

# CASSELLHOLME

*Compassionate care for life's journey.*

## EMERGENCY PREPAREDNESS PLAN



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## EMERGENCY PREPAREDNESS PLAN OVERVIEW

In accordance with the Fixing Long Term Care Act 2021 there is a requirement for all long-term care homes to ensure there are plans in place to deal with emergencies, which include measures for dealing with, responding to and preparing for emergencies, as well as specific actions to be taken, evacuation sites, training and routine testing of the plans.

This plan is reviewed annually, or as updates are required by the Emergency Preparedness Committee. The Emergency Preparedness Committee (the committee) which contains representation from all departments and infection prevention and control (IPAC) will meet regularly to discuss changes.

This document is a living document, and as events take place or the committee identifies new hazards/risks or deficiencies, a revision to the planned responses and mitigation strategies will be developed along with associated updates to the specific component of the plan and the staff training.

Where deficiencies are identified in any of the components of the plan, it is up to this committee to identify, research, and bring forward the appropriate response to mitigate the identified risks, and plan appropriate actions.

Each component of the plan will be tested and reviewed regularly in accordance with the requirements of the Fixing long Term Care Act 2021 and its regulations. The emergency preparedness plan incorporates a high-level summary of key elements from our Fire Plan (required under Fire Protection and Prevention Act, 1997).

**Cassellholme's Emergency Preparedness Plan contains specific steps and confidential information and is not to be copied or redistributed. Doing so can jeopardize the integrity of the Plan.**

## INTRODUCTION

Emergencies, disasters, accidents and injuries can occur in any setting and at any time, usually without warning.

Being prepared physically and psychologically to handle emergencies is an individual responsibility as well as a facility one.

This plan has been developed as a guide for reacting to emergencies and disasters which will, or have the potential to, cause significant disruption to the normal operation of the Home.



Cassellholme employees are required to:

- Review the plan and responsibilities annually on Safety 24/7 Website <https://www.cassellholmesafety.com>
- Participate in planned exercises of the plan
- Keep Cassellholme updated with telephone numbers should they change at any time
- Be available and carry out responsibilities when required in response to a major emergency or disaster.

Visitors, Contractors & Volunteers are required to:

- Listen carefully to all announcements. Announcements will be heard on the overhead paging system
- Follow the instructions that are given by staff
- If it is a fire alarm, Code Red, do not use the elevators

## PURPOSE

The purpose of this plan is to acquaint employees of Cassellholme with procedures for handling emergencies, and to establish guidelines to deal with an emergency situation. The plan also contemplates evacuation procedures and access to supplies, services and necessities of life (food, water, medicine) as required for residents who rely on Cassellholme for their care.

The purpose of this plan is also to provide authority to act in response to a major emergency or disaster and to protect the health, safety and welfare of the residents, staff and visitors of Cassellholme should such a condition develop.

These procedures are predicted on a realistic approach to the problems encountered during an emergency situation, but are intended to be flexible enough to adapt to any emergency situation. Policies and procedures are developed based on the least number of staff scheduled on nights.

Emergency situations by their very nature and magnitude require an appropriate well-coordinated response by many people, including Cassellholme staff, residents, visitors and other organizations. Therefore, the aim of this plan is to determine a comprehensive plan for efficient utilization of Cassellholme personnel and outside assistance during any of the crises referred to in this plan.

Cassellholme consults with entities that may be involved in or provide emergency services in the area where the home is located including, without being limited to, community agencies, health service providers, partner facilities and resources that will be involved in responding to the emergency. Records of any consultations are kept on file.

Cassellholme ensures that hazards and risks that may give rise to an emergency impacting the home are identified and assessed, whether the hazards and risks arise within the home or in the surrounding vicinity or community.

The Emergency Preparedness Plan is reviewed with Resident Council and Family Council at their council meetings.

## OBJECTIVES

- 1) To identify the various types of emergencies, both internal and external that may affect Cassellholme
  - a) Full or partial evacuation
  - b) Acceptance of additional residents and/or other persons, or expansion of services relating to a situation outside Cassellholme
  - c) Restricted access to all or any part of Cassellholme

- 2) To ensure frequent and ongoing communication to residents, substitute decision-makers, if any, staff, volunteers, students, caregivers, the Residents' Council and the Family Council on the emergency in the home including at the beginning of the emergency, when there is a significant status change throughout the course of the emergency, and when the emergency is over.
- 3) To provide an effective, coordinated and appropriate plan of action for all levels of staff, residents, visitors and contractors during an emergency in order to minimize hesitation and/or confusion.
- 4) To develop an effective internal response system from which to implement appropriate action during the course of an emergency, and to outline the proper channel of authority during the period of any emergency.

