

Hastings/Quinte Long Term Care Services Emergency Response Manual	15-03-05 Page 2 of 5
Section: Other Emergencies	Policy/Procedure: Centennial Manor – Winter Storm
By Authority of the LTC Committee: Administrator/DOLTC	Effective Date: October 19, 1998 Revised: December 16, 2022 Reviewed: December 16, 2022

IMMEDIATE RESPONSE TO CODE

- Notify the Administrator, Facilities maintenance supervisor and Maintenance team member on call.
- The facility will operate with the team members that are on site at the facility. Team members are expected to remain in the facility until replacement team members have arrived.
- The facility will operate with the supplies/food that are on site.

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.

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.

ROLES/RESPONSIBILITIES OF THE PSWs

- Follow direction of the RNs/RPNs.
- Keep residents calm and informed.

ROLES/RESPONSIBILITIES OF THE ACTIVATION TEAM MEMBERS/VOLUNTEERS

- Follow direction of the Recreation and Volunteer Services Supervisor.
- Keep residents calm and informed.

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.

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ROLES/RESPONSIBILITIES OF THE LAUNDRY TEAM MEMBERS

- Follow direction of the Facilities maintenance supervisor.

ROLES/RESPONSIBILITIES OF THE MAINTENANCE TEAM MEMBERS

- Follow direction of the Facilities maintenance supervisor.

ROLES/RESPONSIBILITIES OF THE ADMINISTRATION TEAM MEMBERS

- Follow direction of the Administrator.

ROLES/RESPONSIBILITIES OF THE HAIRDRESSER AND SERVICE PROVIDERS

- Follow direction of Recreation and Volunteer Services Supervisor.

ROLES/RESPONSIBILITIES OF THE WELLNESS CENTRE TEAM MEMBERS

- Follow direction of Recreation and Volunteer Services Supervisor.

ROLES/RESPONSIBILITIES OF ADMINISTRATOR

- Establish Emergency Operations Centre – see EOC Policies.
- Delegate scheduling tasks for extra call-ins. Track all extra hours for all departments.
- Identify visitors and volunteers in the building. Offer shelter and meals for the duration of the storm. Request their assistance with resident care.
- The EOC will ensure rest areas and food are available for visitors, volunteers and team members.
- The EOC will determine if normal daily operations should be suspended depending on the situation.
- Notify the Administrator/DOLTC.
 - status of the home.
 - number of extra people in the home.
 - extra costs associated with the incident, i.e., supplies, supplies, etc.

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.
- Track extra costs for supplies, etc. and report to the Administrator.
- Oversee resident care.

ROLES/RESPONSIBILITIES OF THE SAFETY OFFICER

- Report to Emergency Operation Centre for further instructions.
- Ensure enough fuel supply of diesel/natural gas/regular gas.
- Track extra costs for supplies, etc. and report to the Administrator.
- Assemble blankets, mattresses and pillows for volunteers, visitors and team members.

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- Provide shovels to maintain the emergency entrance.
- Ensure Environmental Services duties are fulfilled.

ROLES/RESPONSIBILITIES DIETITIAN/FOOD SERVICE SUPERVISOR

- Report to Emergency Operation Centre for further instructions.
- Review menus and make changes if necessary, including alternative cooking methods.
- Assemble meals for visitors, volunteers and team members. Use the Café if needed.
- Ensure safety of residents and team members during response.
- Ensure departmental duties are fulfilled.

ROLES/RESPONSIBILITIES RECREATION AND VOLUNTEER SERVICES SUPERVISOR

- Report to Emergency Operation Centre for further instructions.
- Cancel resident outings.
- Cancel scheduled programs if needed.
- Track extra costs for supplies, etc. and report to the Administrator.
- Ensure safety of residents and team members during response.
- Ensure departmental duties are fulfilled.

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

- Hastings County Community and Human Services

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

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

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

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

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

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- Offer the Employee Assistance Program to team members if needed
- Continuation of resident care services
 - 1) All medications will be administered to residents in a reasonable time in respect to the emergency with the LTCH's supply (weekly medication supply and emergency stock). If the home is unable to access their supply the DON or designate will reach out to the contracted pharmacy to order and deliver medications.
- Decontamination
- Critical infrastructure restoration (i.e., electrical, HVAC, security, domestic water supply, fire alarm system, etc.)
- Systems Recovery (i.e., computer, phone, etc.)
- Financial: documentation and tracking of response expenses
- Criteria and procedures to return to normal operations
- Restock supplies, forms, etc.
- Equipment safety checks

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IMMEDIATE RESPONSE TO CODE

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- The facility will operate with the supplies/food that are on site.

