for life-threatening emergencies.
		6. Turn off gas <u>only</u> if you smell gas or think it may be leaking. (Natural gas line cannot be turned on again except by the

		gas company.)
		7. Be prepared for after-shocks and re-evaluate building safety after additional seismic activities.

Flood

Steps to be completed ahead of time (in addition to All-Hazards Preparation):

		1. Evaluate the facility for flood hazard(s). <ul style="list-style-type: none"> • Know your flood risk and elevation above flood stage.
		2. Install check valves in building sewer traps to prevent flood water from backing up into building drains.
		3. Have sand and sandbags on hand to ward off floodwaters. Train on sandbagging techniques.
		4. Invest in flood insurance by calling contacting your local insurance agent.

During the event:

		1. When warned of potential flooding, fill clean bathtubs, large pans, buckets, etc., with fresh water and store in case water services are interrupted (contaminated).
		2. Fill and use sandbags to ward off floodwaters. Use proper sandbagging techniques.
		3. Evacuate according to local emergency management orders and/or recommendations.
		4. Turn off electricity if the building is flooded.

After the event:

		1. Clean. <ul style="list-style-type: none"> • Wear dusk mask and gloves. • Get rid of mud as soon as possible. • Clean everything that got wet. • Don't risk contamination. "If in doubt, throw it out." • (A solution of one part household bleach and four parts water will kill surface mildew and, if used as part of a regular maintenance program, will prevent mildew from returning.)
		2. Dispose of all foods and canned goods that came in contact with flood waters.
		3. Boil drinking water before using. Wells should be pumped out and the water tested for purity before drinking. If in doubt, call your local public health authority.
		4. Be cautious around electrical lines, outlets and appliances. Do not assume that the power is off.
		5. Do not dispose of hazardous chemicals and materials (those marked "danger, caution, poison, warning, flammable, toxic,

		keep out of reach of children and hazardous") in the trash, down the drain or into standing water as they can contaminate groundwater and sewer lines.
		6. Watch for animals. Small animals like rats and snakes that have been flooded out of their homes may seek shelter in yours. Use a pole or stick to poke and turn items over and scare away small animals.
		7. Look before you step. After a flood, the ground and floors are covered with debris including broken bottles and nails. Floors and stairs that have been covered with mud can be very slippery.

Power Outage

Steps to be completed ahead of time (in addition to All-Hazards Preparation):

		1. List names and numbers of maintenance staff for day and evening notification.
		2. Evaluate back-up generator needs. Consider power needs for critical safety and medical equipment, refrigeration, temperature control, etc.
		3. Arrange for private contract to serve as an added back-up source.

During the event:

		1. Call # 416-542-3100 or 311(Toronto Hydro) to report outage.
		2. Notify maintenance staff.
		3. Evacuate the building if danger of fire.
		4. Keep refrigerated food and medicine storage units closed to retard spoilage.
		5. Turn off power at main control point if short is suspected.

Water Main Break

During the event:

		1. Call # 311 or 416-392-7000 to report outage.
		2. Notify maintenance staff.
		3. Evacuate the building if necessary.
		4. Shut off valve at primary control point.

Gas Line Break/leakage

During the event:

		1. Call 9-1-1.
		1. Evacuate the building immediately. Follow evacuation procedures.

		2. Shut off main valve.
		3. Call # 1-877-362-7434 (Enbridge) to report break.
		4. Notify maintenance staff.
		5. Open windows and doors.
		6. Re-enter building only at the discretion of utility officials.

Pandemic /Epidemic Planning

STANDARD:

The Outbreak Management Team checklist will be implemented whenever there is a pandemic.

The Outbreak Management Team (OMT) will direct and oversee all aspects of an outbreak in the home during an influenza pandemic.

PROCEDURE:

1. The Executive Director (ED)/ Infection Control Lead will chair the Outbreak Management Team meeting(s) utilizing the outbreak Management Team Checklist.

OUTCOME:

1. The Outbreak Management Team will understand their role during an outbreak.

INFO / TASK / ACTION	DONE	DATE	COMMENTS
<u>Awareness and Understanding of Outbreak Condition:</u> Brief OMT members on pandemic condition as reported by Public Health			
<u>Coverage for Managers</u> DESIGNATED ALTERNATES for the following <ul style="list-style-type: none"> ➤ Executive Director ➤ Infection Prevention & Control Lead ➤ Director of Nursing Services ➤ Director of Resident Care ➤ Food Services Manager ➤ Administrative Coordinator ➤ Environmental Services Manager 			
<u>Manager's Role in Outbreak Management</u> Review control measures (to ensure communications, staffing, supplies and procedures are in place to prevent virus from spreading and to ensure that control measures are enforced			

INFO / TASK / ACTION	DONE	DATE	COMMENTS
<p><u>Initial Response Steps</u> When pandemic strain is suspected or confirmed, ensure initial response steps are implemented as directed by the local public health unit.</p>			
<p><u>Identified Pandemic Strain</u> Modify control measures and make available disposable equipment where proper cleaning and disinfection of equipment can no longer be done as directed by the public health unit</p>			
<p><u>Deployment of Full and Part-time Staff and Volunteers</u> Assign person to monitor main entrance and other entrances as the home designates</p>			
<p>Assign hours of monitoring</p>			
<p>Maintain adequate levels of care, using transferable skills and delegated acts based on pandemic plan</p>			
<p>Minimize movement, but may not be required if staff are taking antivirals and using appropriate infection prevention and control practices</p>			
<p>Implement other control measures as directed by the local public health unit</p>			
<p><u>Protocol for Ill Workers</u> Consider exclusion of workers and return to work according to public health directives. Also parameters for workers to return to work if not fully recovered, or, if not taking antivirals</p>			
<p><u>Protocol for visitors and volunteers (including families)</u> Implement control measures including notification, and restrictions on visiting and communal activities</p>			
<p><u>Other Considerations:</u> Support to staff (along with HR and Unions with</p> <ul style="list-style-type: none"> ➤ Transportation assistance ➤ Accommodation and meals if working extended hours ➤ Access to Employee Assistance Program (EAP) counselling for stress and anxiety ➤ Flexible scheduling for staff time to fulfil family responsibilities ➤ Assistance with babysitting children, caring for elderly family members and caring for pets 			
<p>Continue to activate pandemic plan – including any</p>			

INFO / TASK / ACTION	DONE	DATE	COMMENTS
other emergency plans as required			
Examine need to initiate evacuation, building emergency, labour issues, reception or relocation of residents			
If required, other homes management may be contacted for further assistance,			
Clarify role of Public Health – availability of service			
Decide frequency of meeting of OMT and next meeting date and time			