### **ADMINISTRATION OF STAFF**

All staff must understand that many normal routine operations, policies, procedures, and rules may no longer apply in the event of an emergency. No one (staff, residents or visitors) may enter or leave Cassellholme without permission. Normal days off and shifts may be suspended, and alternative work schedules may be determined by senior management. All staff not on duty at the time the emergency plan is initiated may be required to return to Cassellholme if requested and able.

### **EMERGENCY SITUATION**

Every emergency situation cannot be foreseen. Directions as outlined in the plan may vary taking into consideration time of year and weather conditions.

In the event of power failure, stand by power is available automatically by generator.

The Maintenance on Call is to be notified when the Registered Nurse in Charge is aware of a power failure. Sufficient diesel fuel must be obtained for the efficient use of the generator.

### **COMMUNICATION**

A communication plan is in place to ensure frequent and ongoing communication to residents, substitute decision-makers, POAs, staff, volunteers, students, caregivers, the Residents' Council, and the Family Council on the emergency in the home including at the beginning of the emergency, when there is a significant status change throughout the course of the emergency, and when the emergency is over.

Communication will be shared through phone calls, staff stats, emails/mailchimps, PA announcements. Additional or alternate methods of communication will be provided, as required, by the local protection services (i.e. police and fire) and the Emergency Operations Control Group.

The person manning the phone will, during an emergency, will advise all callers that it is an emergency situation and will attempt to keep the phone lines clear for emergency calls only.

Manual phones are available if necessary (one phone is located in the Birch North (2<sup>nd</sup> floor) Med Room, the second is in the Apple Street (1<sup>st</sup> Floor) Med Room)

## **PUBLIC RELATIONS AND INFORMATION**

The Administrator or designate will develop and release information to the media, as required.

The Administrator or designate will be responsible for contacting and advising the community through the media about the status of the emergency and its effects on the facility and the community as a whole.

If the emergency has been declared by the City, all information that is to be provided to the news media or the general public regarding the emergency operations must be cleared and released through the Emergency Operations Control Group coordinated by the City of North Bay.

All other personnel, if questioned, are directed to indicate that they are not authorized to make any statement and will refer inquiries to the Administrator.

The media, visitors, and relatives may be directed to an information area as designated by the Administrator or designate.

## **EMERGENCY OPERATIONS CONTROL GROUP FOR THE CITY OF NORTH BAY**

Cassellholme's Emergency Preparedness Plan should be viewed as complementing the City of North Bay for dealing with emergencies.

The Emergency Operations Control Group will be responsible for directing all actions required for the safety of the public and for the control of an emergency situation.

Information on the situation will be collected and all official directions and information will be issued from the emergency Operation Control Group Headquarters.

### **AUTHORITY - DECLARATION AND CHAIN OF COMMAND**

**External Emergency** – The Mayor, or in the absence of the Mayor, a Councilor being a member of the Emergency Operations Control Group, may declare that an emergency exists and may for the purpose of the Plan, designate any area as an “emergency area” subject to the Provincial Emergency Plans Act”. In the event of a citywide evacuation, Cassellholme may be required to be evacuated as directed.

**Internal Emergency** – The decision to implement all or part of this plan and the declaration of an internal emergency, will be made by the Administrator of Cassellholme. In the Administrator's absence, the alternate will be in succession –

- 1) Designated Acting Administrator /delegate

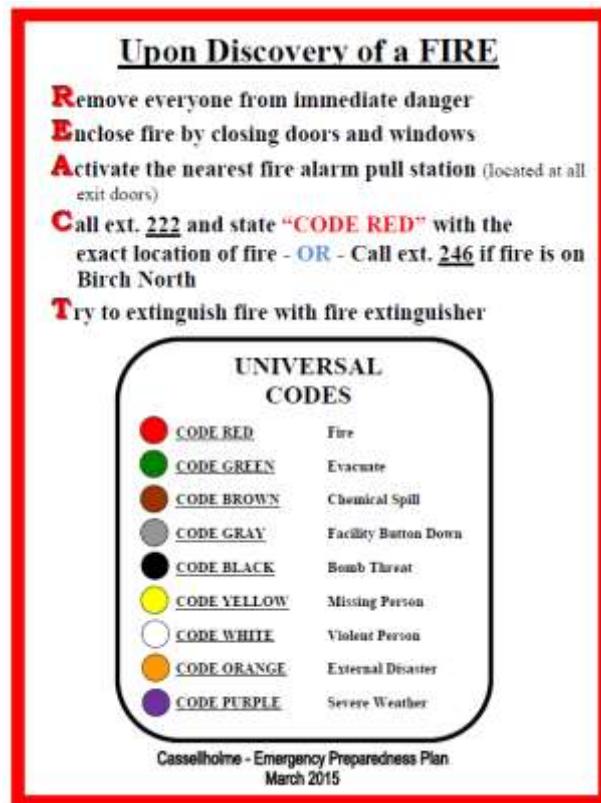


- 2) Director of Clinical Services / R.N. in charge / designate – In command at all times (internally until relieved by the Administrator or designate.
- 3) Medical Officer of Health of the North Bay and District Health Unit may direct that an emergency be declared.

