



INTRODUCTION

Introduction

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EMERGENCY CODES

Code **Blue**: Cardiopulmonary Resuscitation

Code **White**: Violent Situation

Code **Silver**: Armed Intruder

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Code **Brown**: Contamination

Code **Orange**: External Disaster

INTRODUCTION

An "emergency" means an urgent or pressing situation or condition presenting an imminent threat to the health or well-being of residents, staff, students, family members, volunteers or visitors that requires immediate action to ensure the safety of persons in the home.

The purpose of St. Joseph's Villa Emergency Preparedness Plan is to provide St. Joseph's Villa facility, residents, volunteers and staff with a clear, concise and up to date plan to help them prepare for and deal with emergencies. Being prepared to operate emergencies in an organizational approach but also on an individual responsibility. While emergencies are typically unpredictable, our exaptation is to provide foundational health and safety knowledge that will assist St. Joseph's Villa our residents, staff and volunteers in times of crisis. Being prepared and informed can be critical when immediate action is required and St. Joseph's Villa wants everyone to be prepared. Our goal is towards Prevention, Mitigation, Preparedness, Response and Recovery.

The motivation of this plan is to supply our residents, volunteers and employees at St. Joseph's Villa with the protocols and procedures to equip them to respond to emergencies and disasters that may occur and in doing this we hope that their actions will reduce the severity, seriousness, or painfulness of the emergency.

"Get Prepared" Training and Education Responsibilities

- Surge Learning Emergency Preparedness education must be completed annually
- Reviewing and understanding the emergency preparedness codes, policies and procedures and standards meticulously
- Monthly EPC team committee meetings
- Planning of site-specific requirements
- Participating in monthly drills, education and training as required
- Reporting any unsafe environmental circumstances immediately to your supervisor

When responding to an emergency, it is paramount that you remain calm. The purpose of education, practice and taking responsibility is everyone's safety. Know the plan of action and how to recover from the emergency once it is over. It takes a

cohesive response team that's includes many people such as staff, family, volunteers, residents and community partners reducing barriers that can affect the psychological and physical welfare is our prime priority.

The plans, policies, procedures and ongoing education equip you with the skills required to take responsibility in these unexpected events creating prevention, mitigation, preparedness, response and recovery. Our plan outlines the structure and essential steps to make certain the overall response is well organized and managed to reduce tragedy and promote the health and safety of our home.

Prevention

Prevention focuses on preventative actions taken to advert hazards from occurring, whether they are natural, technological or caused by humans. Not all hazards are preventable, but the risk of loss of life and injury can be defined with good evacuation plans and environmental devising. We advocate health and safety and have high expectations that if we recognize an arising issue we directly report it to the manger to make the necessary adjustments to prevent emergencies from happening the best we can.

Mitigation

Mitigation refers to measures or an action taken to prevent an emergency, reduce the probability of an emergency happening, or reduce the damaging consequence of an unavoidable emergencies. It refers to the attempt to reduce loss of life and property by minimizing the impact of disasters and emergencies. Typically, mitigation measures are established with building codes and zoning requirements or the creation of defensible space around the property to safeguard an example is the creation of defensible space around homes to protect them from wildfires.

Preparedness

Preparedness is a continual cycle of planning, training, organizing, arrangement, education, drills, analyzing and taking curative action. Ensuring that individuals are trained and continues to do exercise drill training is the foundation of preparedness, which helps individuals focus on being ready to respond to hazardous scenarios and or emergencies. Increasing in training and being prepared will benefit and give guidance to the organizations ability to respond when an emergency occurs. It is critical that individuals are trained on how to recognize hazards and who to report them to, establishing safeguards before an emergency even happens.

Response

The response phase is acknowledgment to the emergency or occurrence of tragic disaster. The purpose is to save lives, reduce economic losses/damages and alleviating suffering. Acting immediately, insightful on what action to take and how to safely take them before, during and instantly following the occurrence. Response actions may include the analysis and management of utilizing community resources and emergency operations in accordance with the command center, the evacuation of vulnerable populations, corresponding with our emergency placement agreements, providing the necessary care needs, equipment, medications, emergency rescue and medical care and fire fighters.

Recovery

Recovery is the achievements exercised beyond the emergency period to reconstruct analytical organization functions and establish to manage stabilization efforts. The recovery phase will start immediately after all individuals are safe and the threat to human life has subsided. The objective of the phase is to deliver some degree of normalcy and bring back the affected areas, this includes the restoration of basic services and needs this also includes physical, social and economic damages that occurred. This would not just include cleanup crews, contractors but social workers and staff that can encourage a new bright start point.



Emergency Preparedness Committee Terms of Reference

Purpose:

The purpose of the **Emergency Preparedness Committee** is to oversee the safe and effective management of emergency situations for residents, staff, volunteers and visitors within St. Joseph's Villa. The Committee ensures that emergency preparedness practices meet regulatory standards, minimize risks, and optimize safe outcomes for all residents. The Committee also provides guidance on emergency preparedness policies, practices, staff and resident education, and the coordination of codes to promote a culture of prevention, mitigation, preparedness, response and recovery for residents, staff, volunteers and visitors.

Goals:

The primary goals of the Emergency Preparedness Committee are to:

1. **Ensure Safe and Effective Management** that is consistent with best practices, fire code, ministry and regulatory requirements.
2. **Minimize Risks** and preventable harm to residents, staff, volunteers and visitors through continuous monitoring, intervention, and improvement.
3. **Oversee Development, Implementation, and Review** of emergency preparedness policies and procedures including code report forms.
4. **Promote Holistic Emergency Management Approaches**, incorporating interventions, equipment, and training devices.
5. **Ensure Ongoing Education and Training** for staff and residents to keep them informed on the latest emergency preparedness strategies and evidence-based practices.

Responsibilities:

The Committee is responsible for:

1. **Coordination of Emergency Preparedness Program:** Ensuring that the emergency preparedness program complies with regulatory standards and includes the following:
 - o Open and ongoing communication with residents, staff and families; including updates and feedback from drills, implementation of recommendations from staff, families and residents.
 - o Prevention: actions taken to stop an emergency or disaster from happening in the first place by addressing root causes, often through proactive measures like implementing safety regulations and essentially aiming to eliminate or significantly reduce the likelihood of a disaster occurring.
 - o Mitigation: actions taken to reduce the potential impact of a disaster by preventing it from happening in the first place, or by lessening its severity if it does occur, essentially aiming to minimize loss of life and property damage by addressing the root causes of a hazard.
 - o Preparedness: the proactive steps taken to plan, organize, train, and equip oneself to effectively respond to and mitigate the impacts of a potential emergency or disaster, ensuring readiness before an event occurs.
 - o Response: the immediate actions taken once an emergency occurs, focusing on saving lives, minimizing damage, and providing necessary aid to affected individuals, including activities like evacuation, search and rescue, medical treatment, and resource distribution.

- Recovery: the phase following an emergency response where the focus is on restoring affected areas to a pre-disaster state, including rebuilding infrastructure, providing essential services, and addressing the social and economic impacts of the disaster.
- 2. **Review and Development of Emergency Preparedness Policies:** Establishing evidence-based policies and best practices for emergency preparedness, considering the Ontario Fire Code, FLTCA, RAO best practice and standards.
- 3. **Education and Training:** Identifying staff education needs, facilitating training on emergency preparedness techniques, and ensuring staff are equipped to provide quick and safe responses to emergency situations.
- 4. **Support for Emergency Preparedness Interventions:** Supporting staff in performing thorough emergency code drills, selecting appropriate interventions, and building our community relationships for internal or external consultations when necessary.
- 5. **Program Evaluation:** Regularly reviewing the effectiveness of the emergency preparedness program, including audits, performance indicators, and outcomes, to identify areas for improvement.
- 6. **Collaboration with Community Partners:** Ensuring interdisciplinary collaboration to address emergency disaster situations, including coordination of services, such as evacuation, transportation, care, medication and health records. Strengthening these relationships will help the response time dramatically in an emergency situation.
- 7. **Resident and Family Communication:** Facilitating transparent communication with residents and their substitute decision-makers regarding emergency preparedness planning, drills, program changes and feedback recommendations.

Functions:

To achieve its goals and responsibilities, the Emergency Preparedness Committee will perform the following functions:

1. **Develop, Review, and Recommend Evidence-Based Approaches:** The Committee will develop and recommend evidence-based practices for emergency preparedness that aligns with regulatory standards, Ontario Fire Code and emerging best practices.
2. **Oversee Development of Emergency Preparedness Policies:** The Committee will ensure that emergency preparedness policies and procedures are tailored to St. Joseph's Villa and in compliance with regulatory standards, considering the unique procedures for each code.

3. **Identify and Address Staff Education Needs:** The Committee will identify knowledge gaps among staff related to emergency preparedness and facilitate educational opportunities to improve procedures and outcomes.
4. **Support Staff in Emergency Preparedness Interventions:** The Committee will provide support for staff in areas such as equipment training, resources, training and drills, policies, development and on-going support and education.
5. **Conduct Emergency Preparedness Audits, Collect Data:** The Committee will support emergency preparedness auditing to ensure weekly audits on emergency generator testing. Monthly audits on equipment, keys, EP manuals being in place, emergency generator electrical load transfer test, fire extinguishers, FOB's, emergency exit lighting and updates are all in place. Every quarter a third-party contractor inspects the sprinkler system. Yearly audits are completed on fire doors, full emergency generator inspection from a third-party contractor, complete fire system completed by a third-party contractor and defibrillators in the home. Follow-up results are immediately put into place.
6. **Review Current Audit Reports and Evaluate Program:** The Committee will regularly review audit results to assess the effectiveness of the facility's emergency preparedness program, identifying areas for improvement and addressing education gaps.
7. **Program Evaluation and Annual Reporting:** At minimum, an annual evaluation of the emergency preparedness program will be conducted, with findings reported to the Continuous Quality Improvement Committee to ensure program enhancements and address any identified needs.

Membership and Terms:

1. **Membership:**
 - Emergency Preparedness Lead (*Chairperson*)
 - Administrator
 - Director of Care
 - Assistant Director of Care
 - Manager, Health and Safety
 - Manager, Maintenance
 - Manager, Food Service
 - Manager, Environmental Services
 - Manager, Accounting
 - IPAC Lead
 - Clinical Educator
 - Receptionist

- Hospice Representative
 - Maintenance Tech, Staff Member
2. **Term of Service:** Committee membership is not bound by a fixed term. Members are appointed based on their role, expertise, and ongoing contribution to the committee's objectives.
 3. **Advisors:** External advisors, such as emergency preparedness experts, may be invited to attend meetings or provide consultation as needed.

Meetings and Frequency:

1. **Frequency:** The Emergency Preparedness Committee will meet at minimum monthly. Additional meetings may be scheduled at the request of the Chairperson or upon identification of urgent issues. Meetings will be in-person. Meetings shall not extend longer than 1 hours in duration.
2. **Agenda and Minutes:** The Chairperson will set the agenda and circulate it within a minimum of two days prior to each meeting. Minutes will be circulated to members and stored on the public drive.

Performance Evaluation:

1. **Self-Assessment:** The Committee will review its own performance at least annually, evaluating its effectiveness in achieving emergency preparedness goals and addressing emerging issues by fulfilling the committee's improvement plan.
2. **Reporting on Performance:** A report summarizing the Committee's performance will be included in the minutes once per year.
3. **Feedback:** The Committee will seek feedback from facility staff, residents, and families regarding the effectiveness of emergency preparedness practices and the Committee's work.


Amendments to the Terms of Reference:

1. **Review and Revision:** These Terms of Reference will be reviewed and/or updated at least annually to ensure alignment with current best practices, regulatory changes, and organizational needs.
2. **Approval of Changes:** Any amendments to the Terms of Reference will be approved by the committee.

Responsible to:

1. The Emergency Preparedness Committee is responsible to the Administrator.

Emergency Codes

	Manual: Emergency Preparedness	Section: Codes	Code: 03	Pages: 1 of 2
Subject: Code Blue				Area of Focus: Care & Service

1.0 Purpose	<p>The purpose of a Code Blue (for Cardio-Pulmonary Resuscitation) is to achieve the prompt restoration of effective circulation and respiration in residents suffering a cardiac arrest.</p> <p>There are conditions of ill health and inevitable death by which an order of “no resuscitation” is appropriate. It is the resident’s right to accept or refuse treatment. See Individualized Summary for advanced directives.</p>
2.0 Definitions	<p>Cardio-Pulmonary Resuscitation (CPR) is the action of attempting to restart the beating of the heart, and breathing of the lungs.</p> <p>CPR involves the application of artificial ventilation (mouth-to-mouth resuscitation or bagging), and chest compressions.</p> <p>*Please note the Villa Long Term Care Home does not have or use an AED for residents*</p> <p>Advanced Cardiac Life Support (ACLS) activities include intubations and defibrillation.</p>
3.0 Procedure	<p>Process:</p> <p>Where appropriate or based on the Individualized Summary of an individual resident, certified staff should initiate CPR until emergency/ ambulance personnel arrive to initiate ACLS.</p> <p><i>CPR is initiated</i> at St. Joseph’s Villa for an actual witnessed cardiac arrest in the absence of a DNR order, or in the absence of an expressed wish not to be resuscitated. <i>CPR</i> will consist of chest compressions and usage of a disposable self- inflating Manual Resuscitator or BAG. The following guideline will be followed:</p> <p>a) The arrest should have been witnessed by a reliable observer, or where able to determine that the arrest has occurred within minutes of when the resident was last seen functioning normally. (Health Professionals must use clinical judgment to determine whether to proceed with CPR considering signs such</p>

as: absence of vital signs, skin discolouration, lividity, fixed stare, corneal opacification, rigor mortis).

- b) The event should have been unexpected, given the clinical situation – ANTICIPATED DEATHS SHOULD NOT BE TREATED AS CARDIAC ARRESTS.
- c) The resident should not be suffering from a complex multi-system medical problem that has been shown not to benefit from CPR. This would have been determined by the team as part of the treatment plan.
- d) The resident clearly does not have an illness for which death would be the expected outcome.

CPR should NOT be initiated if there is a DNR order, or where staff know the resident /substitute decision maker does not wish resuscitation, whether expressed orally, in a written document (POA, Individualized Summary), or other communication.

Procedure:

When it has been determined that an actual cardiac arrest has occurred, and it is determined that CPR is appropriate:

- a) Assign or access the paging system by dialing "80" on any in-house telephone. There will be an approximate 5-second delay before the overhead speakers are activated. After dialing "80" repeat "Attention All Staff" until you hear your voice coming through the speakers, then proceed with the following announcement, three times: Attention all staff "Code Blue is in affect" and your "location". A second staff call 911.
- b) The RN or RPN first on the scene initiates CPR consisting of chest compressions and bagging with the disposable Manual Resuscitator or BAG, and will continue until the arrival of emergency personnel.

- c) Manual Resuscitator BAG Operation:


1. TEST the Bag Function Prior to Use:

- Remove the BAG from the plastic bag and inspect to ensure intact, then expand from the collapsed position-inflate. Rapid bag re-expansion confirms efficient air intake.
- Block the patient valve /mask connector part and try to compress the bag. If the bag cannot be compressed with reasonable force, the valve is efficiently preventing backward escape of air.
- Compress the filled reservoir bag. Air should vent to the atmosphere as indicated by lifting the disk membrane at the base of the mask connector and not return to the ventilation bag.

2. Operation Instructions:

- Open the patient's airway
- Clear the patient's mouth of any foreign material

	<ul style="list-style-type: none"> ▪ Apply mask firmly to the face. Squeeze and release the bag allowing enough time between inspirations for the patient to exhale and the bag to re-expand. ▪ Observe the rise and fall of the patient's chest and listen for the air flow from the valve as the patient exhales. <p>Key Points:</p> <p>Face masks / flat boards are located in the service corridors of the resident home areas.</p> <p>CPR/DNR instructions must be included when transferring a resident to another facility. For residents who are not to be resuscitated, the MD or Nurse must sign a DNR Validity Form, where a DNR order exists, for EMS personnel to accept.</p> <p>Registered Staff are offered CPR re-certification annually at the BCLS Level, through a reputable organization. Re-Certification opportunities are provided by St. Joseph's Villa annually through the oxygen service provider and recommended at least every two years.</p>
Documentation:	<p>De-brief form filled out and filled with EPC committee.</p> <p>Document any events in resident specific health records in (Point Click Care).</p>

	Manual: Emergency Preparedness	Section: Codes	Code: 11	Pages: 1 of 4
Subject: Codes White				Area of Focus: Care & Service

1.0 Purpose	<p>To provide instruction to Villa staff to assist in responding to situations where individuals (residents, patients, visitors) display violent behaviours which threaten the safety and wellbeing of staff, residents or visitors.</p> <p>A CODE WHITE is to be initiated if attempts to de-escalate the threatening behaviours (by a resident, patient, family, or visitor) have been unsuccessful and/or immediately if the threat is significant and/or imminent.</p>
2.0 Definitions	<p>Verbal Agitation/Aggression - Verbal aggression has been defined as communication with an intention to harm an individual through words, tone or manner, regardless of whether harm occurs Examples: yelling, cursing, growling, uttering verbal threats, personal attacks.</p>

	<p>Physical Agitation – Physical agitation is a state of restlessness, uneasiness, or aggravation that can lead to physical actions like pacing, wringing hands, or pulling at clothing. Examples: tense body posture, clenching fists, raising hand/arm to gesture aggression towards someone, quick exaggerated movements.</p> <p>Physical Aggression – Physical aggression is behavior that causes or threatens physical harm to others. It can range from minor acts, like pushing or slapping, to more severe acts, like punching or assault. Other examples of physical aggression include: biting, kicking, using weapons, and breaking possessions. Examples: banging, hitting walls, furniture, throwing objects, attempting to punch, kick, grab at another person, striking out.</p>
3.0 Procedure	<p>Main Goals & Objectives of calling a CODE WHITE:</p> <ol style="list-style-type: none">1. To communicate and initiate a standard response for all staff to follow and be able to obtain the necessary assistance to manage a situation of violence taking place anywhere on St. Joseph's Villa property.2. To do everything possible to protect the safety of staff, residents and or visitors in a situation of violence.3. To assist the individual displaying the violent behaviour and have them regain control and or keep everyone safe from harm/injury in a violent situation. <p>All reasonable efforts will be made to ensure a working environment that minimizes or eliminates the risk of violence.</p> <p>All staff will receive mandatory training regarding the CODE WHITE procedures and their role in a CODE WHITE situation. This will be done at orientation and again annually as part of the Workplace Violence Prevention Program.</p> <p>A Mock drill of a CODE WHITE will be done annually for staff to have the opportunity to practice and or participate in a CODE WHITE situation.</p> <p>All CODE WHITE situations will be reviewed and debriefed immediately post incident by;</p> <ol style="list-style-type: none">1. Offering support to individuals involved and/impacted.2. Evaluating how the CODE WHITE went - preventative measures, interventions used, make recommendations for improvement to policy or procedures.

All CODE WHITES will have an incident report completed and a Code White report form that is forwarded to the Unit DOC, Occupational H&S, and the Emergency Preparedness Committee.

Procedure - Initiating and Responding to a CODE WHITE:

If at any time day or night an incident occurs whereby someone is acting in a violent manner and de-escalation has not worked and a risk to others safety is a concern a CODE WHITE is to be initiated. Assign or access the paging system by dialing "80" on any in-house telephone. There will be an approximate 5-second delay before the overhead speakers are activated. After dialing "80" repeat "Attention All Staff" until you hear your voice coming through the speakers, then proceed with the following announcement, three times: Attention all staff "Code White is in affect" and your "location". A second staff will be delegated to call 911.

For the secure home areas (Birch Trail & Pine Grove) use the wall sensors and FOB to initiate a Code White by placing the FOB up to the censor.

MONDAY - FRIDAY DAY SHIFT RESPONSE TEAM:

Nursing Management, Social Workers, BSO staff (if available), Medical Director, &/or Maintenance staff in the building are to respond to the location. First Manager and or Charge Nurse on site will take charge and give direction.

1. Remove all individuals (residents, visitors, staff) away from the person displaying the violent behaviours.
2. Reduce stimuli (turn off music, TV, remove residents making noise).
3. Use GPA/ Self-protection training techniques to try and de-escalate the violent situation.
4. Remove any objects, furniture that can be used as a weapon.
5. Call 911 if required (the Manager/Charge Nurse to call or delegate).

All staff responding to the CODE will report to the one in charge and take direction as given. One staff member is to wait at the entrance of the unit to guide staff responding to the code. If multiple staff members are entering the unit at once this could potentially cause more agitation with the aggressor. Staff will be asked to wait outside the unit until further instruction. If staff is not needed they will be asked to go back to the unit they were scheduled on.

EVENINGS, WEEKENDS & HOLIDAYS RESPONSE TEAM:

Charge Nurse/RN on duty from towers, One staff from each unit, and any maintenance staff, social worker. Whichever Charge Nurse/RN arrives at the scene first will take charge and give direction

1. Remove all individuals (residents, visitors, staff) away from the person displaying the violent behaviours
2. Reduce stimuli (turn off music, TV, remove residents making noise)

3. Use GPA/Self-protection training techniques to try and de-escalate the violent situation
4. Remove any objects, furniture that can be used as a weapon
5. Call 911 if required (Charge RN, reception or Security to call)

All staff responding to the CODE will report to the one in charge and take direction as given. If the staff member at the unit entrance asks you to leave please return to the unit you were assigned to work.

The Director, Manager or Charge Nurse/RN in charge of the violent incident will be the one responsible for giving the 'all clear' once the situation has been addressed and the safety risk for all has been resolved. Either this person will make the announcement themselves or it will be delegated by dialling '80' or by calling reception to announce over the public address system "Attention all staff..... the CODE WHITE is no longer in effect"

All staff working in a secured unit need to have an FOB with them at **all times** during their shift. Extra FOB's can be found in the nursing station with the sign in/out sheet for the FOB. Please obtain the FOB at Transfer of Accountability and return it at the end of your shift. If the FOB is not available please report this to the nurse immediately or contact the Emergency Preparedness Lead for a replacement. If for some reason your FOB does not work during a code white situation or you have any concerns regarding your FOB please immediately notify your nurse or the Emergency Preparedness Lead for a replacement FOB or further investigation. Every month the secured home areas are audited to ensure there is extra FOB's available for all staff to use while working on that home area. The FOB system and FOB's on the unit will be tested every quarter to ensure all aspects of the system are working correctly.

Procedure for non-residents displaying potentially violent behaviours

Staff are to assess the threat and level of risk in all situations to determine the next steps

High Risk – verbal and/or physical aggression whereby staff feel there is an imminent safety risk to themselves or others

- Call a CODE WHITE by dialling '80' and announce "CODE WHITE "& location
- OR Call 911 with the direction of the Charge Nurse/RN or Manager.

