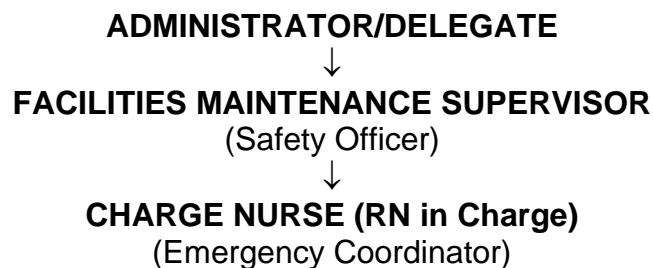


Hastings/Quinte Long Term Care Services Emergency Response Manual	15-05-05 Page 1 of 5
Section: Other Emergencies	Policy/Procedure: Centennial Manor – Boil Water Advisory
By Authority of the LTC Committee: Administrator/DOLTC	Effective: October 24, 2022 Revised: December 15, 2022 Reviewed: December 15, 2022

SUMMARY

To provide information regarding a boil water advisory. This will be implemented when the water line is disturbed or there is a problem with the municipal supply water. We will seek guidance from the service contractor and the municipality before implementing this policy.

LINES OF AUTHORITY



IMMEDIATE RESPONSE

Ensure all water being brought to the floor for consumption has been boiled for at least one minute at a rapid boil until sufficient bottled water can be made available. Follow all approved guidelines at the time of the event. The duration will last until the boil water advisory is lifted.

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

The Communications Coordinator is the 2nd Floor RN/RPN.

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

ROLES/RESPONSIBILITIES OF THE EMERGENCY COORDINATOR

- Provide direction to the RNs/RPNs and assist if necessary.
- In the event injuries occur, notify the Emergency Operation Center and provide medical assistance.

Hastings/Quinte Long Term Care Services Emergency Response Manual	15-05-05 Page 2 of 5
Section: Other Emergencies	Policy/Procedure: Centennial Manor – Boil Water Advisory
By Authority of the LTC Committee: Administrator/DOLTC	Effective: October 24, 2022 Revised: December 15, 2022 Reviewed: December 15, 2022

- Make every reasonable attempt to make sure that team members are aware of the alert.

ROLES/RESPONSIBILITIES OF THE COMMUNICATIONS COORDINATOR

- Follow direction of Emergency Coordinator.

ROLES/RESPONSIBILITIES OF THE RUNNER(s)

- Follow direction of Emergency Coordinator.

ROLES/RESPONSIBILITIES OF THE RNs/RPNs

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

ROLES/RESPONSIBILITIES OF THE PSWs

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

ROLES/RESPONSIBILITIES OF THE ACTIVATION TEAM MEMBERS/VOLUNTEERS

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

ROLES/RESPONSIBILITIES OF THE DIETARY TEAM MEMBERS

- Follow direction of the Dietitian/Manager or Supervisor.

ROLES/RESPONSIBILITIES OF THE HOUSEKEEPING TEAM MEMBERS

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

ROLES/RESPONSIBILITIES OF THE LAUNDRY TEAM MEMBERS

- Follow direction of the Facilities maintenance supervisor.

Hastings/Quinte Long Term Care Services Emergency Response Manual	15-05-05 Page 3 of 5
Section: Other Emergencies	Policy/Procedure: Centennial Manor – Boil Water Advisory
By Authority of the LTC Committee: Administrator/DOLTC	Effective: October 24, 2022 Revised: December 15, 2022 Reviewed: December 15, 2022

ROLES/RESPONSIBILITIES OF THE MAINTENANCE TEAM MEMBERS

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

ROLES/RESPONSIBILITIES OF THE ADMINISTRATION TEAM MEMBERS

- Follow direction of the Administrator.

ROLES/RESPONSIBILITIES OF THE HAIRDRESSER AND SERVICE PROVIDERS

- Follow direction of the Activation Coordinator.

ROLES/RESPONSIBILITIES OF THE WELLNESS CENTRE TEAM MEMBERS

- Follow direction of the Activation Coordinator.

ROLES/RESPONSIBILITIES OF THE ADMINISTRATOR

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

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

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

ROLES/RESPONSIBILITIES OF THE SAFETY OFFICER

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

Hastings/Quinte Long Term Care Services Emergency Response Manual	15-05-05 Page 4 of 5
Section: Other Emergencies	Policy/Procedure: Centennial Manor – Boil Water Advisory
By Authority of the LTC Committee: Administrator/DOLTC	Effective: October 24, 2022 Revised: December 15, 2022 Reviewed: December 15, 2022

Emergency Response Manual

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

ROLES/RESPONSIBILITIES OF ALL MANAGERS AND SUPERVISORS

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

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

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

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

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

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

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

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

- Offer the Employee Assistance Program to team members if needed
- Continuation of resident care services

(1) All medications will be administered to residents in a reasonable time in respect to the emergency with the LTCH's supply (weekly medication supply and emergency stock). If the home is unable to access their supply the DON or designate will reach out to the contracted pharmacy to order and deliver medications.