## UNIVERSAL COLOUR CODES & REACT

Universal Colour Codes – are used to identify emergency response for pre-determined situations. Each code identified here has a corresponding policy with descriptive action steps. This Plan includes the policy for the specific colour code, along with required response in each situation.

Signage (below) is posted throughout the Home with the R E A C T instructions Upon Discovery of a Fire, as well as the Universal Colour Codes.



All staff name badges have the REACT and Colour Codes on the back of their badges for quick reference.

Over and above the Universal Codes, Cassellholme has emergency plans in place to deal with outbreaks of a communicable disease, outbreaks of a disease of public health significance, epidemics, pandemics and medical emergencies.

Cassellholme also has plans in place for loss of one or more essential services, gas leaks, boil water advisories and floods.

## EMERGENCY PLAN ACTIVATION, DEACTIVATION & RECOVER PROVISIONS

The circumstances of the emergency will dictate the necessary response to be taken. Often, the first individual to identify an emergency will report to the RN in Charge who will be responsible for activating the relevant component of the emergency preparedness plan.

The response to the emergency is based on the events and circumstances which vary, therefore there are discrete components within the plan with specific steps that need to be taken, including contact information. Some of the components of the plan have been assigned a universal colour code (consistent with those used by the Ontario Hospital Association) to describe a situation or event. Staff are trained to understand that the colour refers to a situation (for example Code White is a Violent situation).

Additionally, the situation may require the execution or overlap of multiple codes in order to maintain the safety of everyone involved. For example, Bomb Threat (Code Black), and if necessary, horizontal Evacuation (Code Green), and if necessary a complete evacuation to a designated evacuation centre (Chippawa School).

Deactivation will be situation dependent, and will involve receiving communication from the Administrator (or designate) or RN in Charge of the 'all clear', and that staff can return to their regular duties. During emergencies requiring outside emergency responders, the 'all clear' will be received from the appropriate authorities (police, fire chief, etc).

Where evacuation plan is effected, there will be a staff member acting as the designated lead at the evacuation site. Where safe to do so, the Administrator (or designate) will communicate with the evacuation site to initiate the orderly return to Cassellholme property.

Structural damage, loss of sections of the building, or key equipment may require alternate accommodations. The Administrator will communicate with the temporary facilities to advise of the intent to move residents from the evacuation site to their facilities.

The recovery plan is circumstance dependent and will involve planning next steps with the Ministry of Long-Term Care in conjunction with the Board of Management for Cassellholme, with support from the local community health care partners.

Cassellholme will ensure that there are supports in place for residents and staff who experienced distress during an emergency.

## COMMITTEE

The emergency preparedness committee will meet regularly to review a select component of the plan, or on an ad-hoc basis as required to consider changes and updates to further mitigate risks, or improve response times.

The committee is comprised of representation from every department, a representative from the health and safety committee, and the infection prevention and control manager (IPAC). The Administrator will chair the meetings.

Meetings may include partial representation when a change/update is being considered for a component of the plan.

## TESTING FREQUENCY & TRAINING

In accordance to the Fixing Long-Term Care Act, 2021, Cassellholme's emergency preparedness plan will be tested annually for loss of essential services, fires (code red), missing residents (code yellow), medical emergency (code blue), violent outbursts (code white), gas leaks, natural disasters, extreme weather events (code purple), boil water advisories, outbreaks of communicable disease, outbreaks of public health significance, epidemics, pandemics and floods.

The testing will include arrangements with entities involved in responding to emergencies at Cassellholme and health care partners and organizations who will be assisting during an emergency.

All other emergency plans including but not limited to, bomb threat (code black), chemical spill (code brown), evacuation (code green), button down (code grey) will be tested every three years, and includes emergency responders, health care partners and organizations who will be assisting during an emergency.

Evacuation plans and response times are tested annually, as a mock exercise, with the North Bay Fire Department.

The process and protocols for training have been developed by the Emergency Preparedness Plan Committee and approved by the Administrator in collaboration with the Local Police and Fire Departments.

The Emergency Preparedness Plan is available for all staff on the Cassellholme website - [www.cassellholme.ca](http://www.cassellholme.ca), in the manual cabinet in the main hall and policies are accessible on Cassellholme's Safety 24/7 Site - <https://www.cassellholmesafety.com>

All staff are trained on the Emergency Preparedness Plan at Orientation, annual modules training on Safety 24/7, mock training exercises required under the Fixing Long-Term Care Act, 2021, and when there are significant changes to the plan.