Low Risk – yelling, verbal threats, banging on furniture

	<p>If staff feel competent and safe to try de-escalation techniques first with the threatening person, do so, if not</p> <ul style="list-style-type: none"> ▪ Call a CODE WHITE by dialling '80' ▪ Call 911 with the direction of the Charge Nurse/RN or Manager. <p><u>Procedure for residents displaying violent behaviours</u></p> <p>Staff are to assess the threat and level of risk in all situations to determine the next steps</p> <p>High Risk – verbal and/or physical aggression (displaying severe agitation, attempting to or actually striking out towards other residents or staff, throwing furniture, whereby staffs feel there is an imminent safety risk to themselves or others, and the de-escalation techniques are not working</p> <ul style="list-style-type: none"> ▪ If staff feel competent and safe to try de-escalation techniques first with the resident, they may do so, if not immediately ▪ Call a CODE WHITE by dialling '80' and/or ▪ Call 911 with the direction of the Charge Nurse/RN or Manager. <p>Low Risk – yelling, verbal threats, banging on furniture</p> <p>If staff feel competent and safe to try de-escalation techniques first with the threatening person, do so, if not</p> <ul style="list-style-type: none"> ▪ Call a CODE WHITE by dialling '80' ▪ Call 911 with the direction of the Charge Nurse/RN or Manager.
Documentation:	<p>De-brief document to be filled out and filed with EPC committee.</p> <p>Code White report if forwarded to the unit DOC, Occupational H&S and the Emergency Preparedness Committee.</p> <p>Documentation in PCC.</p> <p>Place a call to the Administrator on Call if:</p> <p>Abuse of a resident by anyone that resulted in harm or risk of harm (i.e. resident to resident abuse causing injury or fear). Any code that occurs, you should immediately contact the AOC for direction on Ministry reporting matters.</p> <p>Immediately contact the AOC, must be spoken to after hours (do not leave a voicemail). This is a critical incident that must immediately be reported to the Director of the Ministry of Long-Term Care at 1-888-999-6973. Notification will also be provided to respective unions and the Health and Safety committee.</p>

St. Joseph's Villa Dundas	Manual: Emergency Preparedness	Section: Codes	Code: 07	Pages: 1 of 4
Subject: Code Silver				Area of Focus: Care & Service

1.0 Purpose	<p>The objective of this plan is to provide guidance in the event that a person (s) is intruding upon the premises of St. Joseph's Villa.</p> <p>ASSUME THE INTRUDER IS ARMED AND DANGEROUS.</p>
2.0 Policy	<p>To provide an emergency response plan to alert St. Joseph's Villa staff that an intruder appears to be a threat (actual or implied) (i.e. actively engaged in violent activities, attempting to harm threatening staff, family, volunteers, students or residents).</p> <p>Definitions:</p> <ul style="list-style-type: none"> • Intruder: a violent and/or armed individual(s) who appear to be jeopardizing or a possible threat by creating a hostile environment at St Joseph's Villa. An intruder may or may not be armed with weapons and/or explosive devices. An intruder is assumed to be dangerous. • Weapon: any object with the intent to cause injury or has the ability to cause bodily harm or death. It also includes imitation weapons and implied weapons (e.g. where a weapon is not seen by the victim but the person claims to possess one). Parts of the body such as fists or feet are not included.
3.0 Procedure	<ol style="list-style-type: none"> 1. The first person to identify the intruder: <ol style="list-style-type: none"> a. Should call 911 and notify reception or RN/Charge Nurse. <ol style="list-style-type: none"> i. Provide a description of the person and type of weapon, if known. b. Evacuate residents, visitors, students and staff if safe to do so. 2. If you are in an outside area and encounter a dangerous individual or active shooter, you should: <ol style="list-style-type: none"> a. Try to remain calm b. Move away from the intruder, keep residents and yourself away from harm. c. Look for appropriate locations for cover/protection. Lock door and barricade yourself. d. Try to make it difficult for the attacker to see you, hear you, or find


	<p>you.</p> <p>e. Be prepared to run or fight if you are found.</p> <p>3. The receptionist will make an overhead page "Attention All Staff" through the speakers, then proceed with the following announcement, three times: Attention all staff "Code Silver is in affect" and your "location".</p> <p>a. Give all information to the Public Safety Officers (police/paramedics/dispatch).</p> <p>b. Notify Administration on-call, as well as Director of Care and Administrator Notification will also be provided to respective unions and the Health and Safety committee.</p> <p>c. Reception to notify alternate premise sites (the Estates and St. Margaret's Place Hospice).</p> <p>4. Once police arrive on site, please provide information if asked:</p> <p>a. Assess the situation, location of attacker</p> <p>b. Secure the area, if not already</p> <p>c. Identify a physical description of the intruder(s)</p> <p>i. Number of victims or attackers, if any and their location</p> <p>ii. Exact location of intruder</p> <p>iii. Type and number of weapons, if present</p> <p>d. All necessary individuals still in the area</p> <p>e. Identify and describe participants</p> <p>f. Keys to all involved areas as well as floor plans</p> <p>g. Locations and phone numbers in the affected area</p> <p>5. If an Intruder comes into the area where you are and enters your unit, office, or meeting room:</p> <p>a. Remain calm</p> <p>b. Do not do anything to provoke the intruder</p> <p>c. If there is no possibility of escape or hiding, only as a last resort when your life is in imminent danger should you make a personal choice to attempt to negotiate with or overpower the intruder (i.e. Do not argue if there are demands for drugs/supplies) give it to them</p> <p>d. If the intruder leaves the area barricade the room/resident's room and/or move residents to a safer location</p> <p>e. Make every reasonable effort to protect yourself, residents and visitors.</p> <p>6. At a location distant from the intruder, such as on a different unit or floor; or you are not able to leave the area safely:</p> <p>a. Remain calm and start evacuating/hide</p> <p>b. Warn other staff, visitors and residents to take immediate shelter</p> <p>c. Go to a room that can be locked or barricaded</p>
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ST. JOSEPH'S VILLA EMERGENCY PREPAREDNESS

	<ul style="list-style-type: none">d. Lock and barricade doors or windowse. Turn off lightsf. Close blindsg. Block windowsh. Turn off radios or other devices that emit soundi. Keep yourself out of sight and take adequate cover/protectionsj. Silence cell phones <p>7. What should be expected from responding officers:</p> <ul style="list-style-type: none">a. The objectives of responding law enforcement officers are:<ul style="list-style-type: none">i. Immediately engage or contain intruderii. Identify threatsiii. Identify victims to interview or counseliv. Investigate <p>8. All staff are to do as the team of officers instruct. The first responding officers will be focused on stopping the intruder and creating a safe environment.</p> <p>9. Once police arrive at St. Joseph's Villa</p> <ul style="list-style-type: none">a. Remain calm, follow officers' instructionsb. Put down any items in your hands that could be mistaken for a weaponc. Immediately raise hands and keep them visible.d. Avoid quick movements towards officers, pointing, screaming or yellinge. Do not stop to ask officers for help or direction when evacuating, just proceed in the direction from which officers are entering the area <p>10. St Joseph's Villa will:</p> <ul style="list-style-type: none">a. Establish a medical response team ready to support casualty operationsb. Provide floor plans of the hostage area for use by the policec. Plan for a situation that may take several hours to resolve <p>11. St Joseph's Villa Administration will:</p> <ul style="list-style-type: none">a. Have a manager or delegate respond to police and escort them to the incidentb. Assign additional staff to control access to the area as directed by policec. Identify witnesses separate them from one another and escort them to separate rooms to wait for police interviewd. When the police arrive, they assume jurisdiction over the event <p>12. All staff, visitors, tenants, and clients will be kept away from the area until the</p>
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	<p>situation is fully resolved. Once the police announce the resolution of the situation an overhead page will be made announcing "All Clear".</p> <p>13. Await further instructions and comply with orders</p> <ol style="list-style-type: none"> Additional information and direction will come through overhead announcements, police department or RN/Charge Nurse. "Code Silver - All Clear" will be announced via overhead page three times. <p>Management Role:</p> <ol style="list-style-type: none"> After the incident, managers should: <ol style="list-style-type: none"> Debrief with staff Provide support to staff, if required EAP Any code that occurs, you should immediately contact the AOC for direction on Ministry reporting matters. Immediately contact the AOC, must be spoken to after hours (do not leave a voicemail). This is a critical incident that must immediately be reported to the Director of the Ministry of Long-Term Care at 1-888-999-6973. Notification will also be provided to respective unions and the Health and Safety committee. <p>The President or Chief Operating Officer will communicate with the media. If questioned, employees are to indicate that they are not authorized to make any statement. Until such time as they are available to comment, there will be no comment.</p> <p>Hold and Secure</p> <p>From time to time, police activity and/or incidents in and around the community may result in the building being put into "Hold & Secure". You will find a brief explanation of this situation.</p> <p>Hold & Secure is a response to a threat and/or incident in the general vicinity of the property, but not on or very near to the property. Life continues as normal inside the building; however, as a precautionary measure, outer doors are locked and no one enters or leaves the building.</p>
Termination and Debrief:	Debrief form filled out and filled with EPC committee
Documentation/References	US department of Homeland Security Active Shooter - How to Respond, October 2008

ST. JOSEPH'S VILLA EMERGENCY PREPAREDNESS


	Manual: Emergency Preparedness	Section: Codes	Code: 10	Pages: 1 of 2
Subject: Code Purple				Area of Focus: Care & Service

1.0 Purpose	The purpose of the Code Purple is to provide a guideline to persons involved in actual or potential hostage situations at St. Joseph's Villa so that they may respond appropriately.
2.0 Policy	<p>In hostage taking incident, the objectives of staff are:</p> <ul style="list-style-type: none">• the protection of life• the prevention of injury• the safety and welfare of the hostages and others in the building• the restoration of order• the protection of Villa property• the identification of the hostage-takers for possible prosecution
3.0 Procedure	<ol style="list-style-type: none">1. Clear and contain area.2. Notify police immediately (dial 911). They will take control immediately upon arrival.3. Contact Administration (Monday to Friday 8:00a.m. to 4:00p.m.) or Administrator-on-Call (evenings, nights and weekends).4. Any code that occurs, you should immediately contact the AOC for direction on Ministry reporting matters. Immediately contact the AOC, must be spoken to after hours (do not leave a voicemail). This is a critical incident that must immediately be reported to the Director of the Ministry of Long Term Care at 1-888-999-6973. Notification will also be provided to respective unions and the Health and Safety committee.5. Talk calmly to the hostage-taker(s).6. Stall for time - never say "No". Comply with wishes, if available.7. If possible, evacuate all residents from the area. If not possible, direct staff to contain residents in rooms, closing their doors, and moving away from door.8. Immediately take notes and have on hand when Police or the Administrator-on-Call arrives (see next section). <p>Information to have on Hand</p> <p>When the Police or the Administrator-on-Call arrives, the following information should be available:</p>

	<ol style="list-style-type: none"> 1. Number of hostages being held and description of who they are, if known. 2. Number of hostage-taker(s) and description (including speech patterns, language or accents). 3. Threats or demands by hostage-taker(s). 4. Type and number of weapons thought to be in the captor(s') possession. 5. Presence of alcohol or drugs, if noticed. 6. Precise location of the area controlled by the hostage-taker(s), if known. 7. Floor plan of the area (Floor Plans are appended to this procedure). 8. Location and extension numbers of any telephones in the hostage area. <p>Guidelines for Hostages</p> <p>Persons taken hostage may not have been exposed to this Contingency Plan. In which case, every effort should be made by the staff involved to communicate the following guidelines to hostages without antagonizing the hostage-taker(s).</p> <ol style="list-style-type: none"> 1. Remain calm and relaxed. 2. Always maintain eye contact and face in the direction of the captors as much as possible, unless directed otherwise. 3. Avoid aggressive behaviour and body language. 4. Do not accept food, drugs, alcohol, or other drinks from the hostage-taker(s). 5. Talk freely, calmly and never challenge, contradict, or raise your voice to the hostage-taker(s). 6. Remain alert for opportunities and/or escape. 7. Stay clear of windows or doors. <p>If the hostage-taker(s) gets to know you, it is proven, that they find it more difficult to harm you in any way.</p>
<p>Public Relations:</p>	<p>The Site President or Chief Operating Officer will communicate with the media. If questioned, employees are to indicate that they are not authorized to make any statement. Until such time as they are available to comment, there will be no comment.</p> <p>In a hostage-taking situation, the Villa becomes a crime scene area and will be restricted by police until it is released by police.</p>
<p>Termination and Debrief:</p>	<p>On occasion, people being held hostage will experience the "Stockholm Syndrome" which is a sympathy mechanism towards the hostage-taker(s). It is normal for the hostage to eventually start to relate to their captors. Keep in mind that at all times, the police and other authorities are working towards ensuring your freedom and safety.</p>

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	The Site President or delegate will assess the situation and may contact an EAP (Employee Assistance Program) representative to attend the scene to debrief. Or, upon request of the "On-Site Police Supervisor" to have a member of the "Victim Services Branch of the Hamilton-Wentworth Regional Police" come to assist, if requested, victims and their family members.
Documentation:	De-brief form filled out and filled with EPC committee.

	Manual: Emergency Preparedness	Section: Codes	Code: 08	Pages: 1 of 6
Subject: Code Yellow				Area of Focus: Care & Service

Purpose:

To provide consistent guidelines to be used in the event that a St Joseph's Villa resident cannot be located.

Resident elopement is considered an emergency situation. The Villa has mechanisms in place to track missing residents and safeguard potential wanderers. This procedure has been created in co-operation with the Hamilton Dementia Network. It ensures consistency within our region and encourages a pro-active approach for those at risk of wandering.

1. Research shows that people with dementia exhibit unique wandering characteristics. They will often:

- Travel in a straight line and take the "path of least resistance"
- Often attempt to return to their former residence
- Usually have a history of wandering
- Tend to hide from their searchers
- Do not leave many clues
- Do not call out for help or respond when their name is called
- Often are found within a short distance of the roadway
- Often travel until they get stuck or caught up in a drainage ditch, fence or brush
- Are often found by people not involved in official search such as neighbours or people driving by
- Tend to be found within 2.4 km radius of their home
- People with dementia who wander are moving about in ways that may appear aimless but often have purpose

2. During a search remind staff to:

- Remain silent, except for essential conversation and listen for the missing person

- b) If the missing resident has dementia, do not call his/her name because people with dementia rarely respond to calls of the searchers
- c) Have staff call back a report every 10 minutes to the Nurse on the unit
- d) Retrieve information kept on file to be used in the event of an emergency (extended search, i.e. Wandering Persons Registry, Wandering persons Profile and person's personal file from PointClickCare
- e) Picture of the resident photocopied. Photos can also be found and printed from PointClickCare eMAR
- f) Get the above information ready for the police as well as aerial maps and Villa floor plans for search teams if there is a need for a full facility search, including the grounds and neighbourhoods

Immediate Action:

To be completed by Nurse Management Team/Charge Nurse or Registered Staff:

RESIDENT:

DATE:

Action

Time

Documentation

Initial

Resident is noticed missing and reported to Charge Nurse/ NMT/Person in Charge
Start documentation on this form

Person who noticed resident missing:

What was the resident wearing?

Place & time resident last seen:

Check to determine if resident has signed out.

Notes:

Check areas where resident is known to frequent. Please also check the sign out book.

Search the resident home area systematically including all residents' rooms, under beds, utility rooms, shower rooms, washrooms, lounges and locked areas.

Alert Reception and Maintenance (between hours of 0800 and 2000) RN (between 2230 and 0630)

IMPLEMENT FULL FACILITY SEARCH

- 1) Contact the Director of Care on Days, Monday to Friday.
- 2) After business hours, call the Administrator-on-call and ask them to inform the appropriate Director of Care, Administrator, Chief Operating Officer and/or President. If unable to reach one of them, using the emergency fan out list, continue calling members of the Executive Team until someone is reached.
- 3) Advise that an informal search has not resulted in locating the missing resident. Request authorization to initiate full facility search including the grounds, neighbourhoods.
- 4) The decision if and when to activate the Emergency Fan-out procedure will be made at this level.

Call Code Yellow

Assign or access the paging system by dialing "80" on any in-house telephone. There will be an approximate 5-second delay before the overhead speakers are activated. After dialing "80" repeat "Attention All Staff" until you hear your voice coming through the speakers, then proceed with the following announcement, three times: Attention all staff "Code Yellow is in affect" and your "location". A second staff call 911.

DAYS: Announce in a clear voice 3 times: "Code Yellow: Available registered and management staffs please report to (location). "

NIGHTS, EVENINGS & WEEKENDS & HOLIDAYS: "Code Yellow: Available employees please report to (location)."

Notes:

Retrieve information on resident, e.g. Wandering Persons Registry/Profile, and resident's personal file from PointClickCare

Assignment # if registered:

Notes:

Notify resident's physician or Villa's Medical Director in physician's absence.

Physician's name:

Time and Whom Contacted:

Notes:

Contact next of Kin
Response from family:

Time and Whom Contacted:

Notify Police with direction of the Administrator-on-call and if applicable, provide assignment number obtained from Alzheimer Wandering Registry in residents' chart or through PCC
Time and Name of Officer:

Notify the AOC, A resident that is missing for three hours or more and any missing resident who returns to the home with an injury or adverse change in condition regardless of the length of time the resident was missing. Immediately contact the AOC, must be spoken to after hours (do not leave a voicemail). This is a critical incident that must immediately be reported to the Director of the Ministry of Long-Term Care at 1-888-999-6973. Notification will also be provided to respective unions and the Health and Safety committee.

Have resident photo from PCC eMAR copied to hand out.

Have copied floor plans, Dundas Valley Trail maps and aerial map these can be found on your Code Yellow clipboards in every nursing station and flashlights are available in the emergency preparedness cabinets.

Internal Building Search:

Assign employees in pairs to search specific areas using the floor plans. They should check off the rooms and add the time to the areas they have searched directly on the floor plan. Include continually locked areas including closets and lockers. Check under beds, behind doors, drapes, wall hangings, bathroom tubs, shower rooms, balconies, and elevators. Staff should call reports back every 10 minutes. Work in pairs to prevent the lost resident from moving into an already checked area. Area should be checked three times (either the same or different search team). Have maintenance check the locked areas.

SEE Appendix 1

Outside Building Search:

Use aerial grounds map to search the property. Check any locked areas from the outside. Have maintenance check the locked areas. Assign the aerial maps and have staff call back a report every 10 minutes.

Conclusion:

Confirm that resident has been found and is back on the premises before you announce, three times, using the emergency paging system by dialing "80" on any in-house or wireless telephone. There will be an approximate 5-second delay before the overhead speakers are activated. After dialing "80" repeat "Attention All Staff" until you hear your voice coming through the speakers, then proceed with the following announcement:

"Code Yellow All Clear"

Please ensure that all individuals looking for the resident are contacted once they are found and made aware the "all clear" has been called and they can return to the facility.

When the resident is found, check the resident for injury, take vital signs, etc. Notify all persons concerned in the incident (Administrator, Director of Care, Reception, Maintenance, Administrator-on-call, Next of Kin, Police, Ministry of Long-Term Care)
Debrief completed with staff.

Document in PCC.

Fill out a Code Yellow report form.

Complete a Critical Incident Report and submit to the Ministry of Long-Term Care by the following day.

Documentation:

De-brief document to be filled out and filed with EPC Committee and a Code Yellow Code report form

Appendix 1

Area	Staff (x2)	Time Left	Time Returned	Walking/Driving
Orchid Garden				
Birch Trail				
Heritage Trail				
Rose Garden				
Valley Trail				
Lilac Garden				
Balsam Trail				
Tulip Garden				

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Pine Grove				
Willow Grove				
Maple Grove				
Trillium Lane				
Cedar Grove				
Primrose Lane				
Oak Grove				
Cherry Lane				
5 North				
5 South				
5 East				
2 East				
Ground Floor East				
Ground Floor West				
Ground Floor South				
Ground Floor North				
Basement North				
Basement South				
Basement East				
Outside Villa Property				
Estates				
Hospice				
Parking Lots				

Code Yellow - Search

Phone calls to be made to:

Map Locations

These maps are located in the Emergency Preparedness Manuals under Code Yellow or on the Code Yellow clipboards located in every Nursing station.

D= Driving locations

D1 Governors Road to Ogilvie Street to South Street to University Plaza

D2 Governors Road to School District and Conservation Area

D3 Governors Road past Metro looping around Main, Hatt & York Streets to Dundurn Driving Park

D4 Tally Ho and all Residential Neighbourhood Streets leading to the School District

D5 Governors Road to West Hamilton via Cootes Drive

D6 Governors Road to Creighton Road up Market Street to King Street through downtown

W= Walking location

W1 Estates Buildings 150 & 160 Governors Road, Parking Lots and Gated Lot

W2 Hospice grounds and grass berm between building and Walnut Grove

W3 Sidewalk from building down Governors Road, corner lot and Grotto

W4 Apartment building at 50 Governors Road inside and grounds

W5 South Parking Lot, Sidewalks and Gardens


W6 Front Parking Lots, Sidewalks and Gardens

W7 Governors Road access to Service Parking Lot

W8 Walking Path Villa Ravine off Ogilvie Street

W9 Walking Path across from the Villa towards Hope Street

W10 Walnut Grove, Tally Ho and Warren Park

	Manual: Emergency Preparedness	Section: Codes	Code: 02	Pages: 1 of 3
Subject: Code Black				Area of Focus: Care & Service

To provide information and direction on the procedures to follow in response to: a perceived bomb threat / Code Black (mail/written, telephone, personal) or on discovering a suspicious package/object.

Immediate Action:	<ol style="list-style-type: none"> 1. Remain calm and attempt to keep the caller on the phone. Do not put the caller on hold and do not transfer. 2. Delegate someone to call 911 - Code Black (can write on a piece of paper and flash it to draw attention). When possible, even with placing a second call, have them come to the South Wing Entrance. 3. Notify and report to the Emergency Chief (Director/Manager/Charge nurse/Delegate)
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	<p>4. Document details of phone call on the "Bomb Threat Details of Phone Call" form appended to this procedure. Please listen carefully to background noises and any voice characteristics.</p>
Emergency Chief:	<ul style="list-style-type: none">▪ Confirm that '911' has been called and that they have been notified to come to the South Wing Entrance.▪ Assign or access the paging system by dialing "80" on any in-house telephone. There will be an approximate 5-second delay before the overhead speakers are activated. After dialing "80" repeat "Attention All Staff" until you hear your voice coming through the speakers, then proceed with the following announcement, three times: Attention all staff "Code Black is in affect" and your "location"▪ Emergency telephone numbers can be found in the first section of the Emergency Preparedness Manual under "Emergency Telephone Numbers".▪ On evenings & nights contact the:<ul style="list-style-type: none">• Administrator-on-Call;• Maintenance-on-Call; and▪ Speak with someone directly please do not leave a message, tell them "Code Black please report to the Villa south entrance." Along with any details that may help.▪ Any code that occurs, you should immediately contact the AOC for direction on Ministry reporting matters. Immediately contact the AOC, must be spoken to after hours (do not leave a voicemail). This is a critical incident that must immediately be reported to the Director of the Ministry of Long-Term Care at 1-888-999-6973. Notification will also be provided to respective unions and the Health and Safety committee.▪ Assign Maintenance or security to lock exterior doors, if necessary.▪ Assign staff to monitor exit/entry doors to control people traffic.▪ Await and take direction from the external Emergency Response Team.▪ Communicate with Emergency Response Team as to whether CODE GREEN has or should be activated.
Lobby Deputy:	<ul style="list-style-type: none">▪ Upon hearing a Code Black proceed to Control Centre (default is South Wing Entrance), as paged.▪ Contact the Emergency Chief.▪ Ensure the main entrance driveway in the south wing is cleared of all traffic likely to block the arrival of emergency vehicles.▪ Await arrival of Emergency Response Team and direct them to the area where the Emergency Chief is located▪ Prevent members of the public from entering the building.▪ Clear the south lobby and ensure that residents and visitors are in a safe area behind fire doors.
Staff Response:	<ul style="list-style-type: none">▪ Upon hearing a Code Black return immediately to your work area.