Hastings/Quinte Long Term Care Services Emergency Response Manual	15-05-05 Page 5 of 5
Section: Other Emergencies	Policy/Procedure: Centennial Manor – Boil Water Advisory
By Authority of the LTC Committee: Administrator/DOLTC	Effective: October 24, 2022 Revised: December 15, 2022 Reviewed: December 15, 2022

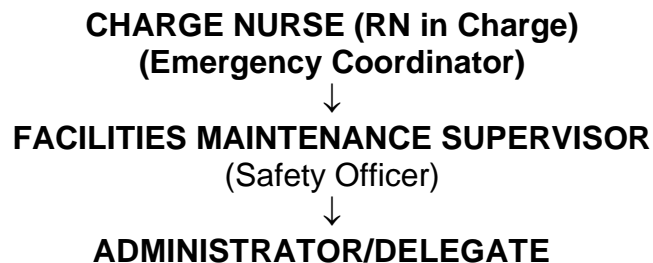
- Decontamination
- Critical infrastructure restoration (i.e., electrical, HVAC, security, domestic water supply, fire alarm system, etc.)
- Systems Recovery (i.e., computer, phone, etc.)
- Financial: documentation and tracking of response expenses
- Criteria and procedures to return to normal operations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

Hastings/Quinte Long Term Care Services Emergency Response Manual	15-05-05 Page 1 of 5
Section: Other Emergencies	Policy/Procedure: Hastings Manor – Boil Water Advisory
By Authority of the LTC Committee: Administrator/DOLTC	Effective: November 28, 2022 Revised: December 14, 2022 Reviewed: December 14, 2022

SUMMARY

To provide information regarding a boil water advisory. This will be implemented when the water line is disturbed or there is a problem with the municipal supply water. We will seek guidance from the service contractor and the municipality before implementing this policy.

LINES OF AUTHORITY



IMMEDIATE RESPONSE

Ensure all water being brought to the floor for consumption has been boiled for at least one minute at a rapid boil until sufficient bottled water can be made available. Follow all approved guidelines at the time of the event. The duration will last until the boil water advisory is lifted.

The Emergency Coordinator is the 3rd Floor RN.

The Communications Coordinator is the 3rd Floor RPN.

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

ROLES/RESPONSIBILITIES OF THE EMERGENCY COORDINATOR

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

Hastings/Quinte Long Term Care Services Emergency Response Manual	15-05-05 Page 2 of 5
Section: Other Emergencies	Policy/Procedure: Hastings Manor – Boil Water Advisory
By Authority of the LTC Committee: Administrator/DOLTC	Effective: November 28, 2022 Revised: December 14, 2022 Reviewed: December 14, 2022

- In the event injuries occur, notify the Emergency Operation Center and provide medical assistance.
- Make every reasonable attempt to make sure that team members are aware of the alert.

ROLES/RESPONSIBILITIES OF THE COMMUNICATIONS COORDINATOR

- Follow direction of Emergency Coordinator.

ROLES/RESPONSIBILITIES OF THE RUNNER(S)

- Follow direction of Emergency Coordinator.

ROLES/RESPONSIBILITIES OF THE RNS/RPNs

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

ROLES/RESPONSIBILITIES OF THE PSWs

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

ROLES/RESPONSIBILITIES OF THE ACTIVATION TEAM MEMBERS/VOLUNTEERS

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

ROLES/RESPONSIBILITIES OF THE DIETARY TEAM MEMBERS

- Follow direction of the Dietitian/Manager or Supervisor.

ROLES/RESPONSIBILITIES OF THE HOUSEKEEPING TEAM MEMBERS

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

Hastings/Quinte Long Term Care Services Emergency Response Manual	15-05-05 Page 3 of 5
Section: Other Emergencies	Policy/Procedure: Hastings Manor – Boil Water Advisory
By Authority of the LTC Committee: Administrator/DOLTC	Effective: November 28, 2022 Revised: December 14, 2022 Reviewed: December 14, 2022

ROLES/RESPONSIBILITIES OF THE LAUNDRY TEAM MEMBERS

- Follow direction of the Environmental Services Supervisor.

ROLES/RESPONSIBILITIES OF THE MAINTENANCE TEAM MEMBERS

- Follow direction of the Facilities Maintenance Supervisor.

ROLES/RESPONSIBILITIES OF THE ADMINISTRATION TEAM MEMBERS

- Follow direction of the Administrator.

ROLES/RESPONSIBILITIES OF THE HAIRDRESSER AND SERVICE PROVIDERS

- Follow direction of the Recreation Coordinator.

ROLES/RESPONSIBILITIES OF THE WELLNESS CENTRE TEAM MEMBERS

- Follow direction of the Recreation Coordinator.

ROLES/RESPONSIBILITIES OF THE ADMINISTRATOR

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

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

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

ROLES/RESPONSIBILITIES OF THE SAFETY OFFICER

- Report to the Emergency Operations Centre for further instructions.

Hastings/Quinte Long Term Care Services Emergency Response Manual	15-05-05 Page 4 of 5
Section: Other Emergencies	Policy/Procedure: Hastings Manor – Boil Water Advisory
By Authority of the LTC Committee: Administrator/DOLTC	Effective: November 28, 2022 Revised: December 14, 2022 Reviewed: December 14, 2022

Emergency Response Manual

- Report to Emergency Operation Centre for further instructions.
- Ensure Maintenance team member duties are fulfilled.

ROLES/RESPONSIBILITIES OF ALL MANAGERS AND SUPERVISORS

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

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

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

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

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

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

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

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

- Offer the Employee Assistance Program to team members if needed
- Continuation of resident care services

(1) All medications will be administered to residents in a reasonable time in respect to the emergency with the LTCH's supply (weekly medication supply and emergency stock). If the home is unable to access their supply the DON or designate will reach out to the contracted pharmacy to order and deliver medications.

Hastings/Quinte Long Term Care Services Emergency Response Manual	15-05-05 Page 5 of 5
Section: Other Emergencies	Policy/Procedure: Hastings Manor – Boil Water Advisory
By Authority of the LTC Committee: Administrator/DOLTC	Effective: November 28, 2022 Revised: December 14, 2022 Reviewed: December 14, 2022

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