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	<ul style="list-style-type: none">▪ Remain calm and assist in calming the residents.▪ Perform a quick visual sweep of your immediate area.▪ If any suspicious object is found, DO NOT touch it but report your findings immediately to the Emergency Chief by accessing the overhead paging system and asking the Emergency Chief to call you immediately at your extension. Provide the following information:<ul style="list-style-type: none">▪ Where the object is▪ Why it is suspect▪ A description of the object▪ Details of who placed it there (if known)▪ If you have located the object, you will be required to report all information to the Emergency Response Team.▪ Initiate immediate evacuation of the area.▪ All staff is to remain calm and alert for further instructions until the Code Black "All Clear" has been announced.
Public Relations:	<ul style="list-style-type: none">▪ Upon hearing a Code Black return immediately to your work area.▪ Remain calm and assist in calming the residents.▪ Perform a quick visual sweep of your immediate area.▪ If any suspicious object is found, DO NOT touch it but report your findings immediately to the Emergency Chief by accessing the overhead paging system and asking the Emergency Chief to call you immediately at your extension. Provide the following information:<ul style="list-style-type: none">▪ Where the object is▪ Why it is suspect▪ A description of the object▪ Details of who placed it there (if known)▪ If you have located the object, you will be required to report all information to the Emergency Response Team.▪ Initiate immediate evacuation of the area.▪ All staff is to remain calm and alert for further instructions until the Code Black "All Clear" has been announced.
Termination and Debrief:	<ul style="list-style-type: none">▪ Upon hearing a Code Black return immediately to your work area.▪ Remain calm and assist in calming the residents.▪ Perform a quick visual sweep of your immediate area.▪ If any suspicious object is found, DO NOT touch it but report your findings immediately to the Emergency Chief by accessing the overhead paging system and asking the Emergency Chief to call you immediately at your extension. Provide the following information:<ul style="list-style-type: none">▪ Where the object is▪ Why it is suspect▪ A description of the object

	<ul style="list-style-type: none">▪ Details of who placed it there (if known)▪ If you have located the object, you will be required to report all information to the Emergency Response Team.▪ Initiate immediate evacuation of the area.▪ All staff is to remain calm and alert for further instructions until the Code Black "All Clear" has been announced.
Documentation:	The last step in the Code Black plan is to document the incident for future reference. This task will be the responsibility of the Emergency Chief or delegate.

	Manual: Emergency Preparedness	Section: Codes	Code: 01	Pages: 1 of 23
Subject: Code Red				Area of Focus: Care & Service

CODE RED- FIRE SAFETY PLAN

RESPONSE TO FIRE CONDITIONS

To ensure that speedy appropriate action is taken and optimum safety in the event of a fire emergency. Immediate communication to the fire department to ensure a timely response including open communication with everyone in the facility. The sounding of the alarm will indicate that there is a fire emergency in the building. Communication must be maintained in all fire emergency situation. The use of elevators is prohibited whenever the fire alarm bells are activated.

1. Saving lives is the priority in a fire emergency.
2. In the event a staff member discovers a fire, the alarm must be sounded by pulling the closest pull station (Pull stations are located by all double corridor doors and stairwell doors).
3. All staff, residents and visitors in the facility at the time a fire alarm signal sounds must respond to the emergency and take direction from the Emergency Chief and Lobby Deputy.
4. When the fire bells ring, the fire department will be called by reception and or delegate. After reception hours, the Emergency Chief and or delegate must call the Fire Department by dialling 9 to get to the outside line then 911. The fire alarm system is directly connected to the local fire department through a monitoring system by Chubb Security.

5. The Charge Nurse or Delegate is the Emergency Chief. The Emergency Chief is responsible for determining if an evacuation is required in consultation with responding Fire Department personnel. If evacuation is required it will be initiated by activating the second stage fire alarm. Each department Manager is responsible for fire response, and staff development in their specific departments.
6. The Lobby Deputy is the Food Service Supervisor during days from 0600 to 1930, our Emergency Chief/Charge Nurse/Delegate is the Lobby Deputy during evenings from 1930 to 0600 and on weekends and holidays.
7. Every fire alarm signal sounded must be responded to as if it were an emergency.
8. Do not use telephones except for emergencies.
9. Do not use elevators in the alarmed wing.
10. Check doors for warmth, heat or smoke. Do not open if any of these signs are present. Report the conditions immediately to the Emergency Chief.

ON DISCOVERING SMOKE OR FIRE:

R remove anyone in immediate danger to a safe area behind a set of fire doors.

Use available means (fire blankets, water, extinguisher) to extinguish flames on person. Never use acrylic material to extinguish flames on a person. If necessary, continue through at least one set of fire doors to assembly point in the nearest safe area. Ensure fire room is empty - look under beds, tables, in closets, behind curtains, in washrooms, etc.

A activate the fire alarm using closest fire alarm pull station (pull stations are located by all double doors and stairwell doors).

C contain the fire by closing doors and windows. Fight fire only if it is small and you feel confident that you are able to do so. After sounding the alarm, if you are threatened by smoke or fire, evacuate the area and close the doors behind you. If the room is **empty**, flip the white fire indicator up on the bottom of the door to indicate the room is empty.

E Emergency Chief, report to, who will initiate **evacuation** procedures in consultation with on scene Fire Department Personnel as conditions dictate.

NOTE: The order in which these are accomplished depends on circumstances.

ON HEARING THE FIRE ALARM: First Stage - Intermittent Ring:

***Every fire alarm signal sounded must be responded to as if it were an emergency. ***

- a) Listen to announced alarmed area.
- b) If alarm is in your area - Immediately return to your assigned area using the stairs. If unable to return to your area report to the Lobby Deputy located at the main entrance lobby on the ground floor of the south wing. (Note: refer to "Fire Procedures–Key Positions")
- c) If alarm is in your area remove everyone in the fire area beyond the fire doors and wait for the arrival of the Emergency Chief. The exact location of the fire will be announced by the fire alarm system. If it is in a resident room, the room number will flash on the display screen for the call bell system and the light above the resident's door will turn on and indicate red flashing.
- d) In a real smoke or fire situation, the quicker you activate the second stage alarm, Code Green–Evacuation, the sooner the building is alerted that it is a real fire situation and evacuation of the fire area is necessary and underway. To do so, assign or personally activate the second stage alarm using the stage two key located in all the Emergency Preparedness cabinets and on all Nursing key rings. Insert the key into the pull station and turn clockwise to initiate Code Green–Evacuation. Once second stage is activated, you can remove the key.
- e) Emergency Chief will initiate evacuation procedures in consultation with Fire Department personnel as conditions dictate.
- f) All staff, residents and visitors in the home at the time of a fire alarm signal sounds must respond to the emergency and take directions from the Emergency Chief and Lobby Deputy. If an evacuation is required, this will be initiated by activating the second stage fire alarm.
- g) If alarm is **not** in your area - Report to your assigned Home Area for further instructions. One Personal Support Worker per home area must remain in their home area to fulfil duties. All others must report to the fire area to assist with the evacuation.
- h) Reassure residents and advise visitors/volunteers to remain with residents. Await further instructions.

On HEARING THE FIRE ALARM: Second Stage - Continuous 3 Ring with pause.

- a) Evacuate all residents as for total evacuation (see evacuation procedure)

Order of evacuation:

- i. Residents in immediate danger from fire
 - ii. Ambulatory residents
 - iii. Non-ambulatory residents including wheelchair users
 - iv. Bedridden
- b) On exiting room with resident, close all doors and windows as you leave, flip the white indicator up on the bottom of the door to indicate the room is empty. If there is someone in the room or the room has not been checked ensure the white indicator is down.

ON HEARING THE FIRE ALARM: USE OF ELEVATORS

1. Under no circumstances is anyone to use the elevator in the wing of the fire alarm.
2. Any individual in the elevator at the time the fire alarm commences should be aware that the elevator cab in the alarmed area would be brought down to the main floor.
3. The elevators should ground automatically.
4. The fire fighter elevator key is located in the Control Panel room in the "Fire box". If for some reason the elevator does not come down automatically. (Control panel key can be found in the emergency preparedness cabinet on Pine Grove). The back-service corridor for Pine Grove door access code is 2018.
5. The Lobby Deputy responding to the ground floor south wing will ensure that the elevators are called to the main floor of the south wing if that is the alarmed wing.
6. The Emergency Chief/delegate will assign someone to ensure the elevators are down in either the north or east wing if the alarm is sounding in one of these wings.

Use of elevators on Fire Fighter Mode

These directions will be posted on all elevators on site.

To operate car:

1. Insert fire key and turn to "**ON**"
2. Press desired floor button

To cancel floor selection:

1. Press "call cancel" button

-OR-

2. Turn the key briefly to the "**HOLD**" position

To close door:

1. Press "**DOOR CLOSE**" button: hold until door is fully closed

To open door:

1. Press "**DOOR OPEN**" button: hold until door is fully open

To hold car at floor:

1. With doors open, turn key to "**HOLD**"

To return car to main floor:

1. With doors open turn key to "**OFF**"

KEY POSITIONS

Upon Hearing the Fire Alarm Bell - Alarm Activation

CHARGE NURSE - "Emergency Chief"

- Listen to the fire alarm system's overhead announcement of the fire zone (See Fire Zone Announcements Chart under section called: "Fire Alarm System and Zones"). If the fire is in a resident room, the light above the resident's door will turn on and indicate flashing red.
- Should always carry 2nd stage alarm key, and a wireless telephone.
- Go to the location of fire using the stairs.
- Once an actual fire is confirmed, pull the closest fire pull station to indicate that there is an actual fire in the building. If evacuation is required, use the 2nd stage key on your Nursing Key ring or get one from the Emergency Preparedness Cabinets. Activate the second stage alarm immediately. Insert the key into the pull station and turn clockwise to initiate Code Green—Evacuation. Once second stage is activated, you can remove the key.
- Clearly identify your role as the Emergency Chief and give direction to employees who have responded to the area. Refer to the "Response to Fire Conditions" (RACE procedure) above.
- Call or delegate a staff member to call 911 and have them meet the fire department at the south entrance (ground floor). Dial 9 to get an outside line then 911.
- Delegate another staff member to ensure the elevators were called down in the North and East wings if this is the alarmed wing. Refer to "Use of elevators on Fire Fighter Mode" above. The fire fighter mode key can be found in the Fire Box located in the control panel room.
- Feel temperature of the door handle before grasping it and entering - possibly a fire area.

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- Use caution when opening the door - if there is any heat or smoke, retreat. Report this immediately to the Fire personnel on arrival.
- Give direction to staff, do not allow staff to cross the line of the fire find an alternative safe route.
- If you need to contact the Lobby Deputy or make a request for more staff, you may use a runner or use the emergency phone button located on all desk top phones in which the announcement will be broadcasted to every black desktop phone in the building.
- Assist with the evacuation of residents, if needed.
- Contact administrator on call to initiate the Fan Out List, if necessary and Maintenance on call.
- Provide update to Fire Department personnel on arrival to the fire area.
- When the emergency is over and upon direction of the Fire Officer have maintenance staff or maintenance on call reset the main fire panel, mechanical systems and elevators etc. as required. **While on duty**, give direction to Receptionist, or access the overhead paging system by dialing "80" on any in-house or wireless telephone, and make the following announcement, **three times:**
 - **"Attention all Staff Code Red no longer in effect"**
- Complete Fire Report form and submit to the Emergency Preparedness Lead and a copy to the Occupational Health and Safety Committee mail slots.

LOBBY DEPUTY

- Obtain the Fire Control room key from the Emergency Preparedness cabinet on Pine Grove ground floor south wing. The back-service corridor for Pine Grove door access code is 2018.
- Go the Fire Control room on the ground floor south wing entrance to meet the Fire Department.
- During the hours of 0600 to 1930 the food service supervisor will be the lobby deputy. During the hours of 1930 to 0600 weekends and Holidays the charge nurse/delegate will be the lobby deputy.
- Check the communication panel in the Fire Control room for the exact location of the fire as announced by the fire alarm system's overhead announcement for the fire zone (See Fire Zone Announcements Chart under "Fire Alarm System" section below).

- Ensure the south wing entrance driveway is cleared of all traffic likely to block arriving emergency vehicles.
- Stop public from entering the building.
- Clear the lobby and ensure that residents and visitors are in a safe area behind a set of fire doors.
- If you need to contact or make a request for more staff, you may use a runner or use the Edward Fire System Technology Mic located on the control panel.
- Floor plans are posted in the control panel room to assist Maintenance, Lobby Deputy and the fire department in locating the area of concern.
- Direct the fire department to the fire area by using the stairs.

STEPS THAT ALL STAFF MUST FOLLOW

Everyone must follow the following steps during a Code Red Emergency in addition to the steps listed under the Department Instructions section below:

If fire is in your area:

- Pull the nearest fire alarm station and ensure the safety of those in the area.
- Remove residents from immediate danger and reassure them. Place them behind a set of fire doors.
- If a resident is involved in the fire, extinguish fire, use fire blanket and evacuate resident to safety behind a set of fire doors and close door. If the room is empty, flip the white fire indicator on the bottom of the door to indicate the room is empty. If there is someone in the room or the room has not been checked ensure the white fire indicator is down.
- Before opening a door, feel temperature of the door and handle before grasping it and entering – possibly a fire area. If hot to touch or there are signs of smoke or fire are present do not open the door. Immediately report to the Emergency Chief.
- In a real smoke or fire situation, the quicker you activate the second stage alarm, Code Green–Evacuation, the sooner the building is alerted that it is a real fire situation and evacuation of the fire area is necessary and underway. To do so, assign or personally activate the second stage alarm using the key located in all the Emergency Preparedness cabinets, on all Nursing key rings. Insert the key into the pull station and turn clockwise to initiate Code Green–Evacuation. Once second stage is activated, you can remove the key.
- Do not cross the line of fire, find an alternative safe route.
- **If safe to do so**, close the doors and windows to the room in which the fire is located. Look at safety devices if tripped. Do not turn off lights.
- Make sure equipment such as fans, heaters, oxygen tanks, etc. are turned off. It would be appropriate to shut off the oxygen supply to an area only if a piece of medical equipment supplied with oxygen or a patient using oxygen is on fire.

- **If safe to do so, and previously trained,** you may attempt to extinguish the developing fires after completing all steps above, under the direction of the Emergency Chief.
- Follow evacuation procedures, ensure evacuation routes are clear of obstruction.
- Take direction from the Emergency Chief.
- Check all rooms for residents—under beds, inside closets, inside washrooms etc.
- Listen for instructions from over the public announcement system.
- Be visible, reassure residents and visitors.
- Ensure that hallways are clear of obstacles.

When on breaks or you are away from your assigned area:

- Return to your assigned area using stairs – ensure you know where the alarmed area is and take a safe route back to your area. If you are not sure report to the south entrance lobby on the ground floor of the south wing. Never, under any circumstance, use elevator in the alarmed wing.

DEPARTMENTAL INSTRUCTIONS

FOOD SERVICES

When a fire occurs in your area (Main Kitchen/Resident Dining Rooms):

In addition to the steps that all staff must follow above:

- a) Shut off all cooking equipment in the area.
- b) If fire is in a cooking area in the main kitchen – go to the kitchen suppression pull station and activate.
- c) **If safe to do so,** Close the door to the room in which the fire is located.

PERSONAL SUPPORT WORKERS

In addition to the steps that all staff must follow above:

- a) If safe to do so, remove resident medication, medication carts, treatment supplies, resident charts, sign out books, emergency drugs, starter packs, baqsimi and adrenaline.
- b) Monitor entry and stairwell doors if a secured unit.

If fire is not in your area:

- Remain in the resident home area in which you are assigned to work that shift.
- One Personal Support Worker must remain on their home area to fulfill duties. **All others must report to the fire zone to assist with the evacuation.** Be visible and reassure residents.
- Continue with duties and await further instructions, be alert and prepared to evacuate.

Upon hearing the second stage alarm evacuation signal (3 tone pause 3-3-3), using stairs, return to your assigned area immediately.

- Shut off all fans, ventilation, gas and electrical equipment in your area.
- Pay special attention to any residents receiving oxygen.
- Direct any residents or visitors/volunteers in the hallway to a safe area such as the lounge or dining room. Ask visitors to remain with the residents and wait for further instructions.
- Do not use the telephone except to give vital information. Have someone available to take incoming calls to the resident home area.

MAINTENANCE SERVICES

If fire is not in your area:

1. One staff member to meet the fire department personnel at the south wing ground floor entrance, take them to the fire area.
2. Remaining staff to report immediately to the fire alarmed area.
3. Reset Fire Alarm System only after instructed to do so by the Fire Department Personnel.
4. Blueprints located in the FCFR (Fire Control Facility Room) will assist maintenance and the fire department in locating and manually overriding sprinkler valves and fire pumps in the case that they are not functioning properly.
5. Floor plans are posted in the control panel room to assist maintenance and the fire department in locating the area of concern.

Weekends/Maintenance-on-call: follow numbers 3, 4, and 5.

RECEPTION

On hearing fire alarm:

- Call Fire Department - Dial '9' first to get an outside line than 911 and state:

"56 Governor's Road, St. Joseph's Villa"

- Log time of the fire alarm;
- After normal business hours, notify the administrator-on-call and maintenance-on-call;
- Restrict telephone calls to emergency calls only;
- When the fire emergency is over, and on direction from the Emergency Chief, make the following public address system announcement three times:

**"ATTENTION ALL STAFF
CODE RED NO LONGER IN EFFECT"**

- Record arrival time of Fire Department and the time the "all clear" is called.

REGISTERED NURSES (RNs), REGISTERED PRACTICAL NURSES (RPNs)

In addition to the steps that all staff must follow above:

- During normal day time hours, **if the fire is in your home area** you take responsibility/lead as the Emergency Chief. Refer to "Key Positions-Emergency Chief"
- Shut off any equipment such as fans, heaters, oxygen, etc. It would be appropriate to shut off the oxygen supply to an area only if a piece of medical equipment supplied with oxygen or a patient using oxygen is on fire.
- **If safe to do so**, remove resident medication, medication carts, treatment supplies, resident charts, narcotic book, sign out books, emergency drugs, starter packs, baqsimi, and adrenaline.
- Assist the Emergency Chief as necessary.

If fire is not in your area:

- Remain in the resident home area in which you are assigned to work that shift. **On evenings/nights/weekends, report to the fire area and take direction from the Emergency Chief. RN is to respond as the Emergency Chief.**

Upon hearing the second stage alarm evacuation signal (3 tone pause 3-3-3):

- Shut off all fans, ventilation, gas and electrical equipment in your area.
- Pay special attention to any residents receiving oxygen.

DIRECTOR OF CARE OR DELEGATE

- Report to fire area and assist the Emergency Chief.
- Remove residents from danger.
- Ensure the Fire Report form has been completed by the Emergency Chief and submitted to the Emergency Preparedness Committee Lead and Health and Safety Manager.

ENVIRONMENTAL SERVICES/LAUNDRY

If fire is not in your area:

- Remain in the resident home area in which you are assigned to work that shift.

Upon hearing the second stage alarm evacuation signal (3 tone pause 3-3-3), using stairs, return to your assigned area immediately.

- Shut off all fans, ventilation, gas and electrical equipment in your area.
- Pay special attention to any residents receiving oxygen.

FOUNDATION

If safe to do so:

- Safeguard vital records by closing the filing cabinets, desks, and outstanding cheques, cash on hand, current payables.

Upon hearing the second stage alarm evacuation signal (3 tone pause 3-3-3) and fire is not in your area:

- Report to the east entrance lobby by reception. Stop public from entering building, and ensure circle is kept clear of vehicles.

PURCHASING/RECEIVING

Upon hearing the second stage alarm evacuation signal (3 tone pause 3-3-3) and fire is not in your area:

- Monitor receiving bay entrances to prevent people from entering during the fire situation.

ADMINISTRATION SERVICES/HUMAN RESOURCES

When a fire occurs in your area:

- Second stage key is available by the North central stairwell and patio exit.

If safe to do so, shut off special equipment such as office machines, computers, fans, etc.

If safe to do so, safeguard vital records by closing the safe, filing cabinets, desks, and current payables, all resident files, Estates contracts, cash on hand and all yearly files to date, and current census sheets from resident records.

Upon hearing the second stage alarm evacuation signal (3 tone pause 3-3-3) and fire is not in your area:

- Report to administrative reception area. Assign assembled employees to monitor main entrance doors located: north wing, and east wing. Send another employee to assist Lobby Deputy ground floor south wing.

COMMUNITY SERVICES

(Adult Day Program, Community Outreach, Hair Salon, Clinics)

When a fire occurs in this area:

- a) **If safe to do so**, safeguard vital records, filing cabinets, desks, and all resident files
- b) Evacuate to behind a set of fire doors, following evacuation procedures.
- c) Advise Emergency Chief of conditions in your area (trapped or endangered occupants).

If fire is not in this area:

- a) Stay in your area.

- b) Reassure residents and visitors.
- c) Continue with duties and await further instructions. Be prepared to evacuate.

Upon hearing the second stage alarm evacuation signal (3 tone pause 3-3-3):

- a) Close all doors and windows in the area. Do not turn off lights. Be ready to evacuate.
- b) Listen for instructions over the public announcement system.

RESIDENTS" RESPONSE TO FIRE

On discovering fire or smoke in your room:

- a) Proceed out of the room.
- b) Close the door behind you.
- c) Pull the nearest fire alarm pull station or alert staff.
- d) Remain there and follow instructions from staff.

Upon hearing the second stage alarm evacuation signal (3 tone pause 3-3-3): If you are not in your resident home area, go to the nearest department for assistance.

- a) Stay in your room. Make sure door to hallway is closed.
- b) Close window.
- c) Do not leave the room.
- d) Remain calm.
- e) Staff will inform you of the emergency.

VOLUNTEERS

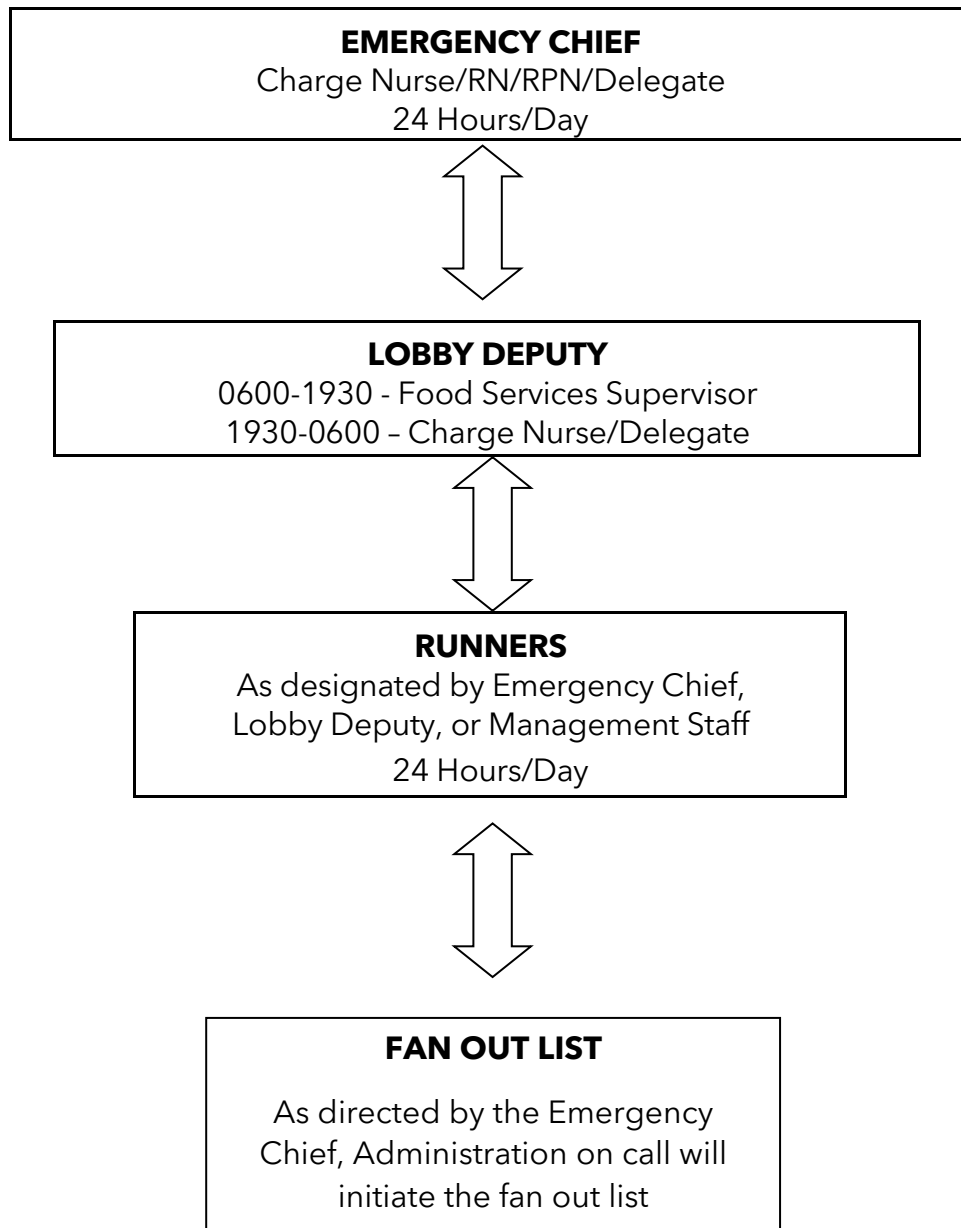
On discovering fire or smoke:

- a) Pull the nearest fire alarm station and ensure the safety of occupants in the area.
- b) **Do not pull the station if fire bells are already ringing.**
- c) Remove residents from immediate danger.
- d) Close door in immediate area.
- e) Assist staff in securing area.

Upon hearing the second stage alarm evacuation signal (3 tone pause 3-3-3):

- a) Remain in your assigned area, if applicable, otherwise using stairs report to the Volunteer office.
- b) Ensure residents are calmed and reassured.
- c) Await further instructions from staff.

ORGANIZATION CHART



After Hours Protocol - 22:30 to 06:30 Daily (total staff in the building is 39)

LOBBY DEPUTY - CHARGE NURSE/DELEGATE (1 staff member)

Upon hearing fire alarm, immediately dial 9-911, report fire and location
Report to the South Lobby Control Panel room and await the Fire Department
Direct/escort the Fire Department to the area of concern

EMERGENCY CHIEF- CHARGE NURSE (2 staff members)

Immediately go to alarmed area
Assign or activate second stage alarm
Delegate for a staff member to meet the fire department at the control panel room
Assign or call Admin-On-Call to initiate Fan-Out list
Call Maintenance-On-Call they will reset the fire panel after instructed by the Fire Department Personnel.
Sign paperwork for Fire Department, complete Code Red report form
Overhead page: Code Red All Clear x3

REGISTERED STAFF (5 staff members)

Immediately go to alarmed area
Assist with procedures outlined in "Key Positions"
in the area of concern and assist the Emergency Chief.

PERSONAL SUPPORT WORKERS (1 or 2 staff members)

IN AFFECTED AREA

Evacuate all residents behind fire doors
Close all doors and windows and leave lights on
Reassure residents
Turn off all non-essential equipment
Monitor entry and stairwell doors if secured unit

**PERSONAL SUPPORT WORKERS
IN UNAFFECTED AREAS**

One Personal Support Worker per tower floor must remain in their home area to fulfill duties. All others must report to the fire zone to assist with the evacuation.

Monitor entry and stairwell doors if secured unit

1. Multi-purpose (A.B.C.) fire extinguishers and fire hoses are located throughout the building.
2. The fire extinguisher should only be used on very small fires that have only been burning for a couple of seconds or to fight your way out to escape a fire situation. Fight fire only if it is small and you feel confident that you are able to do so, after sounding the alarm. Call 911.
3. If you are threatened by smoke or fire, evacuate the area and close the windows and doors behind you, to contain the smoke and fire. Keep the lights on.
4. Fire hoses shall only be used by trained personnel.

Remember the **PASS**-word.

Keep your back to an unobstructed exit and stand six to eight feet away from the fire.

- P** Point and pull the pin.
- A** Aim at the base of the fire.
- S** Squeeze the handle.
- S** Sweep from side to side at the base of the flames.

ALTERNATE MEASURE FOR OCCUPANT SAFETY

In the event of power outage and/or generator failure, any shutdown of fire protection equipment or part thereof, Management/Admin-on-call / Emergency Chief will arrange for hourly rounds of the affected area(s) to be conducted and logged as well as implementing alternate measures. The Fire Department and all occupants shall be notified both when shutdowns have occurred and also when systems have been restored. Shutdowns shall be confined to as short a duration as possible the following procedure will be in place:

1. Signage of power failure will be outside of all elevators, all information centers and all exit doors for the duration of the failure.
2. CHUBB will be notified.

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3. In the event of an emergency plan (if there is smoke and/or fire detection) the fire department will be notified immediately for dispatch.
4. Kitchen cooking equipment shall not be used when the fixed extinguishing system or exhaust system is in operable.

In the event of planned construction, the following procedure will be in place:

1. CHUBB will be notified.
2. An announcement will be made when the control panel is placed offline and when the control panel is placed back online. Informing staff that the fire alarm system is on bypass and if there is an actual code red, please call 911 and call down to reception with the exact location so we can alert the rest of the building via "emergency feature" announcement.
3. In the construction zone the general contractor will conduct and document hourly firewatch logs and submit the firewatch log reports to the Maintenance Manager.
4. The fire department will be notified if the system will be offline for longer than 24 hours.
5. The firewatch log sheets will be kept for a period of two years.
6. Staff are educated on the back-up "emergency feature" on all black desktop phones on a yearly basis via Surge Learning. New hires, students and agency staff are trained on the back-up "emergency feature" on all black desktop phones during orientation.
7. In the event of an emergency plan (if there is smoke and/or fire detection) the fire department will be notified immediately for dispatch.
8. A S1001 integrated fire system test was completed on February 14, 2025, another will be completed within one year and every five years after that.

Communication

The in-house telephone system, emergency button on desk top phones, Edward fire system technology mic operations and staff runners if required, make up the emergency communication system during an emergency. The telephone must NOT be used during an emergency except for emergency calls ONLY.

Telephone System and Public Address System, Edward Fire System Technology Mic Operation

These directions will be posted in the Control Panel room where the mic is located.

To issue a page message:

1. Press all calls
2. Remove the mic from bracket
3. Hold the mic close to your mouth and press the PTT switch
4. When the LED lights are on, speak

Media Contact

The Site President or Chief Operating Officer will communicate with the media. If questioned, employees are to indicate that they are not authorized to make any statement. Until such time as they are available to comment, there will be no comment.

Other Communication

Emergency telephone numbers can be found in the first section of the Emergency Preparedness Manual under "Emergency Telephone Numbers".

Incoming calls will be restricted to emergency calls only.

Any code that occurs, you should immediately contact the AOC for direction on Ministry reporting matters. Immediately contact the AOC, must be spoken to after hours (do not leave a voicemail). This maybe a critical incident that must immediately be reported to the Director of the Ministry of Long-Term Care at 1-888-999-6973.

AUDIT OF BUILDING RESOURCES

To list the availability of the existing fire protection system and to identify their location. To communicate and educate everyone in the facility on the appropriate time and use of the fire extinguishers and provide an alternate procedure to be followed in case of shutdown of any fire protection equipment or system.

PROCEDURE

The fire alarm is monitored by CHUBB who will notify the fire department if there is an alarm and the facility if there is a trouble signal coming from the panel. They are staffed 24 hours per day, making sure all repairs and deficiencies are reported and restored immediately. The date and time of the report and the restoration are recorded.

The Maintenance Department ensures tests and inspections are done regularly to maintain safety of the fire equipment and systems within the building.

Floor plans of the building can be found in the Control Panel room located across from the main entrance of the South Tower, labeled Fire Control Room.

Following is a list of the type, quantity and location of existing fire protection systems in the Villa. Attached are maps of the floors within the building, depicting where the assembly areas are located. Below is a listing of the location of the fire protection systems.

FIRE ALARM SYSTEM - CONTROL PANELS - EDWARDS EST3

Quantity: 2

Location 1: Basement North Main Electrical Room BAN07

Location2: Basement North Centre Room BBN13

FIRE ALARM SYSTEM - CENTRAL ALARM CONTROL FACILITY (CACF)

Quantity: 1

Location: Ground Floor South Wing Room GAS57

FIRE ALARM SYSTEM - ANNUNCIATOR (LCD)

Quantity: 1

Location: First Floor North Entrance Vestibule 1AN45

SPRINKLER SYSTEM

Quantity: The building is fully equipped with sprinklers

Location: All common areas and resident rooms

Valve

Location: Ground Floor East Wing Mechanical Room

EMERGENCY LIGHTING

Generator backup for emergency lighting.

EXTINGUISHERS

Location: Fire extinguishers are at each fire zone as well as departmentally (kitchen, etc.) and at all exits and staircases.

EMERGENCY BLANKETS

Fire blankets are used to smother a fire or wrap around a person whose clothing is on fire. Fire blankets are located in:

- All Back-Service Corridors to Resident Home Areas (x16)
- 5th Floor Kitchen
- Auditorium
- Main Kitchen (Basement)
- 2 East Kitchen
- Adult Day Program Kitchen
- Hair Salon

EVACUATION STAIRWELL SLIDES

Location: North and South centre stairwells and the East stairwell.

EMERGENCY POWER

- Battery backup for the emergency panel as well as generator backup.
- Emergency power generator located in Generator Room in the basement North Wing.

- Fixed Extinguishing System in the kitchen.

CONDUCTING FIRE DRILLS

A process is in place for conducting fire drills on a regular basis to ensure the education of staff in a fire emergency situation and to ensure that visitors respond appropriately in the event of a fire emergency.

The Emergency Preparedness Committee develops the yearly fire drill schedule, which ensures all areas within the Villa are drilled throughout the year. In the event of a fire emergency, visitors are asked to follow directions and instructions from staff.

Preparing and Conducting the Fire Drill

Two members of the Emergency Preparedness Committee, one of which is to be the maintenance representative on the Committee, conduct the monthly Fire Drills. The other member is assigned on a rotation basis according to the yearly fire drill schedule developed by the Emergency Preparedness Committee.

1. Fire drills will be held on a monthly basis and include a review of the contents of this Fire Safety Plan. All Fire Drills and training of staff in their Fire Safety Duties shall be recorded. In addition, a Fire Drill shall be carried out at least once during every 12-month period with an approved scenario.
2. The EPC team select a day and time to conduct the drill in the pre-assigned area.
3. On the day of the drill, the fire drill team should discuss the placement of the smoke check (smoke detector tester). The maintenance representative is responsible for placing and operating the smoke check.
4. Just prior to conducting the drill, the maintenance representative telephones the CHUBB Security Systems at (905) 528-8971 and states the following:

"This is St. Joseph's Villa in Dundas. We will be conducting a fire drill shortly. Please ignore all signals and alarms during this time. We will call back when the drill is over."

CHUBB will request a System number and Pass. These are available through the Maintenance department.

5. The team member must have the Fire/Drill Report form and a pen available. The form is to be completed at the time of the drill. At the post Fire Drill meeting, have staff sign the attendance section on the reverse side of the form. Fire/Drill

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Report forms can be found in all Emergency Preparedness cabinets and on Public Data under Code Report Forms.

6. The fire drill team should proceed discretely to the drill area.
7. The fire drill team will initiate the drill by placing the smoke check spray in the chosen area. If the fog/smoke remains unnoticed for 2 minutes, the team will attract the attention of staff to assign or activate the alarm. They will also be directed to activate the second stage alarm using the key located in all the Emergency Preparedness cabinets and home area nursing key rings. Insert the key into the pull station and turn clockwise to initiate Code Green–Evacuation. Once second stage is activated, you can remove the key. The second stage alarm alerts the building that it is a real fire and evacuation of the fire area is necessary and underway.
8. The fire drill team should be observing the role of the Emergency Chief, staff and residents during the drill.
9. On completion, give the all clear.
 - (Between 0800 and 2000 hours, once the area has been evacuated, instruct Reception to make the "All Clear" announcement.)
 - (Between 2000 and 0800), once the drill is completed, instruct the Emergency Chief to assign or access the paging system by dialing "80" on any in-house. There will be an approximate 5-second delay before the overhead speakers are activated. After dialing "80" repeat "Attention All Staff" until you hear your voice coming through the speakers, then proceed with the following announcement,

"Attention all staff, code red is no longer in effect"
10. The fire drill team will conduct the post fire drill meeting at the drill location. Have staff sign the attendance section on the reverse side of the Fire Report form. Those expected to attend include the area Charge Nurses, Emergency Chief, Lobby Deputy, and those directly involved in the exercise. Once completed, the fire drill team members sign the Fire Report form and forward to the Emergency Preparedness Committee Lead who will file them in the annual activity binder. The report is distributed to Emergency Preparedness Committee members for review at their meeting. It is the responsibility of the team members conducting the Fire Drill to ensure action and follow-up has been communicated and taken appropriately.
11. The Maintenance representative will perform the following actions following a fire drill:

- Reset the pull station in location where it was pulled
- Reset the fire panel
- Reset all fire doors (located in GS fire room)
- Reset the gas in the kitchen basement
- Check on the computer if all fans are running
- Call Chubb to check if system is clear and back on line
- Inform reception/charge nurse of all clear

FIRE ALARM SYSTEMS AND ZONES

To ensure everyone in the facility understands the facility's fire alarm system and how to use it should a fire emergency occur in the building.

1. The Villa is equipped with a two-stage fire alarm system. The first stage is an **ALERT** signal, which is the initial warning of a fire emergency. The second stage is an **ALARM** evacuation signal, is a warning that evacuation of the alarmed area is underway. If a Code Green - Evacuation, of the entire building is required, this would be communicated through the Edward Fire System Technology Mic Operation in the Control Panel room.
2. When a smoke/heat detector, the sprinkler system, or a pull station box trips the fire alarm system, the alarm signal is passed instantaneously to Chubb Security Systems who monitors our alarm system continuously. They inform the Fire Department.
3. All stairwell doors are locked at the first stage **ALERT** signal and will unlock at the second stage **ALARM** evacuation signal, or if the pull station box is activated right beside the stairwell door.

PROCEDURE

1. **Fire Condition Alert - Code Red**
A 20-stroke per minute total building alarm which is activated by heat/smoke detectors, sprinkler system, and pull boxes located throughout the building. The alert signal message will be, for example, "Code Red, Second Floor North, Heritage Trail." (Refer to "Fire Zones" chart at the end of this procedure for fire zone announcements.)
2. **Location of Fire Pull Stations**
Become familiar with the fire pull station boxes in your work area. They can be found at every set of double corridor door and/or stairwell door.
3. **To Sound the Alarm**

Activate any red pull station. Some pull stations have a plastic cover on them to prevent false pulling of the red pull stations. If covered, remove plastic cover and activate. The plastic cover may have its own alarm to notify staff when it has been removed. You must still pull the red pull station to activate the building alarm.

4. **The fire system** will announce the initial location of the fire through its overhead paging system. (See Fire Zones below for details).
5. **The fire condition** is concluded when the bells stop ringing as per instruction of the fire department personnel and the "all clear" is announced, as follows:

"Attention all Staff: Code Red is No Longer in Effect"

6. **Fire Condition Alarm Evacuation - Code Green**
A 3-3-3 temporal pattern signal. This alarm signals total evacuation of the building. If total evacuation is necessary, the following will be announced over the Central Alarm Control System, three times, example:

"Code Green Stat All Persons Within Zone to Evacuate Second Floor North Heritage Trail"

The 2nd stage alarm can be initiated on the pull station only and is key-activated.

7. **How to activate 2nd stage alarm.** Insert stage 2 key into the pull station and turn clockwise. The signal rate over the speakers will change from alert 20 spm to alarm temporal 3-3-3. Operator can remove key and continue with emergency procedures. The second stage keys are kept by all Nursing staff, Maintenance staff, Reception and in the Emergency Preparedness cabinets in each of the service corridors.
8. **Fire doors,** normally held open by an electrically energized magnet, will shut automatically during an alarm. All secured doors and stairwell doors remain locked unless the alarm goes to second stage - Code Green Evacuation. All registered staff has a key to these stairwell doors. In an emergency, to disengage the lock, you may pull the alarm beside the door. This will trigger the fire alarm system and will unlock only that stairwell door.
9. **Fire Zones,** when the alarm is triggered, the initial announcement is done by the fire alarm system. An example of the announcements that would be heard "Code Red, 4 North, Central Core" zones can be found at the end of this procedure. Similar announcements, floor or RHA would change, depending on the location of the area. (A listing of the RHAs, Resident Home Areas, can be found at the front section of the Emergency Preparedness Manual.
10. **Annunciator Panels**

The annunciator panel shows the area of the building where a fire alarm has been activated. Location of annunciator panels are as follows:

Basement	- Main Panel North Main Electrical Room (LED & LCD)
Basement	- Data Gathering Panel Maintenance Shop (LCD only)
Ground	- CACF (Central Alarm Control Facility) Ground South Lobby
First Floor	- North Entrance (LCD only)

11. **Fire Blankets**

Fire blankets are used to smother a fire or wrap around a person whose clothing is on fire. Fire blankets are located in:

- All Service Corridors to Resident Home Areas (x16)
- Auditorium
- Main Kitchen Basement
- 2 East Kitchen
- 5th Floor Kitchen
- Adult Day Program Kitchen

12. **Malfunction of Fire Safety Equipment**

In the case of malfunction of any part of the fire protective equipment, the Fire Department and all occupants will be notified by the Manager of Engineering & Maintenance or Maintenance-on-Call. Affected areas are checked at least every hour and a log will be kept for fire safety until full protection is restored.

13. **Maintenance of Fire Safety Equipment**

All life safety equipment, for the safety of occupants, is maintained in accordance with applicable sections of the Ontario Fire Code.

14. **Control of Fire Hazards**

Fire prevention and the elimination of potential fire hazards are the responsibility of all staff. All fire hazards are to be immediately reported and eliminated upon their discovery. Some examples of hazards are:

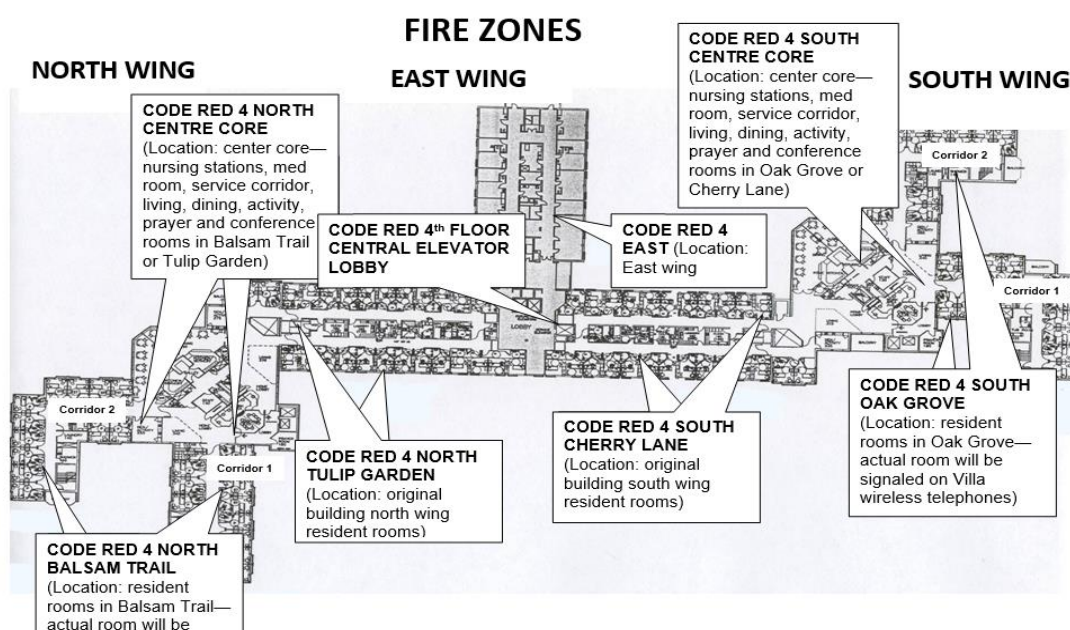
- Exits and stairwells used for storage
- Exits that are obstructed
- Fire Doors propped or wedged open
- Excessive accumulation of combustible materials and containers used for waste, rubbish and other materials that are not emptied / removed from the building as required to prevent a hazard
- Unapproved electrical appliances and appliances not turned off when not in use
- Combustible materials used to absorb flammable or combustible liquid spills

15. **Zones**

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When the overhead page is indicating 1, this means the fire is in corridor number 1. When the overhead page is indicating 2, this means the fire is in corridor number 2.

2. All home areas have sign posted at the beginning of the hallway indicating fire corridor number 1 location and fire corridor number 2 location. On 5th floor it will indicate North, East and South corridors. On 2 East this area signs are East wing only.



COMPLIANCE

Failure to adhere to this plan may result in disciplinary action. The facility will also ensure that it complies with National Fire Code of Canada and Ontario Fire Code regulations concerning the provision of a safe living environment for all residents.

ACKNOWLEDGEMENT

All staff members are required to sign an acknowledgement that they have reviewed, read and understand this Fire Safety Plan.

REFERENCES

CHUBB


Fire Protection and Prevention Act, 1997

National Fire Code of Canada 2020

ONTARIO REGULATION 213/07 FIRE CODE, Section 8.1.2.2.

ST. JOSEPH'S VILLA EMERGENCY PREPAREDNESS

Emergency Preparedness Committee
Fixing Long-Term Care Act, 2021

	Manual: Emergency Preparedness	Section: Codes	Code: 12	Pages: 1 of 6
Subject: Code Green				Area of Focus:

EVACUATION ROUTES**1) Horizontal Evacuation**

Horizontal evacuation, which is the most commonly occurring evacuation, is the moving of residents from an affected area to a safe zone beyond fire doors on the same floor.

This procedure describes the plan to be activated in response to an emergency that may necessitate a partial or total evacuation of the building.

Circumstances under which evacuation might be required are as follows:

2) Vertical Evacuation

- vertical evacuation is the movement of residents to a floor below the danger area, but
- to a basement area that has no exit. Elevators are not to be used unless authorized
- by the Fire Department.
- outside occurrence; e.g. tanker explosion, train derailment, plane crash

Holding Areas: e.g. boiler explosion, electrical damage

- strike the outside if necessary.
- contamination of food or water supply
- Assembly Areas:**
- Adult Day Program - Ground floor;
- Outside holding area, if required, back parking lot by the Adult Day Program or the west
- parking lot by the Adult Day Program
- At the point of evacuation, the facilities manager will direct each of the EP binders located in the

Emergency Preparedness Cabinets in the Ground Floor South Wing on Willow Grove
Alarm (CODE RED) will likely be in progress in these situations:
 First Floor North Wing
 on Orchid Garden Service Corridor, Basement By the offices and the Adult Day Program.

The evacuation may be partial, i.e. evacuation from the room or resident home area of the

METHOD OF EVACUATION residents and staff leave the building.

If the Emergency Preparedness Office with a disaster the appropriate they will. An up-to-date list of mobility and transportation for residents in Point Click Care with assistance of Villa assigned staffing levels, evacuation of residents in Point Click Care. Residents will be evacuated, according to their physical condition, in the following order:

If the evacuation is ordered by St. Joseph's Villa authorities, they will determine the most

appropriate, to receive residents and co-ordinate the transportation.

- Ambulatory, requires assistance

At the discretion of St. Joseph's Villa authorities, the Emergency Fan Out List and process will be implemented.

- Non-ambulatory, unable to assist

Staff will be assigned to assist by the Emergency Chief and management staff. This may include:

- supervising in the holding areas;
- manning each exit used as an evacuation route;
- operating elevators;
- loading residents and equipment on buses.

EVACUATION OF RECORDS

1) Nursing records and supplies must be evacuated after the residents in the following priority:

- Resident care plan and Medication Administration Record
- Resident's Chart
- Current census sheet
- Resident's medication
- Electronic records, when available

Nurse Management team will co-ordinate the removal of the above according to Departmental Plans.

2) Other documentation etc., as time permits.

SECURITY AND TRAFFIC CONTROL

Staff may be asked to present photo identification for entry to the premises during a disaster situation.

The police have agreed to assume all duties re: external traffic control, setting of road blocks if required, and regulation of entry onto premises.

Emergency parking, if required, will be available at the following sites:

- a) Metro Plaza
- b) Shoppers' Drug Mart Plaza
- c) Governor's Green side lot
- d) Dundas Baptist Church

Emergency Chief:

- Proceed to alarmed area
- Determine extent of evacuation - partial or total in conjunction with Fire Department
- If you need to contact the Lobby Deputy or make a request for more staff, you may use a runner or pick up the hand set on the desk top phone and press the emergency button. There will be an approximate 5-second delay before the speakers are activated, so repeat, "Attention All Staff" until you hear your voice coming

"Attention all staff,
Code Green evacuation procedure is in effect and your exact location".

through the speakers, then proceed with the following announcement:

Please press the emergency button at the end of your announcement and hang up the hand set.

IF EVACUATION IS NECESSARY - TURN KEY TO SECOND STAGE ALARM.

- Assign someone to call elevators to 1st floor of alarmed wing if they do not automatically come down or if they are not safe to use.
- During business hours management staff should report to the control centre which is the Board Room unless it is unsafe to meet there, then an alternate place is to be chosen by Emergency Chief and announced using the following template. Make the following public address system announcement three times:

"CODE GREEN STAT
MANAGEMENT STAFF REPORT TO CONTROL CENTRE - BOARD ROOM
ALL OTHER STAFF AWAIT INSTRUCTION"

- If after business hours, notify the Administrator-on-Call (who is responsible for activating the Emergency Telephone Fan-Out).
- It is important that the Emergency Chief establishes communication with the Holding Area Co-ordinator with whom the Chief will work closely in co-ordinating the evacuation. Make the following public address announcement three times:

"HOLDING AREA CO-ORDINATOR
CONTACT EMERGENCY CHIEF AT EXTENSION (EXTENSION #)"

HOLDING AREA CO-ORDINATOR RESPONSIBILITY CHECKLIST:

- A list of RHA (resident home areas) can be found in the front section of the Emergency Preparedness Manual.
- Designate holding areas. Once the holding area(s) have been set up and external evacuation can begin, use the following template for making the announcement. Depending on the emergency, evacuation should be from top floor down or bottom floor up. Make the following public address system announcement three times:

"CODE GREEN EVACUATION PROCESS RESIDENTS FROM (RHA) ONLY"


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	BEGIN EVACUATION TO (HOLDING AREA) ELEVATORS WILL (WILL NOT) BE USED"
Lobby Deputy:	<ul style="list-style-type: none">▪ Go the Central Alarm Control Facility on the ground floor south wing to meet Fire Department.▪ Check the communication panel in the Central Alarm Control Facility for the exact location of the fire as announced by the fire alarm system's overhead announcement of the fire zone (See Fire Zone Announcements Chart under "Fire Alarm System" in the Code Red Section of the Emergency Preparedness Manual). If the fire is in a resident room, the exact room number will display on communication panel and all wireless telephones. Outside the room the call bell light will flash red indicating that the fire is in that room.▪ Ensure the south wing elevators are brought down to first floor if they do not automatically come down, if it is the alarmed wing.▪ Unlock south entrance and ensure the main entrance is cleared of traffic likely to block arriving emergency vehicles.▪ Stop public from entering building.▪ If you need to make a request for more staff, you may use a runner or access the telephone system by pressing the emergency feature. There will be an approximate 5-second delay before the speakers are activated. Repeat "Attention All Staff", proceed with the code announcement ensuring the exact location of the emergency, if appropriate, is included in the announcement. Please press the emergency button at the end of your announcement and hang up the hand set.▪ Record the names and request to see photo identification, for security purposes, of employees who are responding to a fan-out as they arrive at the Villa. The Assistant to the Lobby Deputy will assist you with this task. You may have to ask the Assistant to go to entrance of the wing which is being evacuated because the Lobby Deputy should remain, unless told otherwise by external emergency personnel, in the South Wing Lobby.▪ Assist Emergency Chief as directed to co-ordinate resources required for the evacuation.▪ Delegate tasks to Runners assembled in Lobby.▪ Work with Management staff to direct incoming employees to assist.
Staff Response:	STAFF, OR DELEGATE, RESPONSIBILITY CHECKLIST FOR RESIDENT HOME AREAS: <ul style="list-style-type: none">▪ Prepare residents for evacuation▪ Standby for telephone or public address communication

	<ul style="list-style-type: none"> ▪ As directed use exits or alternate escape routes for safe horizontal and vertical evacuation of residents and ensure routes are clear of obstruction ▪ Assign a staff member to supervise resident flow through each exit, i.e. doors and elevators (if in use). ▪ Assign a staff member to check the floor for evacuation of all residents, staff, and visitors ▪ Ensure that evacuated rooms are so indicated with the door identifiers. Placing the white indicator up if the room is empty. <p>ADMINISTRATIVE, OR DELEGATE, RESPONSIBILITY CHECKLIST - NON-RESIDENT CARE AREAS:</p> <ul style="list-style-type: none"> ▪ Standby for telephone or public address system communication ▪ As directed use escape routes for safe vertical or horizontal evacuation of persons in the area and ensure routes are free of obstruction ▪ Provide assistance as requested by the Emergency Chief or Lobby Deputy ▪ Check all rooms before leaving the area ▪ Ensure that there is no unauthorized entry to your area ▪ Before leaving your area, secure the area and turn off or down the appropriate equipment
Public Relations:	<p>The Site President or Chief Operating Officer will communicate with the media. If questioned, employees are to indicate that they are not authorized to make any statement. Until such time as they are available to comment, there will be no comment.</p> <p>Emergency telephone numbers can be found in the first section of the Emergency Preparedness Manual under "Emergency Telephone Numbers & Emergency Measures Fan Out List".</p> <p>Immediately report an emergency, including fire, contamination of the drinking water, unplanned evacuation or intake of evacuees. An environmental hazard that effects provision of care or the safety, security or well-being of a resident for more than six hours: breakdown or failure of security system, breakdown of major equipment or a system in the home, loss of essential services or flooding.</p> <p>Any code that occurs, you should immediately contact the AOC for direction on Ministry reporting matters. Immediately contact the AOC, must be spoken to after hours (do not leave a voicemail). This is a critical incident that must immediately be reported to the Director of the Ministry</p>

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	of Long-Term Care at 1-888-999-6973. Notification will also be provided to respective unions and the Health and Safety committee.
Documentation:	De-brief form filled out and filled with EPC committee.

	Manual: Emergency Preparedness	Section: Codes	Code: 04	Pages: 1 of 2
Subject: Code Grey				Area of Focus: Care & Service

1.0 Purpose	Code Grey provides direction in the event of a short-term isolation resulting from events such as extreme weather events, natural disaster, flood, boil water advisories, quarantine, contaminated air, or by the loss of essential services: gas, electricity, sewerage, telephone, water and elevator.
2.0 Policy	As far as staffing is concerned, only those staff actually in the building at the time of any such emergency would be available to complete the work. Therefore, instructions and plans are made on this premise.
3.0 Procedure	<p style="text-align: center;">STOCKPILES</p> <p><u>Food Services</u></p> <p>Food Services departmental will be implement disposable paper products in the event of isolation/quarantine for any units experiencing.</p> <p>The menu will be adjusted to meet immediate needs, as per the Emergency Food Service Plan FOO Standard 110</p> <p>These items are checked to ensure items have not expired, FIFO process is also used. FIFO first in first out process.</p> <p><u>Medications</u></p> <p>At most times, there is a one-week supply of prescription and stock medications.</p> <p>Additional prescription and stock medications would be obtained through available resources.</p>

	<p>Pharmacy may need to be contacted for emergency medication print out of the EMAR.</p> <p><u>PPE and Equipment for Emergency Response</u></p> <p>At most times, we have lots of extra supplies on hand for use.</p> <p>These items are checked daily to ensure items have not expired.</p> <p><u>Emergency Telephone</u></p> <p>Emergency telephone numbers can be found in the first section of the Emergency Preparedness Manual under "Emergency Pharmacy Contact Numbers".</p>
Immediate Action:	<p>Immediately report an emergency, including fire, contamination of the drinking water, unplanned evacuation or intake of evacuees. An environmental hazard that effects provision of care or the safety, security or well-being of a resident for more than six hours: breakdown or failure of security system, breakdown of major equipment or a system in the home, loss of essential services or flooding. Any code that occurs, you should immediately contact the AOC for direction on Ministry reporting matters. Immediately contact the AOC, must be spoken to after hours (do not leave a voicemail). This is a critical incident that must immediately be reported to the Director of the Ministry of Long-Term Care at 1-888-999-6973. Notification will also be provided to respective unions and the Health and Safety committee.</p> <p>SEE CODE GREY CONTINGENCY PLANS FOR IMMEDIATE ACTIONS RELATED TO THE FOLLOWING:</p> <p>4A) LOSS OF ELECTRIC SERVICES</p> <p>4B) LOSS OF ELEVATOR SERVICES</p> <p>4C) LOSS OF GAS AND HEAT</p> <p>4D) LOSS OF SEWAGE SERVICE</p> <p>4E) LOSS OF TELEPHONE AND INTERNAL COMMUNICATION SERVICE</p> <p>4F) LOSS OF WATER SERVICE</p> <p>4G) BOIL WATER ADVISORY</p> <p>4H) EXTERNAL FLOODS</p> <p>4I) NATURAL DISASTER AND EXTREME WEATHER EVENTS</p> <p>4J) INTERNAL FLOODS</p>
Public Relations:	<p>The Site President or Chief Operating Officer will communicate with the media. If questioned, employees are to indicate that they are not authorized to make</p>

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	<p>any statement. Until such time as they are available to comment, there will be no comment.</p> <p>Emergency telephone numbers can be found in the first section of the Emergency Preparedness Manual under "Emergency Telephone Numbers & Emergency Measures Fan Out List".</p> <p>Notification to the Ministry of Long-Term Care Compliance Incident Reporting must be made if the occurrence poses an immediate risk to residents and involves intervention by an outside agency or agencies such as police, fire department or medical officer of health.</p>
Termination and Debrief:	
Documentation:	The last step in the Code Grey plan is to document the incident for future reference. This task will be the responsibility of the Emergency Chief or delegate.

Organization Function: LOSS OF ELECTRIC SERVICE (4A)
Priority Level: <input checked="" type="checkbox"/> Critical, <input type="checkbox"/> Important, <input type="checkbox"/> Not Important
Trigger for implementation: No electricity
Who will implement? Director and Administrator-on-Call
SOLUTION A: Short Term Solution:
Deployment Schedule: As soon as notification is received.

Policy:

It is crucial for St. Joseph's Villa to ensure the health and safety of residents, particularly given their heightened vulnerability. The policy outlines procedures to follow when the electrical services are compromised due to system malfunction or other related issues.

Purpose:

To ensure the safety and well-being of residents, staff, and visitors by providing clear guidelines on how to respond to the loss of electrical services, minimizing the risks associated with the vulnerability of the population.

Scope:

This policy applies to all residents, staff and visitors at St. Joseph's Villa.

Procedure:

- Immediately report an emergency, including fire, contamination of the drinking water, unplanned evacuation or intake of evacuees. An environmental hazard that effects provision of care or the safety, security or well-being of a resident for more than six hours: breakdown or failure of security system, breakdown of major equipment or a system in the home, loss of essential services or flooding. Any code that occurs, you should immediately contact the AOC for direction on Ministry reporting matters. Immediately contact the AOC, must be spoken to after hours (do not leave a voicemail). This is a critical incident that must immediately be reported to the Director of the Ministry of Long-Term Care at 1-888-999-6973.
- Contact the Maintenance Manager or Maintenance on call to attempt to determine duration of loss of power and if it is limited to our home.
- Set up central command post in Board Room and Nursing floor command posts.
- Ensure the operation and availability of flashlights. (available in EPC cabinets in back service corridors) extra available in the Emergency Preparedness bin located in the lab room behind reception.
- Extra batteries can be provided by the Nursing Quality Assurance Coordinators.
- Staff to use all emergency electrical outlets labeled in red EMP and extension cords located in the back-service corridor for residents using oxygen and air flow beds if power is available.
- Ensuring all staff know which medical equipment is working via the emergency generator. Nursing staff should also know how to get power to necessary medical equipment.
- Turn off appliances and electronic equipment, and turn the thermostat(s) for the home heating system down to a minimum to prevent damage from a power surge when power is restored. Also, power can be restored more easily when there is not a heavy load on the electrical system.

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- Don't open your freezer or fridge unless it is absolutely necessary. A full freezer will keep food frozen for 24 to 36 hours if the door remains closed.
- Implement Dietary Emergency Food Service Plan Standard FOO 110.
- Never use charcoal or gas barbecues, camping heating equipment, or home generators indoors. They give off carbon monoxide. Because you can't smell or see it, carbon monoxide can cause health problems and is life-threatening. Establish resident activities to compensate for loss of normal room lighting and television.
- Listen to further instructions in case evacuation is necessary.
- ***The generator will run:*** the main kitchen freezers and refrigerators, servery and kitchen equipment and refrigeration, garbage refrigeration emergency lights/exit lights and stairwell lights, emergency receptacles (marked with red sticker), service elevators N & S (these are the elevator in the back service corridor in the North and South tower), Fireman elevators in North tower, both elevators will come down to the first floor and in South tower the right elevator cab will come down to the ground floor, fire protection panel, boiler room equipment, HVAC and boiler room control system, phone system, nurse call system, sump pumps, fire alarm system, door locks, all bathrooms, specific receptacles (red marked "EMP")

SOLUTION B: Long Term Solution:

Deployment Schedule: As long as required.

Functionality Considerations:

- Continue operating on emergency generator power.
- Call in staff as required beginning with the Nurse Management Team
- Aid the community as necessary and able.
- Communicate with region and aid where possible.
- Work on systems to assist the administrative offices in functioning.
- Implement new work plans as determined by the emergency situation.
- Code Grey is a critical incident which must be reported to the MLTC within one business day
- Post event evaluation will be conducted to assess the response and identify any improvements.

Emergency Supply Phone Numbers

Order diesel fuel for generator at Lippert and Wright 1-800-263-9805 or 1-905-768-5152

Order oxygen supplies from ProResp 905-529-2166 or 1-800-265-3727

Obtain generator repairs from Toromont industries 905-561-5901

Obtain power outage information from Horizon Utilities 905-522-9200 or 1-866-458-1236

Organization Function: **LOSS OF ELEVATOR SERVICES (4B)**

Priority Level: ☒ Critical, ☐ Important, ☐ Not Important

Trigger for implementation: Inability to use elevators.

Who will implement? Director and Administrator-on-Call

SOLUTION A: Short Term Solution:

Policy:

It is crucial for St. Joseph's Villa to ensure the health and safety of residents, particularly given their heightened vulnerability. The policy outlines procedures to follow when the elevator services are compromised due to system malfunction or inability to use.

Purpose:

To ensure the safety and well-being of residents, staff, and visitors by providing clear guidelines on how to respond to the loss of elevator services, minimizing the risks associated with the vulnerability of the population.

Scope:

This policy applies to all residents, staff and visitors at St. Joseph's Villa.

Procedure:

- Immediately report an emergency, including fire, contamination of the drinking water, unplanned evacuation or intake of evacuees. An environmental hazard that effects provision of care or the safety, security or well-being of a resident for more than six hours: breakdown or failure of security system, breakdown of major equipment or a system in the home, loss of essential services or flooding. Any code that occurs, you should immediately contact the AOC for direction on Ministry reporting matters. Immediately contact the AOC, must be spoken to after hours (do not leave a voicemail). This is a critical incident that must immediately be reported to the Director of the Ministry of Long-Term Care at 1-888-999-6973.
- Ensure no persons are trapped in the elevators. Immediately notify the fire department if anyone is trapped in elevator.
- Stay Clam, use the emergency button "call for help" press it to call for assistance.
- Do not attempt to leave the cab without first being cleared to do so by a certified technician or the Fire Department.
- Keep your distance from the door at all times and do not try to force the doors open. Remember that the elevator has air circulation openings, so there will be no limit on available air inside the cab.
- Stay in communication with them until they are rescued. Communication can be by either the standard communication system within the cab or by communicating verbally through the doors.
- Ask the passenger(s) to push the door open button, as sometimes the elevator is at floor level and the door will open.
- Notify Otis Elevator of loss of elevator service. 905-578-6277 or 1-800-233-6847 system #FH 300 288

- As required, employees to be organized into line to move meals and supplies on the upper floors via the stairways.

SOLUTION B: Long Term Solution:

Deployment Schedule: As long as required

Functionality Considerations:

- Continue as established above.
- Code Grey is a Critical incident which must be reported to the MLTC within one business day.
- Post event evaluation will be conducted to assess the response and identify any improvements.

Organization Function: **LOSS OF GAS AND HEAT (4C)**

Priority Level: ☒ Critical, ☐ Important, ☐ Not Important

Trigger for implementation: No gas which means no heating

Who will implement? Director and/or Administrator-on-Call

SOLUTION A: Short Term Solution:

Deployment Schedule: As soon as notification is received.

Policy:

It is crucial for St. Joseph's Villa to ensure the health and safety of residents, particularly given their heightened vulnerability. The policy outlines procedures to follow when the heat or gas is compromised due to system malfunction or other related issues.

Purpose:

To ensure the safety and well-being of residents, staff, and visitors by providing clear guidelines on how to respond to the loss of heat or gas, minimizing the risks associated with the vulnerability of the population.

Scope:

This policy applies to all residents, staff and visitors at St. Joseph's Villa, including kitchens, common areas, dining rooms, resident rooms and bathrooms.

Procedure:

- Immediately report an emergency, including fire, contamination of the drinking water, unplanned evacuation or intake of evacuees. An environmental hazard that effects provision of care or the safety, security or well-being of a resident for more than six hours: breakdown or failure of security system, breakdown of major equipment or a system in the home, loss of essential services or flooding. Any code that occurs, you should immediately contact the AOC for direction on Ministry reporting matters. Immediately contact the AOC, must be spoken to after hours (do not leave a voicemail). This is a critical incident that must immediately be reported to the Director of the Ministry of Long-Term Care at 1-888-999-6973.
- Staff must immediately report any loss of heat to the facility Maintenance Manager or maintenance on-call.
- Loss of gas will affect the ability to heat water, the building and to operate dietary cooking equipment.
- At minus 10°C the building would remain warm for up to 10 hours, without major problems.
- The facility's temperature should be maintained between 22 °C and 26 °C degrees celsius as recommended by the Fixing Long-term Care Act (2021).
- Set up central command post in Board Room and Nursing floors command posts.
- Assessment of the temperature by the facility maintenance team or maintenance on-call.
- Attempt to determine duration of outage and weather forecast to provide information for decision on evacuation.
- Immediate temperature checks should be conducted in all resident areas to assess the risk of cold stress or discomfort.
- Ensure windows and doors are closed.
- Use duct tape to seal those windows and doors that do not seal effectively.
- Dress residents in several layers of loose-fitting clothing.
- Establish activities for residents to keep them moving.
- Provide warm liquids for staff and residents from Dietary or on resident home areas with kettles or microwaves.
- Staff must monitor the resident's health and comfort throughout the duration of the heat loss.
- Develop a plan relating to engineering and maintenance requirements, e.g. drain all water pipes if cold outside to prevent pipes from bursting.
- Dietary to implement a no-cook menu with available supplies please refer to Standard FOO 112.
- Distribute extra blankets to residents.
- Group residents in rooms where heat is still available.

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- Investigate use of portable electric heaters, if electricity is available (15 heaters located in building). These are located in the maintenance shop (please call maintenance on-call). Gather residents together in the activity room and provide portable electrical heaters to help stay warm, close the door.
- Diesel generator will provide power to the boiler room for 8 hours before refueling is required.
- Contact Dundas Baptist Church to see if they could provide a heating or cooling area if needed. On Tuesday, Wednesday or Friday between 0900 to 1200 call Susan Steele 905-627-0071 or 905-516-6849 Outside those dates and hours contact Wayne Galer at 905-961-6553.

SOLUTION B: Long Term Solution:

Deployment Schedule: As long as required.

Functionality Considerations:

- Implementation of a code green evacuation plan and sending residents home to their families.
- Code Grey is a Critical incident which must be reported to the MLTC within one business day.
- Post event evaluation will be conducted to assess the response and identify any improvements.

Organization Function: **LOSS OF SEWAGE SERVICE (4D)**

Priority Level: ☒ Critical, ☐ Important, ☐ Not Important

Trigger for implementation: Inability to use toilets and force flushing

Who will implement? Director and Administrator-on-Call

SOLUTION A: Short Term Solution:

Deployment Schedule: As soon as notification is received

Policy:

It is crucial for St. Joseph's Villa to ensure the health and safety of residents, particularly given their heightened vulnerability. The policy outlines procedures to follow when the loss of sewage service is compromised due to system malfunction or other related issues.

Purpose:

To ensure the safety and well-being of residents, staff, and visitors by providing clear guidelines on how to respond to the loss of sewage service, minimizing the risks associated with the vulnerability of the population.

Scope:

This policy applies to all residents, staff and visitors at St. Joseph's Villa.

Procedure:

- Immediately report an emergency, including fire, contamination of the drinking water, unplanned evacuation or intake of evacuees. An environmental hazard that effects provision of care or the safety, security or well-being of a resident for more than six hours: breakdown or failure of security system, breakdown of major equipment or a system in the home, loss of essential services or flooding. Any code that occurs, you should immediately contact the AOC for direction on Ministry reporting matters. Immediately contact the AOC, must be spoken to after hours (do not leave a voicemail). This is a critical incident that must immediately be reported to the Director of the Ministry of Long-Term Care at 1-888-999-6973.
- Staff should immediately notify the Director of Care/Administration on call about the loss of sewage service. Ensure that supervisors, management, and key personnel are always informed.
- Public communication, in case of a prolonged disruption, the facility should notify local health authorities and relevant agencies to ensure compliance with health and safety regulations.
- Attempt to determine duration sewerage system shutdown. The facility manager or maintenance team should assess the severity and scope of the disruption. Determine if the situation is temporary or likely to persist for an extended period of time.
- Ensure that residents are moved to safe areas if necessary and that any comprised areas are clearly marked or cordoned off.
- Identify what parts of the building are affected, including bathrooms and any common areas.
- Determine which toilets in each unit will be used for force flushing if possible.
- Determine what containers will be used to carry water for force flushing and keep these pails at each toilet to be used and labelled as such.
- Set up urine collection stations.
- Determine availability of outside toilets with vendors.
- Provide alternative sanitation facilities (e.g. Portable toilets, emergency waste disposal) until service is restored.

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- Ensure residents basic needs for hygiene, dignity, and comfort are met. Staff may need to assist with personal care routines if necessary.
- Determine availability of bed pans, commode chairs and infectious waste bags are available.
- Provide alternative methods for residents to maintain hygiene, such as sponge baths, waterless hand hygiene, and other personal care products.
- Ensure hand washing stations with waterless soap and hand sanitizers are readily available in all areas.
- Allocate sufficient staff to assist with the management of resident's needs, ensuring hygiene standards are met.
- Maybe necessary to evaluate increased use of incontinence products by residents.
- Daniels Health- Pharmacy waste and sharps disposal service at 905-793-2966.

Infection Control

- Increase monitoring for potential contamination risks. Staff should follow proper infection control procedures, including the use of gloves and appropriate PPE when handling waste.
- Limit access to affected areas to authorized personnel only.

SOLUTION B: Long Term Solution:

Deployment Schedule: As long as required.

Functionality Considerations:

- Continue as established above.
- Code Grey is a Critical incident and must be reported to the MLTC within one business day.
- Review and evaluation, after the situation is resolved, conduct a post-incident review to evaluate the effectiveness of the response. Update the policy as needed on lessons learned.

Organization Function:

LOSS OF TELEPHONE AND INTERNAL COMMUNICATIONS SERVICE (4E)

Priority Level: ☒ Critical, ☐ Important, ☐ Not Important

Trigger for implementation: Inability to use the telephone service due to Bell Canada or system failure.

Who will implement? Director and Administrator-on-Call

SOLUTION A: Short Term Solution:

Deployment Schedule: As soon as notification is received.

Policy:

The policy outlines procedures to follow when Bell Canada or system failure of telephone services.

Purpose:

To ensure the safety and well-being of residents, staff, and visitors by providing clear guidelines on how to respond to the loss of telephone and internal communication services.

Communication must be maintained at all times.

Scope:

This policy applies to all residents, staff and visitors at St. Joseph's Villa.

Procedure:

- Immediately report an emergency, including fire, contamination of the drinking water, unplanned evacuation or intake of evacuees. An environmental hazard that effects provision of care or the safety, security or well-being of a resident for more than six hours: breakdown or failure of security system, breakdown of major equipment or a system in the home, loss of essential services or flooding. Any code that occurs, you should immediately contact the AOC for direction on Ministry reporting matters. Immediately contact the AOC, must be spoken to after hours (do not leave a voicemail). This is a critical incident that must immediately be reported to the Director of the Ministry of Long-Term Care at 1-888-999-6973.
- Contact the Administrator on call who will reach out to SmartIP to look into the reason for the outage.
- Use resident or Nursing cellular phones for communication, if functioning.
- Establish a method of communication within the building if phones are not available, i.e. runners, cell phones, e-mail or the Edward fire system technology mic in the control panel room located at the entrance of the south tower.
- Online communication via e-mail.
- If Hydro fails the Villa's telephone system is on emergency generator power if this fails there is a battery backup on the telephone system with limited capacity if this fails use cell phones.
- The overhead paging system (80) is backed up by a microphone on the main fire control panel located in the Central Alarm control facility room also known as the control panel room on the ground floor south entrance the system is called the Edward fire system technology mic. Instruction on how to use the mic are provided on the glass case where the Edward fire system is located.

SOLUTION B: Long Term Solution:

Deployment Schedule: As long as required.

Functionality Considerations:

- Continue as established above.
- Code Grey is a critical incident which must be reported to the MLTC within one business day.
- Post event evaluation will be conducted to assess the response and identify any improvements.

Organization Function: **LOSS OF WATER SERVICE (4F)**

Priority Level: ☒ Critical, ☐ Important, ☐ Not Important

Trigger for implementation: No water. Note water may take 6-8 hours to deplete. Will notice on top floors first.

Who will implement? Director and Administrator-on-Call

SOLUTION A: Short Term Solution:

Deployment Schedule: As soon as notification is received.

Policy:

It is crucial for St. Joseph's Villa to ensure the health and safety of residents, particularly given their heightened vulnerability. The policy outlines procedures to follow when the water service is compromised due to system malfunction or inability to use.

Purpose:

To ensure the safety and well-being of residents, staff, and visitors by providing clear guidelines on how to respond to the loss of water, minimizing the risks associated with the vulnerability of the population.

Scope:

This policy applies to all residents, staff and visitors at St. Joseph's Villa.

Procedure:

- Immediately report an emergency, including fire, contamination of the drinking water, unplanned evacuation or intake of evacuees. An environmental hazard that effects provision of care or the safety, security or well-being of a resident for more than six hours: breakdown or failure of security system, breakdown of major equipment or a system in the home, loss of essential services or flooding. Any code that occurs, you should immediately contact the AOC for direction on Ministry reporting matters. Immediately contact the AOC, must be spoken to after hours (do not leave a voicemail). This is a critical incident that must immediately be reported to the Director of the Ministry of Long-Term Care at 1-888-999-6973.
- Contact the Director of Care or Administrator on Call to notify of the loss of water services.
- Establish who is in charge and who will be giving direction. The Director of Care, Administrator on Call or the RN Charge nurse and or delegate.
- Staff to be alerted of fire risk if water supply is not available, Assign or access the paging system by dialing "80" on any in-house telephone. There will be an approximate 5-second delay before the overhead speakers are activated. After dialing "80" repeat "Attention All Staff" until you hear your voice coming through the speakers, then proceed with the following announcement, three times: Attention all staff "The water in the building is currently not working, we are looking into the issue and wanted to heightened your awareness for fire safety".
- Call the City of Hamilton to determine reason and severity of loss of water service.
- Be prepared to implement Loss of Gas contingency if the water is shut down for more than a few hours.
- The use of water from any tubs, buckets and sinks for the flushing of toilets.
- Restrict resident bathing. Disposable bathing wipes will be provided (Ready Bath Luxe bathing cloths).
- Required back-up stock of disposable incontinence wear for residents.
- Increased garbage removal due to use of disposables in general.
- The purchase and storage of drinking water (one quart per person per day), contact food services
- Emergency non-cooking menus need to be implemented.
- Use of disposable dishes and cutlery for all meal's services and nourishment times
- Extra employees to be organized to deliver water from storage to the floors. Portable water is stored in Food Services as back up.
- Delivery of drinking water would be the responsibility of the Food Services Department.
- Ensure water supply for use by Dietary in cleaning pots and food preparation. Potable hot water would need to be implemented by the Food service Manager/Supervisor.
- Distribution of the germicidal waterless soap to all departments by Nursing.
- If hauling water from another unaffected approved public water supply it needs to be in a covered sanitized container or arrange for the use of a licensed drinking water hauling truck.
- Contact a licensed drinking water hauling company if advised by the Director of Care and or Administrator on Call.

ST. JOSEPH'S VILLA EMERGENCY PREPAREDNESS

SOLUTION B: Long Term Solution:

Deployment Schedule: As long as required.

Functionality Considerations:

- Look at having a water truck on site to supply drinking water.
- Investigate the ability to refill drinking water bottles at natural springs located in Dundas and St. George.
- Request any staff, with well water in their homes, to assist in refilling drinking water bottles.
- Monitor inventory of required supplies, i.e. disposable incontinence wear, germicidal waterless soap and purchase as required.
- Code Grey is a Critical incident which must be reported to the MLTC within one business day.
- Post event evaluation will be conducted to assess the response and identify any improvements.

Organization Function: **EXTERNAL FLOODS (4H)**

Priority Level: ☒ Critical, ☐ Important, ☐ Not Important

Trigger for implementation: Floods

Who will implement? Director and Administrator-on-Call

SOLUTION A: Short Term Solution:

Deployment Schedule: As soon as notification is received.

Policy:

It is crucial for St. Joseph's Villa to ensure the health and safety of residents, particularly given their heightened vulnerability. The policy outlines procedures to follow when an area covers or submerges a place or area in large amounts of water.

Purpose:

To ensure the safety and well-being of residents, staff, and visitors by providing clear guidelines on how to respond to a flooded area, minimizing the risks associated with the vulnerability of the population. Workers involved in clean-up and recovery activities will face hazards and employers have a duty to protect employees from these hazards, as well as provide those workers with appropriate information, instruction and supervision to protect their health or safety.

Scope:

This policy applies to all residents, staff and visitors at St. Joseph's Villa.

Definition:

External Flood: is a flood that occurs when water from an external source, like a river, stream, or lake, overflows onto dry land. Floods can be caused by a number of factors, including heavy rainfall, snowmelt, and storm surges.

Heavy rains and/or melting snow and ice can cause low land flooding. This can affect workplaces in lower levels of buildings, such as basements.

Procedure:

- Identify a "Person-in-Charge" who will be responsible for ongoing management of the emergency situation and ensure ongoing compliance.
- Immediately report an emergency, including fire, contamination of the drinking water, unplanned evacuation or intake of evacuees. An environmental hazard that effects provision of care or the safety, security or well-being of a resident for more than six hours: breakdown or failure of security system, breakdown of major equipment or a system in the home, loss of essential services or flooding. Any code that occurs, you should immediately contact the AOC for direction on Ministry reporting matters. Immediately contact the AOC, must be spoken to after hours (do not leave a voicemail). This is a critical incident that must immediately be reported to the Director of the Ministry of Long-Term Care at 1-888-999-6973.

Before a flood

To reduce the likelihood of flood damage:

- Put weather protection sealant around the base of ground-level doors.
- Install the drainage for downspouts a sufficient distance from the Villa to ensure that water moves away from the building.
- We have a sump pump that is regularly maintained. The pump is serviced as followed check batteries, terminals, chargers, lifting continuity and limit switch brackets, check for unusual noises, vibration, overheating and coupling alignments. Remove any rust and repaint if necessary and ensure the pump switch is in "auto" mode. Frequency every three months.
- Do not store your important documents in the basement. Keep them at a higher level, protected from flood damage.

If a flood is forecast:

- Take special precautions to safeguard electrical, natural gas or propane heating equipment.
- If there is enough time, consult the electricity or fuel supplier for instructions on how to proceed.
- Shut off the electricity only if flooding has not yet begun and the area around the fuse box is completely dry. Stand to the side of the breaker panel and look away from the panel when switching the power off. Have a flashlight with you.

If flooding is imminent:

- Move furniture, electrical appliances and other belongings to floors above ground level.
- Remove toxic substances such as pesticides and insecticides from the flood area to prevent pollution.
- Remove toilet bowls and plug basement sewer drains and toilet connections with a wooden stopper. If available
- In some cases, the building may be protected with sandbags or polyethylene barriers. Follow instructions from the local emergency officials.
- **Do NOT** attempt to shut off electricity if any water is present. Water and live electrical wires can be lethal.

During a flood:

Listen to the radio to find out what areas are affected, what roads are safe, what to do if the local emergency team asks us to leave

If you need to evacuate:

- Vacate the building when you are advised to do so by local emergency authorities refer to "Code Green". Ignoring such a warning could jeopardize the safety of our residents or those who might eventually have to come to your rescue.
- Take emergency medications and records with you if possible.
- Follow the routes specified by officials. Don't take shortcuts. They could lead you to a blocked or dangerous area.
- Plan with 911 dispatch.

- Follow Code Green evacuation plan.

Never cross a flooded area:

- If you are on foot, fast water could sweep you away.
- If you are in a car, do not drive through flood waters or underpasses. The water may be deeper than it looks and your car could get stuck or swept away by fast water.
- Avoid crossing bridges if the water is high and flowing quickly.
- If you are caught in fast-rising waters and your car stalls, leave it and save yourself and your passengers.

After a Flood

Re-entering the building:

- Do not return until authorities have advised that it is safe to do so.
- If the main power switch was not turned off prior to flooding, do not re-enter the building until a qualified electrician has determined it is safe to do so.
- Use extreme caution when returning after a flood.
- Appliances that may have been flooded pose a risk of shock or fire when turned on. Do not use any appliances, heating, pressure, or sewage system until electrical components have been thoroughly cleaned, dried, and inspected by a qualified electrician.
- The main electrical panel must be cleaned, dried, and tested by a qualified electrician to ensure that it is safe.
- Depending on where you are located, your municipal or the provincial inspection authority is responsible for the permitting process required before your electric utility can reconnect power.
- Contact the IPAC department leads and the Health and Safety Manager before attempting to do anything to ensure your health and safety during the cleanup process.

Ensure building safety:

- Make sure the building is structurally safe.
- Look for buckled walls or floors.
- Watch for holes in the floor, broken glass and other potentially dangerous debris.

Water:

- Flood water can be heavily contaminated with sewage and other pollutants. It can cause sickness and infections.
- Household items that have been flood-damaged will have to be discarded according to local regulations. If in doubt throw it out.

Documentation:

- Record details of flood damage by photograph or video, if possible. Take as many notes as possible.
- Fill out an "others" code report form and submit to the emergency preparedness lead and the health and safety manager.

Flooding Risks:

Inherent hazards of flooding may include:

- contaminated water or food

- the elements (harsh weather)
- conditions that could induce heat stress
- downed electrical wires
- carbon monoxide
- electrical hazards from portable generators

Other hazards may include:

- falls and being struck by objects while tree trimming or working at heights
- being caught in unprotected excavations or confined spaces
- burns
- lacerations
- musculoskeletal injuries
- being struck by traffic or heavy equipment
- drowning from being caught in moving water or while removing water from flooded structures

Electrical hazards:

Electrical equipment that is in contact with water could cause potential serious electrocution hazards. Cleaning and using water-damaged appliances also carry safety risks.

Flooding recovery recommendations:

Protective measures for response and recovery workers should involve:

- evaluating the work area for all hazards
- task-specific hazard exposure monitoring
- using engineering or work practice controls to mitigate hazards
- using personal protective equipment
- assuming all power lines to be energized
- following proper hygiene procedures and direction for the IPAC leads.
- correctly using portable generators, saws, ladders, vehicles and other equipment

IPAC/Mold Prevention:

- Address mold growth promptly by cleaning and drying affected areas.
- Wear appropriate respiratory protection when dealing with mold.

Potential infections from floodwater:

- Bacterial infections: Leptospirosis, wound infections, gastrointestinal illnesses
- Viral infections: Hepatitis A, rotavirus
- Fungal infections: Athlete's foot, ringworm

SOLUTION B: Long Term Solution:

Deployment Schedule: As long as required.

Functionality Considerations:

- Continue as established above.
- Code Gray is a critical incident which must be reported to the MLTC within one business day.
- Post event evaluation will be conducted to assess the response and identify any improvements.

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FLOOD WATER AND INFECTION PREVENTION AND CONTROL

Category	Examples	Action
I. Clean water	Broken pipes, tub overflows, sink overflow, many appliance malfunctions, falling rainwater, broken, sprinkler system, toilet tanks.	Allow materials to dry completely before use. Remove carpet if still wet after 72 hours.
II. Grey Water (some degree of contamination present)	Overflow from dishwasher, washing machine or a toilet bowl (not containing feces), broken aquarium. Grey water in flooded structures is significantly aggravated by time and temperature.	Allow materials to dry completely before use. Remove carpet if still wet after 72 hours.
III. Black water (heavily and grossly contaminated)	Water containing raw sewage. Includes overflow from a toilet bowl containing feces, broken sewer line, backed up sewage, all forms of ground surface water rising from rivers or streams.	Remove and discard wet carpet, drywall, furniture and other materials.

PIDAC Best Practice for Environmental Cleaning and Prevention and Control of Infections/April 2018

Organization Function: **BOIL WATER ADVISORY (4G)**

Priority Level: ☒ Critical, ☐ Important, ☐ Not Important

Trigger for implementation: Water unsafe for drinking

Who will implement? Director and Administrator-on-Call

SOLUTION A: Short Term Solution:

Deployment Schedule: As soon as notification is received.

Policy

It is crucial for St. Joseph's Villa to ensure the health and safety of residents, particularly given their heightened vulnerability to waterborne illness. The policy outlines procedures to follow when the water supply is compromised due to contamination or other issues.

Purpose

To ensure the safety and well-being of residents, staff, and visitors by providing clear guidelines on how to respond to a boil water advisory, minimizing the risks associated with waterborne pathogens.

Scope

This policy applies to all residents, staff and visitors at St. Joseph's Villa, including kitchens, dining rooms and bathrooms.

Definitions

Boil Water Advisory: A notification issued by a public health authority or local government when the water supply may contain harmful microorganism, requiring water to be boiled before consumption or use.

Contaminated Water: Water that may contain harmful bacteria, viruses, or other pathogens that could pose a risk to human health.

Notification and Activation Procedure

St. Joseph's Villa will immediately notify staff, residents, and families when a Boil Water Advisory is issued by the local water advisory or public health department. Once the Boil Water Advisory has been lifted, St. Joseph's Villa will verify that water quality has returned to acceptable levels through testing and documentation. Resident, staff, and families will be informed of the advisory resolution.

Resident Safety Measures

Only boiled water should be provided to residents. Water should be brought to a rolling boil for at least one minute.

Procedure:

- Identify a "Person-in-Charge" who will be responsible for ongoing management of the emergency situation and ensure ongoing compliance with safety requirements. Director or Administrator-on-Call.

- Immediately report an emergency, including fire, contamination of the drinking water, unplanned evacuation or intake of evacuees. An environmental hazard that effects provision of care or the safety, security or well-being of a resident for more than six hours: breakdown or failure of security system, breakdown of major equipment or a system in the home, loss of essential services or flooding. Any code that occurs, you should immediately contact the AOC for direction on Ministry reporting matters. Immediately contact the AOC, must be spoken to after hours (do not leave a voicemail). This is a critical incident that must immediately be reported to the Director of the Ministry of Long-Term Care at 1-888-999-6973.

Drinking Water

Immediately:

Only boiled water should be provided to residents. Water should be brought to a rolling boil for at least one minute.

1. Secure a supply of potable (drinkable) water by:
 - Boiling the water. Water should be brought to a rolling boil and boiled for 1 minute, allowed to cool and stored in a covered sanitized container; or
 - Using commercially bottled water; or
 - Hauling water from another unaffected approved public water supply in a covered sanitized container or arranging for the use of a licensed drinking water hauling truck.
2. Disconnect all equipment directly plumbed to the water system (ice machines, soft drink machines, coffee machines etc.)
3. Post signs at all faucets, in the kitchen area and in washrooms to advise of the boil water advisory and not to drink the water.

Water for Food Preparation and Cooking

Immediately:

All food that requires water for preparation must use boiled water. This includes beverages, soups, and other foods.

- Discard ready-to-eat food that was prepared with potentially unsafe water prior to the issuance of the Boil Water Advisory (coffee, juice, jello, ice etc.) If you are unsure of which foods to discard, consult with a Public Health Inspector.
- Restrict menu to items that require little or no water, and little preparation.
- Use potable water (as described above) for food preparation activities.

Important: All water used to wash and prepare fruits and vegetables, and any water used as an ingredient in a ready-to-eat food product must be from one of the sources described above.

Handwashing

- Heat potable water and place into an insulated container with a spigot that allows clean, warm water to flow over the hands. Provide liquid soap in a dispenser and paper towels as always.

- It is recommended to follow-up with an alcohol-based hand sanitizer.
- Post hand washing directions at all sinks.

Personal Hygiene

Residents should be provided with bottled water for brushing teeth and washing hands. If this is not possible, alternative sanitation methods (e.g., alcohol-based hand sanitizers) may be used. Boil water should be used for bathing and showering if skin comes into contact with water, or if ingestion is a risk.

- Teeth brushing and denture care must be completed with potable water (as described above).
- Unless otherwise specified by the Health Unit, bathing may continue as long as residents do not consume the water and their skin is intact.

Water for Cleaning and Sanitizing

- Use single service utensils where possible; or
- Use potable water (as described above) to clean and sanitize equipment and utensils.

In the kitchen: Cooking and Serving

All kitchen staff should use boiled water for food preparation and cleaning. This includes drinking water, cooking water, and water for cleaning dishes.

- Commercial dishwashers that use hot water 82°C (180°F) or above for the final rinse may continue to be used. Ensure units are functioning adequately. Low temperature dishwashers that use chemical sanitizers may not be effective against water contaminated with parasites.
- If you are unsure of the reason for the Boil Water Advisory, consult with a Public Health Inspector
- Using potable water (as described above), ensure proper manual dishwashing is followed if utensils must be washed by hand. Refer to the "Dishwashing-3 Sink Method" poster for direction.
- Use potable water (as described above), to mix with chemical disinfectants used in environmental cleaning. In the personal service setting:
- Use potable water (as described above), to mix with chemical disinfectants used in cleaning and disinfecting work surfaces, scissors, combs/brushes, nail clippers etc.

Infection Control

- The Infection Control leads or designated staff should monitor all infections control practices, ensuring that there are no cross-contamination risks from water usage.
- Waste disposal methods (e.g. urine, fecal waste) must be carefully managed to prevent contamination during the advisory.

Medical Procedures

- Use potable water as described above for any procedures that use the facility water supply.

ST. JOSEPH'S VILLA EMERGENCY PREPAREDNESS

SOLUTION B: Long Term Solution:

Deployment Schedule: As long as required.

Functionality Considerations:

- Continue as established above.
- Code Gray is a critical incident which must be reported to the MLTC within one business day.
- A post-event review should be conducted to assess the effectiveness of the response and identify any areas for improvement.

<https://healthunit.org>

Organization Function: **EXTERNAL FLOODS (4H)**

Priority Level: ☒ Critical, ☐ Important, ☐ Not Important

Trigger for implementation: Floods

Who will implement? Director and Administrator-on-Call

SOLUTION A: Short Term Solution:

Deployment Schedule: As soon as notification is received.

Policy:

It is crucial for St. Joseph's Villa to ensure the health and safety of residents, particularly given their heightened vulnerability. The policy outlines procedures to follow when an area covers or submerges a place or area in large amounts of water.

Purpose:

To ensure the safety and well-being of residents, staff, and visitors by providing clear guidelines on how to respond to a flooded area, minimizing the risks associated with the vulnerability of the population. Workers involved in clean-up and recovery activities will face hazards and employers have a duty to protect employees from these hazards, as well as provide those workers with appropriate information, instruction and supervision to protect their health or safety.

Scope:

This policy applies to all residents, staff and visitors at St. Joseph's Villa.

Definition:

External Flood: is a flood that occurs when water from an external source, like a river, stream, or lake, overflows onto dry land. Floods can be caused by a number of factors, including heavy rainfall, snowmelt, and storm surges.

Heavy rains and/or melting snow and ice can cause low land flooding. This can affect workplaces in lower levels of buildings, such as basements.

Procedure:

- Identify a "Person-in-Charge" who will be responsible for ongoing management of the emergency situation and ensure ongoing compliance.
- Immediately report an emergency, including fire, contamination of the drinking water, unplanned evacuation or intake of evacuees. An environmental hazard that effects provision of care or the safety, security or well-being of a resident for more than six hours: breakdown or failure of security system, breakdown of major equipment or a system in the home, loss of essential services or flooding. Any code that occurs, you should immediately contact the AOC for direction on Ministry reporting matters. Immediately contact the AOC, must be spoken to after hours (do not leave a voicemail). This is a critical incident that must immediately be reported to the Director of the Ministry of Long-Term Care at 1-888-999-6973.

Before a flood**To reduce the likelihood of flood damage:**

- Put weather protection sealant around the base of ground-level doors.
- Install the drainage for downspouts a sufficient distance from the Villa to ensure that water moves away from the building.
- We have a sump pump that is regularly maintained. The pump is serviced as followed check batteries, terminals, chargers, lifting continuity and limit switch brackets, check for unusual noises, vibration, overheating and coupling alignments. Remove any rust and repaint if necessary and ensure the pump switch is in "auto" mode. Frequency every three months.
- Do not store your important documents in the basement. Keep them at a higher level, protected from flood damage.

If a flood is forecast:

- Take special precautions to safeguard electrical, natural gas or propane heating equipment.
- If there is enough time, consult the electricity or fuel supplier for instructions on how to proceed.
- Shut off the electricity only if flooding has not yet begun and the area around the fuse box is completely dry. Stand to the side of the breaker panel and look away from the panel when switching the power off. Have a flashlight with you.

If flooding is imminent:

- Move furniture, electrical appliances and other belongings to floors above ground level.
- Remove toxic substances such as pesticides and insecticides from the flood area to prevent pollution.
- Remove toilet bowls and plug basement sewer drains and toilet connections with a wooden stopper. If available
- In some cases, the building may be protected with sandbags or polyethylene barriers. Follow instructions from the local emergency officials.
- **Do NOT** attempt to shut off electricity if any water is present. Water and live electrical wires can be lethal.

During a flood:

Listen to the radio to find out what areas are affected, what roads are safe, what to do if the local emergency team asks us to leave

If you need to evacuate:

- Vacate the building when you are advised to do so by local emergency authorities refer to "Code Green". Ignoring such a warning could jeopardize the safety of our residents or those who might eventually have to come to your rescue.
- Take emergency medications and records with you if possible.
- Follow the routes specified by officials. Don't take shortcuts. They could lead you to a blocked or dangerous area.
- Plan with 911 dispatch.
- Follow Code Green evacuation plan.

Never cross a flooded area:

- If you are on foot, fast water could sweep you away.
- If you are in a car, do not drive through flood waters or underpasses. The water may be deeper than it looks and your car could get stuck or swept away by fast water.
- Avoid crossing bridges if the water is high and flowing quickly.
- If you are caught in fast-rising waters and your car stalls, leave it and save yourself and your passengers.

After a Flood

Re-entering the building:

- Do not return until authorities have advised that it is safe to do so.
- If the main power switch was not turned off prior to flooding, do not re-enter the building until a qualified electrician has determined it is safe to do so.
- Use extreme caution when returning after a flood.
- Appliances that may have been flooded pose a risk of shock or fire when turned on. Do not use any appliances, heating, pressure, or sewage system until electrical components have been thoroughly cleaned, dried, and inspected by a qualified electrician.
- The main electrical panel must be cleaned, dried, and tested by a qualified electrician to ensure that it is safe.

- Depending on where you are located, your municipal or the provincial inspection authority is responsible for the permitting process required before your electric utility can reconnect power.
- Contact the IPAC department leads and the Health and Safety Manager before attempting to do anything to ensure your health and safety during the cleanup process.

Ensure building safety:

- Make sure the building is structurally safe.
- Look for buckled walls or floors.
- Watch for holes in the floor, broken glass and other potentially dangerous debris.

Water:

- Flood water can be heavily contaminated with sewage and other pollutants. It can cause sickness and infections.
- Household items that have been flood-damaged will have to be discarded according to local regulations. If in doubt throw it out.

Documentation:

- Record details of flood damage by photograph or video, if possible. Take as many notes as possible.
- Fill out an "others" code report form and submit to the emergency preparedness lead and the health and safety manager.

Flooding Risks:

Inherent hazards of flooding may include:

- contaminated water or food
- the elements (harsh weather)
- conditions that could induce heat stress
- downed electrical wires
- carbon monoxide
- electrical hazards from portable generators

Other hazards may include:

- falls and being struck by objects while tree trimming or working at heights
- being caught in unprotected excavations or confined spaces
- burns
- lacerations
- musculoskeletal injuries
- being struck by traffic or heavy equipment
- drowning from being caught in moving water or while removing water from flooded structures

Electrical hazards:

Electrical equipment that is in contact with water could cause potential serious electrocution hazards. Cleaning and using water-damaged appliances also carry safety risks.

Flooding recovery recommendations:

Protective measures for response and recovery workers should involve:

- evaluating the work area for all hazards
- task-specific hazard exposure monitoring
- using engineering or work practice controls to mitigate hazards
- using personal protective equipment
- assuming all power lines to be energized
- following proper hygiene procedures and direction for the IPAC leads.
- correctly using portable generators, saws, ladders, vehicles and other equipment

IPAC/Mold Prevention:

- Address mold growth promptly by cleaning and drying affected areas.
- Wear appropriate respiratory protection when dealing with mold.

Potential infections from floodwater:

- Bacterial infections: Leptospirosis, wound infections, gastrointestinal illnesses
- Viral infections: Hepatitis A, rotavirus
- Fungal infections: Athlete's foot, ringworm

SOLUTION B: Long Term Solution:

Deployment Schedule: As long as required.

Functionality Considerations:

- Continue as established above.
- Code Gray is a critical incident which must be reported to the MLTC within one business day.
- Post event evaluation will be conducted to assess the response and identify any improvements.

www.getprepared.gc.ca

FLOOD WATER AND INFECTION PREVENTION AND CONTROL

Category	Examples	Action
I. Clean water	Broken pipes, tub overflows, sink overflow, many appliance malfunctions, falling rainwater, broken, sprinkler system, toilet tanks.	Allow materials to dry completely before use. Remove carpet if still wet after 72 hours.
II. Grey Water (some degree of contamination present)	Overflow from dishwasher, washing machine or a toilet bowl (not containing feces), broken aquarium. Grey water in flooded	Allow materials to dry completely before use. Remove carpet if still wet after 72 hours.

ST. JOSEPH'S VILLA EMERGENCY PREPAREDNESS

	structures is significantly aggravated by time and temperature.	
III. Black water (heavily and grossly contaminated)	Water containing raw sewage. Includes overflow from a toilet bowl containing feces, broken sewer line, backed up sewage, all forms of ground surface water rising from rivers or streams.	Remove and discard wet carpet, drywall, furniture and other materials.

PIDAC Best Practice for Environmental Cleaning and Prevention and Control of Infections/April 2018

Organization Function: NATURAL DISASTER & EXTREME WEATHER EVENTS (4I)
Priority Level: <input checked="" type="checkbox"/> Critical, <input type="checkbox"/> Important, <input type="checkbox"/> Not Important
Trigger for implementation: Weather warnings
Who will implement? Director and Administrator-on-Call
SOLUTION A: Short Term Solution:
Deployment Schedule: As soon as notification is received.
<p>Policy: It is crucial for St. Joseph's Villa to ensure the health and safety of residents, particularly given their heightened vulnerability. The policy outlines procedures to follow when a natural disaster or an extreme weather event is in the forecast.</p> <p>Purpose: To ensure the safety and well-being of residents, staff, and visitors by providing clear guidelines on how to respond to a natural disaster or extreme weather event, minimizing the risks associated with the vulnerability of the population.</p> <p>Scope: This policy applies to all residents, staff and visitors at St. Joseph's Villa.</p> <p>Definition:</p>

A natural disaster is a harmful event that occurs in nature and impacts a community or society. Natural disasters can be caused by a number of natural hazards, including earthquakes, floods, and wildfires.

An extreme weather event is a rare occurrence of unusually severe weather that can cause significant damage to people, property, and the environment.

Procedure:

- Identify a "Person-in-Charge" who will be responsible for ongoing management of the emergency situation. Contact the Director of Care or the Administrator on Call for direction.
and ensure ongoing compliance with safety requirements. Director or Administrator-on-Call
- Immediately report an emergency, including fire, contamination of the drinking water, unplanned evacuation or intake of evacuees. An environmental hazard that effects provision of care or the safety, security or well-being of a resident for more than six hours: breakdown or failure of security system, breakdown of major equipment or a system in the home, loss of essential services or flooding. Any code that occurs, you should immediately contact the AOC for direction on Ministry reporting matters. Immediately contact the AOC, must be spoken to after hours (do not leave a voicemail). This is a critical incident that must immediately be reported to the Director of the Ministry of Long-Term Care at 1-888-999-6973.
- There are many natural disasters that we need to be prepared for our goal is to identify hazardous risks analysis (HIRA) to ensure our staff, volunteers and residents are prepared and the appropriate strategies are implemented to ensure the safety for every individual comes first.
- Hazards that we need to identify are earthquakes, floods, hurricanes, landslides, severe storms, tornado, wild fires, extreme cold (wind chill index, severe winter, weather warnings) or extreme heat (humidex, UV index, extreme heat, sunburn) are examples of what could unexpectedly happen.
- Stock up on heating fuel and ready-to-eat food, as well as battery-powered or wind-up flashlights and radios - and extra batteries.

Earthquake

If you are indoors: "DROP, COVER AND HOLD ON"

- Stay inside.
- Drop under heavy furniture such as a table, desk, bed or any solid furniture.
- Cover your head and torso to prevent being hit by falling objects.
- Hold on to the object that you are under so that you remain covered. Be prepared to move with the object until the shaking has finished.
- If you can't get under something strong, or if you are in a hallway, flatten yourself or crouch against an interior wall and protect your head and neck with your arms.
- If you are in a wheelchair, lock the wheels and protect the back of your head and neck.

AVOID the following in an earthquake

- Doorways. Doors may slam shut and cause injuries.
- Windows, bookcases, tall furniture and light fixtures. You could be hurt by shattered glass or heavy objects.
- Elevators. If you are in an elevator during an earthquake, hit the button for every floor and get out as soon as you can.
- Downed power lines – stay at least 10 meters away to avoid injury.

After an earthquake

- Stay calm. Help others if you are able.
- Be prepared for aftershocks.
- Listen to the radio or television for information from authorities. Follow their instructions.
- Place corded telephone receivers back in their cradles; only make calls if requiring emergency services.
- Put on sturdy shoes and protective clothing to help prevent injury from debris, especially broken glass.
- Check your home for structural damage and other hazards. If you suspect your home is unsafe, do not re-enter.
- Unplug appliances and broken lights to prevent fire when the power is restored.
- Stay away from brick walls and chimneys as they may be damaged or weakened and could collapse during aftershocks

Hurricanes

Hurricane season officially runs from June through November when the waters of the Atlantic Ocean are warm enough to produce a tropical cyclone, a category of weather systems that includes tropical depressions, tropical storms and hurricanes. Hurricanes can often be predicted one or two days in advance of their landfall. The key to hurricane protection is preparation. By taking precautions before, during, and after a hurricane, lives can be saved and property damage averted.

Before a hurricane

- It is important to stay informed by listening to the latest warnings and advisories on radio, television, or web sites. The Canadian Hurricane Centre will issue and update these when necessary.
- If a hurricane is forecast, secure everything that might be blown around or torn loose. Flying objects such as garbage cans and lawn furniture can injure people and damage property.
- Trim dead branches and cut down dead trees to reduce the danger of these falling onto your property during a storm.
- Stock up on water, ready-to-eat food and heating fuel, as well as battery-powered or wind-up flashlights and radios - and extra batteries.

During a hurricane

- If the eye of the hurricane passes over, there will be a lull in the wind lasting from two or three minutes to half an hour. Stay in a safe place. Make emergency repairs only and remember that once the eye has passed over, the winds will return from the opposite direction with possibly even greater force.
- Listen for reports from authorities on your portable radio.
- If lightning is present, remember that you can use a cellular telephone during a severe storm, but it's not safe to use a land-line telephone.

Landslides

Thousands of landslides occur every year in Canada, but most are small. They occur in all regions but are most damaging in the mountainous regions of British Columbia and Alberta and in the St. Lawrence Lowlands of Quebec and Ontario. Large landslides are less common, occurring only about once every 10 years in Canada.

Minimizing the risks from landslides

Landslide risk can be minimized by various methods, including:

Avoidance

- With expert input and careful planning, communities can identify unstable slopes and restrict or control development in hazard zones.

Protective measures

- For communities that are already established, the municipal or provincial authorities must consider whether protective engineering measures or buy-outs and moving of people and buildings should be undertaken.

During a landslide

If indoors

- Find cover in the section of the building that is furthest away from the approaching landslide.
- Take shelter under a strong table or bench.
- Hold on firmly and stay put until all movement has ceased.

Severe Storms

What to do before:

Blizzards, Hail, Heavy rain, Thunderstorms

When a severe storm is on the horizon, the Meteorological Service of Canada issues watches, warnings and advisories through radio and television stations, the Weather Office Website, automated telephone information lines and Environment Canada's Weather radio.

Hail

- If hail is forecast, you may want to protect your vehicle by putting it in the garage.

Heavy Rain

- Consider checking the drainage around the property to reduce the possibility of basement flooding after a heavy rain.

Thunderstorms

- Before a severe thunderstorm, unplug radios and televisions - listen for weather updates on your battery-powered radio.

What to do during a severe storm

- If you are indoors, stay away from windows and doors.
- If you are advised by officials to evacuate, do so. Take your emergency kit with you.
- You can use a cellular telephone during a severe storm, but it's not safe to use a land-line telephone.

Blizzards

- If a blizzard or heavy blowing snow is forecast, you may want to string a lifeline between your building and any outbuildings to which you may have to go during the storm.
- Water supplies should be checked for freezing.
- When a winter storm hits, stay indoors. If you must go outside, dress for the weather. Outer clothing should be tightly woven and water-repellent. The jacket should have a hood. Wear mittens - they are warmer than gloves - and a hat, as large portion of body heat is lost through the head.
- In wide-open areas, visibility can be virtually zero during heavy blowing snow or a blizzard. You can easily lose your way. If a blizzard strikes, do not try to walk to another building unless there is a rope to guide you or something you can follow.
- If you must travel during a winter storm, do so during the day and let someone know your route and arrival time.
- If your car gets stuck in a blizzard or snowstorm, remain calm and stay in your car. Allow fresh air in your car by opening the window slightly on the sheltered side - away from the wind. You can run the car engine about 10 minutes every half-hour if the exhaust system is working well. Beware of exhaust fumes and check the exhaust pipe periodically to make sure it is not blocked with snow. Remember: you can't smell potentially fatal carbon monoxide fumes.
- To keep your hands and feet warm, exercise them periodically. In general, it is a good idea to keep moving to avoid falling asleep. If you do try to shovel the snow from around your car, avoid overexerting yourself.
- Overexertion in the bitter cold can cause death as a result of sweating or a heart attack.
- Keep watch for traffic or searchers.

Hail

- Take cover when hail begins to fall. Hail comes down at great speed, especially when accompanied by high winds. Although no one in Canada has ever been killed by hail, people have been seriously injured by it.
- When a hailstorm hits, stay indoors, and keep yourself away from windows, glass doors and skylights which can shatter if hit by hailstones. Avoid using the telephone during a storm, and do not touch metal objects like stoves, radiators, metal pipes, and sinks.

Lightning

- Always take shelter during a lightning storm.
- There is no safe place outside during a thunderstorm. Safe shelter can be found either in an enclosed building or a hard-topped vehicle.
- If you can see lightning or hear thunder, you are in danger of being hit. Seek shelter immediately.
- Wait 30 minutes after the last lightning strike in a severe storm before venturing outside again.

Thunderstorms

- During thunderstorms, you should also stay away from items that conduct electricity, such as corded telephones, appliances, sinks, bathtubs, radiators and metal pipes.

Tornado Facts

- Tornadoes are rotating columns of high winds.
- Sometimes they move quickly (up to 70 km/hour) and leave a long, wide path of destruction. At other times the tornado is small, touching down here and there.
- Large or small, they can uproot trees, flip cars and demolish houses.
- Tornadoes usually hit in the afternoon and early evening, but they have been known to strike at night too.

Warning signs of a potential tornado, warning signs include:

- Severe thunderstorms, with frequent thunder and lightning
- An extremely dark sky, sometimes highlighted by green or yellow clouds
- A rumbling sound or a whistling sound.
- A funnel cloud at the rear base of a thundercloud, often behind a curtain of heavy rain or hail.

During a tornado

If you are in an office or apartment building

- Take shelter in an inner hallway or room, ideally in the basement or on the ground floor.
- Do not use the elevator.
- Stay away from windows.

If you are in a gymnasium, church or auditorium

- Large buildings with wide-span roofs may collapse if a tornado hit.
- If possible, find shelter in another building.
- If you are in one of these buildings and cannot leave, take cover under a sturdy structure such as a table or desk.

In all cases

- Get as close to the ground as possible, protect your head and watch for flying debris.
- Do not chase tornadoes - they are unpredictable and can change course abruptly.
- A tornado is deceptive. It may appear to be standing still but is, in fact, moving toward you.

Wildfires

In Canada, wildfires or forest fires are common in forested and grassland regions from May to September, which can cause extensive damage and put lives in danger. Find information here on how you can be better prepared for wildfires.

During a wildfire

- Monitor the wildfire's progress through radio, television or local social media accounts for warnings or information from authorities and emergency officials who coordinate evacuation plans.
- If an evacuation order is issued or you have to leave, be sure to take any emergency medication and other essential items with you.
- Keep all doors and windows closed.
- Keep lights on to aid visibility in case smoke fills the building.
- Be aware of any downed power lines which can cause electrocution. Be sure to stay at least 10 meters away from them to avoid injury.

When a wildfire is approaching

If you see a fire approaching the Villa, report it immediately by dialing 9-1-1 or your local emergency number. If it is safe enough to do so, you should take some or all of the following actions:

- Close all windows and doors.
- Cover vents, windows, and other openings of the house with duct tape and/or precut pieces of plywood.
- Park your car, positioned forward out of the driveway. Keep car windows closed.
- Turn off propane or natural gas. Move any propane barbeques into the open, away from structures.
- Place a ladder to the roof in the front of the house to assist firefighters.
- Move all combustibles away from the building, including firewood and lawn furniture.
- Follow local social media and/or stay tuned to your local radio station for up-to-date information on the fire and possible road closures.

After a wildfire stay calm

- Remember that you may encounter conditions that make walking or driving difficult. Roads may be littered with debris, trees may be down, and traffic lights may not be working.

- Be aware of any downed power lines which can cause electrocution. Be sure to stay at least 10 meters away from them to avoid injury. Do not attempt to drive through areas that may be affected by downed power lines.
- Listen to the radio, television or local social media accounts for information to follow from authorities and emergency officials.
- Only make phone calls if someone's life is in danger or if they require immediate emergency assistance.
- Seek immediate medical attention if injured.

Returning after a wildfire

- If you have been forced to evacuate, follow evacuation orders and stay outside the evacuation zone until authorities have advised that it is safe to return.
- Work with local authorities and professional engineers to assess the structural safety of the building. Only re-enter the building after authorities advise that it's structurally safe to do so.

Blizzards and winter storms

- Blizzards come in on a wave of cold arctic air, bringing snow, bitter cold, high winds and poor visibility due to blowing snow.
- May last anywhere from a few hours to several days.
- May include a wind chill "warning", issued when very cold temperatures (-35°C or colder) combined with wind could create outdoor conditions hazardous to human activity.
- Can give rise to a wind storm warning when winds are expected to reach a steady speed of between 65-75 km/h, or 90-100 km/h in gusts.
- Can leave heavy snowfall that can cause roof failures or collapses.

What to do

- When a winter storm hits, stay indoors. If you must go outside, dress for the weather. Outer clothing should be tightly woven and water-repellent. The jacket should have a hood. Wear mittens - they are warmer than gloves - and a hat, as significant body heat is lost through the head.
- In wide-open areas, visibility is limited during heavy blowing snow or a blizzard. You can easily lose your way. If a blizzard strikes, do not try to walk to another building unless there is a rope to guide you or something you can follow.
- To keep your hands and feet warm, exercise them periodically. In general, it is a good idea to keep moving to avoid falling asleep. If you do try to shovel the snow from around your car, avoid overexerting yourself. Overexertion in the bitter cold can cause death as a result of hypothermia from sweating or a heart attack.
- If snow is excessive or a roof shows signs of distress, contact a professional who is experienced in safe snow removal procedures. Unsafe procedures may cause personal injury and structural damage. Prevent access to areas under roofs where snow could fall.

Ice storms

Freezing rain occurs when raindrops fall from a warm layer of air into air that is below freezing and become supercooled. When the supercooled droplets strike a surface below 0°C they instantly freeze, forming a layer of ice.

Ice storms:

- Freezing rain can occur anywhere in the country, but is particularly common in Ontario, Quebec and the Atlantic provinces.
- Remember that ice, branches or power lines can continue to break and fall for several hours after the end of the precipitation.
- Ice from freezing rain accumulates on branches, power lines and buildings. If you must go outside when a significant amount of ice has accumulated, pay attention to branches or wires that could break due to the weight of the ice and fall on you. Ice sheets could also do the same.
- Never touch power lines. A hanging power line could be charged (live) and you would run the risk of electrocution. Remember also that ice, branches or power lines can continue to break and fall for several hours after the end of the precipitation.
- Rapid onsets of freezing rain combined with the risks of blizzards increase the chances for extreme hypothermia.

What to do

- Ice from freezing rain accumulates on branches, power lines and buildings. If you must go outside when a significant amount of ice has accumulated, pay attention to branches or wires that could break due to the weight of the ice and fall on you.
- Never approach power lines. A hanging power line could be charged (live) and you could be electrocuted. Stay back at least 10 meters (33 feet) from wires or anything in contact with them.

SOLUTION B: Long Term Solution:

Deployment Schedule: As long as required.

Functionality Considerations:

- Continue as established above.
- Code Gray is a critical incident which must be reported to the MLTC within one business day.
- Post event evaluation will be conducted to assess the response and identify any improvements.

www.getprepared.gc.ca

Organization Function: **INTERNAL FLOODS (4J)**

Priority Level: ☒ Critical, ☐ Important, ☐ Not Important

Trigger for implementation: Floods

Who will implement? Director and/or Administrator-on-Call

SOLUTION A: Short Term Solution:

Deployment Schedule: As soon as notification is received.

Policy:

It is crucial for St. Joseph's Villa to ensure the health and safety of residents, particularly given their heightened vulnerability. The policy outlines procedures to follow when an area covers or submerges a place or area in large amounts of water.

Purpose:

To ensure the safety and well-being of residents, staff, and visitors by providing clear guidelines on how to respond to a flooded area, minimizing the risks associated with the vulnerability of the population.

Scope:

This policy applies to all residents, staff and visitors at St. Joseph's Villa.

Definition:

Flood: An overflowing of large amounts of water on floors, walls or ceilings. It may be caused by severe weather, melting snow, sewer blockage or as a result of clogged, defective plumbing or fire systems. It covers or submerges (a place or area) with water and can arrive in overwhelming amounts or quantities.

Procedure:

Procedure for all staff

- Identify a "Person-in-Charge" the RN/Charge Nurse will be responsible for ongoing management of the emergency situation and ensure ongoing compliance with safety requirements. Director or Administrator-on-Call, Environmental Service Manager as well as maintenance on call should be notified immediately.
- If minimal (small) flood is noted, place a workorder on any desk top computer. Stating at the present time there is a flood and where the location of the flood is.
- Alert IPAC related to infection control and use PPE as indicated, especially if the cause is a sewer backup.
- Use buckets, blankets, towels, etc. to contain the water until the flow has stopped.
- Alert EVS to bring shop vacuum or floor machines to suck up water if needed.
- Post wet floor signs and PPE signage if needed.
- Request assistance from other staff.

ONLY DO THIS WHEN THE FLOOD IS LARGE AND IS TRULY AN EMERGENCY.

If necessary, call CODE GREY - FLOOD Assign or access the paging system by dialing "80" on any in-house telephone. There will be an approximate 5-second delay before the overhead speakers are activated. After dialing "80" repeat "Attention All Staff" until you hear your voice coming through the speakers, then proceed with the following announcement, three times: Attention all staff "Code Grey Flood is in affect" and your "location".

- Clean-up the water with mops, floor machines, shop-vac vacuum cleaners, and/or spill kit supplies.

Procedure for RN Charge Nurse/RPN

- Assign or access the paging system by dialing "80" on any in-house telephone. There will be an approximate 5-second delay before the overhead speakers are activated. After dialing "80" repeat "Attention All Staff" until you hear your voice coming through the speakers, then proceed with the following announcement, three times: Attention all staff "Code Grey Flood is in affect" and your "location".
- Contact the Administrator on call, Environmental Service Manager and Maintenance on call.
- Place a workorder on any desk top computer. Stating at the present time there is a flood and where the location of the flood is.
- Immediately report an emergency, including fire, contamination of the drinking water, unplanned evacuation or intake of evacuees. An environmental hazard that effects provision of care or the safety, security or well-being of a resident for more than six hours: breakdown or failure of security system, breakdown of major equipment or a system in the home, loss of essential services or flooding. Any code that occurs, you should immediately contact the AOC for direction on Ministry reporting matters. Immediately contact the AOC, must be spoken to after hours (do not leave a voicemail). This is a critical incident that must immediately be reported to the Director of the Ministry of Long-Term Care at 1-888-999-6973.
- Contact IPAC if needed.
- Advise the Workplace Health and Safety Manager.
- Dispose of damaged medication, toiletries and cosmetics when applicable.
- Ensure staff evacuate the affected area/part of the building if needed. Refer to Code GREEN if evacuation is required.
- Notify the Administrator on Call to use the fan out list if needed to call in staff to assist.
- When the situation is resolved, announce "Code GREY -flood - all clear" 3 times on the 80 overhead paging system, complete an Internal Flood report form and submit it to the emergency preparedness lead.

Procedure for Dietary Supervisor

- Dispose of unpackaged food exposed to sewer/flood water to avoid contamination.
- Dispose of saturated boxes of food, damaged and bulging cans.
- Dispose of products in jars (e.g. preserves) and bottled drinks. The area under the seals cannot be adequately disinfected.
- If in doubt, throw it out.
- Keep record of all items that need to be disposed of, for insurance purposes.
- Ensure that surfaces have been properly sanitized or prepared else where
- Meal service, please refer to FOO Standard 110 Emergency Food Service Menu

Procedure for Maintenance Department

- Assess the flooded area for equipment that may need repair such as toilets or pipes.
- Check all sump pumps.
- Check that roof drains and catch basins are free from any debris obstructions to ensure water is contained.

- Confirm spill kit(s) are available with absorbent socks.
- Remove and replace wet/damaged ceiling tiles.
- If there is an area where a ceiling is wet and is of concern. Assist the Environmental Service Manager with obtaining the mold sample to be sent out for assessment.

Procedure for EVS

- Assess the flooded area.
- Have shop vacuum machines and auto scrubber floor machines available.
- Reach out to third party vendor for support, dependent on the reasoning for the internal flood.
- If a sample/testing is being taken for mold, swab the area of concern except if the area is in a high location such as a ceiling. Place a maintenance work order and have them assist with obtaining the mold sample and have them check for moisture. Call for the mold sample to be picked up for assessment.

Procedure (Emergency Chief)

- If water has affected electrical devices and/or appliances, do not walk in the water.
- Determine the source/cause of the water and attempt to stop the flow of water. If it is safe to do so, designate maintenance staff to shut off all services to the affected area (water, gas, power breakers). Staff shall wear PPE including rubber boots, masks, gloves and eye protection.
- If the flow of water cannot be stopped, place containers and/or towels to capture water if applicable. Request EVS staff to mop water.
- Place an emergency call to the appropriate service provider (e.g. plumber). They are to stop the flow of water, confirm the source/cause and repair the system as required.
- Contact a Restoration Company to support clean-up if needed.
- Contact the Maintenance Department if damage has occurred to the facility or building components were soaked. If these cannot be dried thoroughly in a short period of time, there is a risk of mold and mildew.
- If the water is a result of raw sewage or contaminated water, determine which items must be removed and disposed of.
- Floors, walls and surfaces to be thoroughly cleaned, disinfected and dried.
- Inspect ceiling plenum spaces for moisture.
- Inspect wall cavities for moisture.
- Use dehumidifiers and air blowers to speed up the drying process.
- Do not use flooded electrical equipment (such as outlets and switch boxes or fuse/breaker panels) until they have been inspected and passed an electrician.
- If lights are damaged, ensure power is off and take apart fixture to clean and dry the components.
- Do not use larger appliances, like washing machines and dryers, that were submerged in flood waters. Contact the service provider to inspect and/or repair as required.
- Don't use flooded HVAC equipment and water heaters until they have been inspected and serviced by the service provider. Test that the HVAC system is operating properly.
- Carefully flush, prime and disinfect floor drains and sump pits.
- If the exterior building perimeter, parking lot or grounds are flooded, contact the service provider (e.g. plumber, irrigation, catch basin vendor) to extract excess water.

- If there is water in the elevator/shaft, no access until cleared.

IPAC/Mold Prevention:

- Address mold growth promptly by cleaning and drying affected areas.
- Wear appropriate respiratory protection when dealing with mold.

Potential infections from floodwater:

- Bacterial infections: Leptospirosis, wound infections, gastrointestinal illnesses
- Viral infections: Hepatitis A, rotavirus
- Fungal infections: Athlete's foot, ringworm

SOLUTION B: Long Term Solution:

Deployment Schedule: As long as required.

Functionality Considerations:

- Continue as established above.
- Code Gray is a critical incident which must be reported to the MOHLTC within one business day.
- Post event evaluation will be conducted to assess the response and identify any improvements.

<https://www.peelregion.ca/ltc/pdfs/emergency-plans.pdf>


FLOOD WATER AND INFECTION PREVENTION AND CONTROL

Category	Examples	Action
IV. Clean water	Broken pipes, tub overflows, sink overflow, many appliance malfunctions, falling rainwater, broken, sprinkler system, toilet tanks.	Allow materials to dry completely before use. Remove carpet if still wet after 72 hours.
V. Grey Water (some degree of contamination present)	Overflow from dishwasher, washing machine or a toilet bowl (not containing feces), broken aquarium. Grey water in flooded structures is significantly	Allow materials to dry completely before use. Remove carpet if still wet after 72 hours.

ST. JOSEPH'S VILLA EMERGENCY PREPAREDNESS

	aggravated by time and temperature.	
VI. Black water (heavily and grossly contaminated)	Water containing raw sewage. Includes overflow from a toilet bowl containing feces, broken sewer line, backed up sewage, all forms of ground surface water rising from rivers or streams.	Remove and discard wet carpet, drywall, furniture and other materials.

PIDAC Best Practice for Environmental Cleaning and Prevention and Control of Infections/April 2018

	Manual: Emergency Preparedness	Section: Codes	Code: 09	Pages: 1 of 5
Subject: Code Brown				Area of Focus: Care & Service

1.0 Purpose	A Code Brown emergency deals with an incident involving the contamination by spillage or accidental release of any hazardous material. The incident results in a risk or potential risk to the health and safety of persons, property damage or harm to the environment. In some cases, the spill or release cannot be contained successfully by on site personnel and external resources must be requested to respond and manage. The spill or release can originate from within the facility or external to the facility and expose people, property or the environment to risk. The outcomes of a hazardous materials emergency can be potentially dangerous or deadly.
2.0 Definitions	<p>Chemical Spill: is an uncontrolled release of a hazardous chemical in a solid, liquid, or gas form.</p> <p>Minor Spill: are those accidental chemical releases that can be safely managed by your in-house team, without the need to contact emergency services and notify the relevant regulatory authorities. Minor spills are usually less than 500 milliliters and do not pose an immediate risk to health, safety, the environment, or fire.</p> <p>Major Spill: is a hazardous material spill that cannot be safely contained or cleaned up with the available materials, or that poses a significant threat to the environment or people.</p>

	<p>Unknown properties: hazardous properties of the spilled substance are unknown and require immediate attention and prompt clean-up by a qualified emergency spill response company.</p>
3.0 Prevention & Preparedness	<p>Safety Training: Provide staff with regular training recognizing chemical hazards, proper handling, and emergency protocols.</p> <p>Risk Assessment: Conduct a thorough assessment to identify chemicals used or stored on-site that could pose a risk to health and safety of people, environmental exposure or damage to property. All chemicals must be approved by a manager or IPAC facility lead prior to purchase.</p> <p>Protective Equipment: Ensure appropriate personal protective equipment (PPE) is available for staff, including gloves, masks, and respirators.</p> <p>Storage and Handling: Implement safety measures for the proper storage, labeling, and handling of chemicals, ensuring compatibility with other materials.</p> <p>Upon discovery of a major chemical spill, remove all persons within the affected area behind a set of fire doors. If the spill poses a significant risk immediately dial 911, otherwise access the paging system by dialing "80" on any in-house telephone. There will be an approximate 5-second delay before the overhead speakers are activated. After dialing "80" repeat "Attention All Staff" until you hear your voice coming through the speakers, then proceed with the following announcement, three times: Attention all staff "Code Brown is in affect" and your "location". A second staff call 911.</p> <p>During office hours the Health and Safety Manager and or the Emergency Preparedness Lead will immediately assess the spill and determine the necessary course of action. On weekends or evenings, the Emergency Chief (Charge Nurse or delegate) will assess with the coordination of Admin-On-Call.</p>
Procedure:	<p>Cytotoxic medication spill- Refer to Occupational Health and Safety policy OHS POL 22- Management of Cytotoxic and Hazardous Medications</p> <p>Blood and Bodily Fluid spill- Refer to Housekeeping/Linen Standard 06- Cleaning of Blood Spills.</p> <p>Chemical/Minor Spill: Upon discovery of a chemical spill:</p> <ul style="list-style-type: none"> ▪ Perform a risk assessment to determine what chemical was spilled. ▪ Refer to safety data sheet for required personal protective equipment, safe clean up instructions and safe disposal. ▪ Notify the closest manager/supervisor and/or IPAC facility lead or designate.

	<ul style="list-style-type: none"> ▪ Clean up spill if safe to do so. ▪ Complete a "others" code report form and submit to the department manager, emergency preparedness lead and occupational health and safety manager. <p>Major Spill: Upon discovery of a major spill:</p> <ul style="list-style-type: none"> ▪ Perform a risk assessment to determine what chemical was spilled. ▪ Refer to safety data sheet for required personal protective equipment. <p>EMERGENCY CHIEF Manager/Supervisor/Delegate:</p> <ol style="list-style-type: none"> 1. Evacuate: If the spill presents an immediate danger to health or safety, evacuate residents and staff to a safe area. Follow evacuation procedure. 2. Containment: Isolate the area of the spill and attempt to contain the chemical spill using appropriate methods, such as using absorbent materials or containment barriers. 3. Notification: Telephone Health and Safety Manager, the Emergency Preparedness Lead, Administrator-On-Call and describe the location and nature of the major chemical spill. 4. If advised to do so, pull the Fire Alarm to de-activate the air-handling system immediately to stop air from circulating throughout the building. Turn off fans, close windows and doors and any air conditioning systems in the area of concern. 5. Telephone: <ul style="list-style-type: none"> ▪ Administrator-on-call 289-921-7463 Administration on call will call 911 or local emergency response teams (fire department, hazmat team etc.) as required. ▪ Incident Reporting: Notify relevant authorities, including local health and safety regulators, and report the incident according to the Ontario Environmental Protection Act Ontario Regulation 675/98 and the Emergency Preparedness Association. If required report to the Spills Action Centre (SAC) by calling 1-800-268-6060. The Spills Action Centre is available 24 hours a day. ▪ Any code that occurs, the Administration on Call must be contacted for direction on Ministry reporting matters. Immediately contact the Administration on Call, must be spoken to after hours (do not leave a voicemail). This is a critical incident that must immediately be reported to
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	<p>the Director of the Ministry of Long-Term Care at 1-888-999-6973. Notification will also be provided to respective unions and the Health and Safety committee.</p> <p>6. Medical Response: Ensure medical personnel are on-site or available to treat exposure symptoms, such as respiratory distress, skin burns, or chemical poisoning.</p> <p>7. Containment and Decontamination Areas: Set up designated decontamination zones where individuals exposed to chemicals can be safely cleaned.</p> <p>Chemical Neutralization: Use appropriate neutralizing agents or absorbents for specific chemicals, as outlined in the Safety Data Sheets (SDS) for each substance.</p> <p>Air Quality Control: Monitor indoor air quality to ensure that chemical vapors do not pose a risk to residents and staff.</p> <p>8. Communication and Coordination</p> <p>Internal Communication: Establish clear communication channels between staff, residents, and emergency responders to keep everyone informed and ensure coordinated action.</p> <p>External Communication: Notify families or residents, local authorities, and regulatory agencies about the spill and any actions being taken.</p> <p>Media Relations: The Site President or Chief Operating Officer will communicate with the media. If questioned, employees are to indicate that they are not authorized to make any statement. Until such time as they are available to comment, there will be no comment.</p> <p>Post Incident Recovery</p> <p>Health Monitoring: After the incident, monitor residents and staff for any delayed or long-term health effects resulting from exposure to the chemicals.</p> <p>Facility Cleanup: Arrange for professional cleanup and disposal of hazards waste, ensuring that all contaminants are removed and the area is safe for re-entry.</p> <p>Post-Incident Evaluation: Conduct a debriefing and review of the incident to evaluate the response effectiveness, identify any areas for improvement, and update policies and training accordingly. A code grey report form must be</p>
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ST. JOSEPH'S VILLA EMERGENCY PREPAREDNESS

	<p>completed and a copy be provided to the Emergency Preparedness Lead and Occupational Health and Safety Manager.</p> <p>Support Service: Provide emotional and psychological support to residents, staff and families affected by the spill, as they may experience stress, anxiety, or trauma.</p>
If the Fire Alarm has been activated Lobby Deputy:	<p>LOBBY DEPUTY</p> <p>0600-1930 - Food Service Supervisors; 1930-0600 - RN/Charge Nurse</p> <ol style="list-style-type: none">1. Go to the Central Alarm Control Centre, south wing ground floor.2. Contact Emergency Chief. To do so, access the paging system by dialing "80" on any in-house telephone. There will be an approximate 5-second delay before the overhead speakers are activated, repeat "Attention All Staff" until you hear your voice coming through the speakers, then ask the Emergency Chief to contact you and provide your extension or cell phone number.3. Ensure the south wing entrance driveway is cleared of all traffic likely to block arriving emergency vehicles.4. Clear the Lobby and ensure that residents, staff and visitors are in a safe area and direct them back to their areas.5. Under the direction of the Emergency Chief, assign tasks to helpers as they arrive at the south wing ground floor.6. Assist Emergency Chief to prepare for the possibility of evacuation.7. Contact or assign someone to contact Maintenance-on-Call to reset alarm, if after 3:30 p.m. <p>Staff in your assigned area:</p> <ol style="list-style-type: none">1. Ensure all windows and doors are closed.2. Ensure all air-conditioners and fans are turned off.3. Await further instruction by Emergency Chief or delegate.
Documentation:	<p>Code Brown report form and de-brief must be completed and submitted to the Health and Safety Manager and Emergency Preparedness Committee Lead. Records must be kept for minimum of 2 years and made available upon to request to appropriate authorities.</p>
References	<p>CCOHS (Canadian Center for Occupational Health and Safety Environmental Protection Act R.S.O 1990, c. E. 19 Reg 675/98 Occupational Health and Safety Act R.R.O 1990 Reg. 833 Occupational Health and Safety Act O. Reg. 67/93- Health Care and Residential Facilities Occupational Health and Safety Act 1990 Reg. 860 Workplace Hazardous Materials Information System (WHMIS)</p>



Code Brown Debrief

Date of Spill		
Location of Spill		
How was the spill discovered?		
Who Reported the Spill		
What chemical was involved		
What caused the spill to occur?		
What actions were taken to clean up the spill?		
Staff that were directly affected/exposed.		
Follow up action taken.		
People notified of the incident.		
Gaps Identified.		
Staff that responded		
Corrective action completed.		
Recommendations		
Report Completed By		Date Completed

	Manual: Emergency Preparedness	Section: Codes	Code: 05	Pages: 1 of 4
Subject: Code Orange - Air Exclusion				Area of Focus: Care & Service

ST. JOSEPH'S VILLA EMERGENCY PREPAREDNESS

1.0 PURPOSE: To communicate and educate staff on the procedures to implement upon notification of exterior air contamination by Emergency Preparedness Authorities. e.g. police, fire department, union gas, ministry, etc.

2.0 POLICY: All necessary Villa staff will be called into work in their usual departments or re-assigned where most necessary. All available staff from the relocating facility will be used to provide services to the relocated residents.

Volunteers will be asked to assist in any department needing their assistance. Additional nursing staff (registered nurses, registered practical nurses, and personal support workers/health care aides) can be obtained through the usual nursing personnel agencies.

"Persons" may also apply to neighbors or local schools and this procedure would adjust accordingly.

3.0 PROCEDURE: The Departments will be responsible for obtaining any additional staff or volunteers over and above those available through the Villa and the agencies we regularly use.

Assign or access the paging system by dialing "80" on any in-house or wireless telephone. There will be an approximate 5-second delay before the overhead speakers are activated. After dialing "80" repeat "Attention All Staff" until you hear your voice coming through the speakers, then proceed with announcing three times Code Orange and who should report to the Control Centre (usually the Board room).

IMMEDIATE ACTION:

Emergency Chief:

Upon notification of exterior air contamination by Emergency Preparedness Authorities, (e.g. police, fire department, union gas, ministry etc.), **the Emergency Chief will:**

EMERGENCY CHIEF
Charge Nurse/Delegate

1. Pull Fire Alarm because this will de-activate the air-handling system immediately to stop air from outside coming into the building.
2. Pick up the hand set on the desk top phone and press the emergency button located on the bottom right hand corner. There will be an approximate 5-second delay before the speakers are activated, so repeat, "Attention All Staff" until you hear your voice coming through the speakers, then proceed with the following announcement:

"Attention all staff, Code Orange air exclusion procedure is in effect. Please close all windows, secure all doors and turn off any air conditioners and close vents in your assigned area."

Please press the emergency button at the end of your announcement and hang up the hand set.

3. Telephone:
Emergency telephone numbers can be found in the first section of the Emergency Preparedness Manual under "Emergency Telephone Numbers".

- ❑ Administrator-on-call, if after business hours
 - ❑ 911, if applicable "Advise that we have pulled the fire alarm to de-activate the air-handling system in order to initiate the Air Exclusion Procedure."
 - ❑ Immediately report an emergency, including fire, contamination of the drinking water, unplanned evacuation or intake of evacuees. An environmental hazard that effects provision of care or the safety, security or well-being of a resident for more than six hours: breakdown or failure of security system, breakdown of major equipment or a system in the home, loss of essential services or flooding.
 - ❑ Any code that occurs, you should immediately contact the AOC for direction on Ministry reporting matters. Immediately contact the AOC, must be spoken to after hours (do not leave a voicemail). This is a critical incident that must immediately be reported to the Director of the Ministry of Long-Term Care at 1-888-999-6973. . Notification will also be provided to respective unions and the Health and Safety committee.
 - ❑ Maintenance to silence the fire alarm
 - ❑ Maintenance-on-call, if after business hours (Maintenance can give verbal instructions on how to silence the alarms)
4. Follow instructions from Emergency Preparedness Authorities regarding a requirement to initiate Code Green or to cancel the air exclusion procedure.
5. The Emergency Chief is responsible for ensuring the following are done:
- Note: Many of the following items will have to be delegated to a variety of the Villa staff.
1. Set-up Control Centre, as paged.
 2. Notify Villa staff, including Administrator-on-Call, if after business hours, of the incoming persons.
 3. Authorize reception of persons and staff from other facilities.
 4. Collaborate with Chief Executive Officers, or their delegates, of the incoming facilities.
 5. If necessary, activate the emergency telephone Fan-Out.
 6. Ensure residents are properly informed of the situation.
 7. Authorize additional personnel material and financial resources, as needed.
 8. Only the Site President will communicate with the media. Until such time as they are available to comment, there will be no comment.
 9. Ensure that there is collaboration with the medical director of the incoming facility for the medical treatment of persons relocating at the Villa.
 10. Determine areas for locating incoming persons in the Villa, ensuring that Villa staff is made aware of incoming person-care needs and that appropriate records are maintained.
 11. Designate a receiving area for incoming persons.
 12. Arrange for traffic control and security.
 13. Ensure that any personnel accompanying incoming persons are supplied with a temporary ID badge.

Lobby Deputy:	<p>LOBBY DEPUTY RESPONSIBILITY CHECKLIST:</p> <div style="border: 1px solid black; padding: 10px; text-align: center; margin: 10px auto; width: fit-content;"> <p>LOBBY DEPUTY 0600-1900 - Food Services Supervisor; 1600-0600 - RN/Delegate</p> </div> <ol style="list-style-type: none"> 1. Go to the Central Alarm Control Centre, south wing ground floor. 2. Contact the Emergency Chief. To do so, pick up the hand set on the desk top phone and press the emergency button located on the bottom right hand corner. There will be an approximate 5-second delay before the speakers are activated, so repeat "Attention All Staff" until you hear your voice coming through the speakers, then ask the Emergency Chief to contact you and provide your extension number. 3. Ensure the south wing entrance driveway is cleared of all traffic likely to block arriving emergency vehicles. 4. Clear the Lobby and ensure that residents, staff and visitors are in a safe area and direct them back to their areas. 5. Under the direction of the Emergency Chief, assign tasks to helpers as they arrive at the south wing ground floor. 6. Assist Emergency Chief to prepare for the possibility of evacuation. 7. Contact or assign someone to contact Maintenance-on-Call to reset alarm, if after 3:30 p.m.
Staff Response:	<ol style="list-style-type: none"> 1. Ensure all windows and doors have been closed. 2. Ensure all air-conditioners have been turned off. 3. Ensure all vets are closed. 4. Await further instruction by Emergency Chief or delegate.
Public Relations:	<p>The Site President or Chief Operating Officer will communicate with the media. If questioned, employees are to indicate that they are not authorized to make any statement. Until such time as they are available to comment, there will be no comment.</p> <p>Emergency telephone numbers can be found in the first section of the Emergency Preparedness Manual under "Emergency Telephone Numbers & Emergency Measures Fan Out List".</p> <p>Any code that occurs, you should immediately contact the AOC for direction on Ministry reporting matters. Immediately contact the AOC, must be spoken to after hours (do not leave a voicemail). This is a critical incident that must immediately be reported to the Director of the Ministry of Long-Term Care at 1-888-999-6973.</p>
Termination and Debrief:	
Documentation:	<p>The last step in the Code Orange plan is to document the incident for future reference. This task will be the responsibility of the Emergency Chief or delegate. Please ensure that a Code report form is filled out for the EP committee to review.</p>