The Emergency Coordinator is the 3rd Floor RN.

The Communications Coordinator is the 3rd Floor RPN.

The Runners will be delegated by the Emergency Coordinator at the beginning of each shift. Names are posted on the white board in the 3rd Floor Elm Villa Documentation Room.

ROLES/RESPONSIBILITIES OF THE EMERGENCY COORDINATOR

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

ROLES/RESPONSIBILITIES OF THE COMMUNICATIONS COORDINATOR

- Follow direction of Emergency Coordinator.

ROLES/RESPONSIBILITIES OF THE RUNNER(S)

- Follow direction of Emergency Coordinator.

ROLES/RESPONSIBILITIES OF THE RNs/RPNs

- Follow direction of Emergency Coordinator.

ROLES/RESPONSIBILITIES OF THE PSWs

- Follow direction of the RNs/RPNs.
- Keep residents calm and informed.

ROLES/RESPONSIBILITIES OF THE RECREATION TEAM MEMBERS/VOLUNTEERS

- Follow direction of the Recreation and Volunteer Services Supervisor.
- Keep residents calm and informed.

ROLES/RESPONSIBILITIES OF THE DIETARY TEAM MEMBERS

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- Follow direction of the Dietitian/Manager or Supervisor.

ROLES/RESPONSIBILITIES OF THE HOUSEKEEPING TEAM MEMBERS

- Follow direction of the Environmental Services Supervisor.

ROLES/RESPONSIBILITIES OF THE LAUNDRY TEAM MEMBERS

- Follow direction of the Environmental Services Supervisor.

ROLES/RESPONSIBILITIES OF THE MAINTENANCE TEAM MEMBERS

- Follow direction of the Facilities Maintenance Supervisor.

ROLES/RESPONSIBILITIES OF THE ADMINISTRATION TEAM MEMBERS

- Follow direction of the Administrator.

ROLES/RESPONSIBILITIES OF THE HAIRDRESSER AND SERVICE PROVIDERS

- Follow direction of Recreation and Volunteer Services Supervisor.

ROLES/RESPONSIBILITIES OF THE FITNESS CENTRE TEAM MEMBERS

- Follow direction of Recreation and Volunteer Services Supervisor.

ROLES/RESPONSIBILITIES OF ADMINISTRATOR

- Establish Emergency Operations Centre – see EOC Policies.
- Delegate scheduling tasks for extra call-ins. Track all extra hours for all departments.
- Identify visitors and volunteers in the building. Offer shelter and meals for the duration of the storm. Request their assistance with resident care.
- The EOC will ensure rest areas and food are available for visitors, volunteers and team members.
- The EOC will determine if normal daily operations should be suspended depending on the situation.
- Notify the CAO of the County of Hastings of:
 - Status of home
 - Number of extra people in the home
 - Extra costs associated with the incident, i.e., staffing, supplies, etc.

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.
- Track extra costs of supplies, etc. and report to the Administrator.

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- Oversee resident care.

ROLES/RESPONSIBILITIES OF THE SAFETY OFFICER

- Report to Emergency Operation Centre for further instructions.
- Ensure enough fuel supply of diesel/natural gas/regular gas.
- Assemble blankets, mattresses and pillows for volunteers, visitors and team members.
- Provide shovels to maintain the emergency entrance.
- Track extra costs for supplies, etc. and report to the Administrator.
- Ensure environmental services duties are fulfilled.

ROLES/RESPONSIBILITIES DIETITIAN/FOOD SERVICE SUPERVISORS

- Report to Emergency Operation Centre for further instructions.
- Review menus and make changes if necessary, including alternative cooking methods.
- Assemble meals for visitors, volunteers and team members. Use the Café if needed.
- Track extra costs for supplies, etc. and report to the Administrator.
- Ensure safety of residents and team members during response.
- Ensure departmental duties are fulfilled.

ROLES/RESPONSIBILITIES RECREATION AND VOLUNTEER SERVICES SUPERVISOR

- Report to Emergency Operation Centre for further instructions.
- Cancel resident outings.
- Cancel scheduled programs if needed.
- Ensure safety of residents and team members during response.
- Track extra costs for supplies, etc. and report to the Administrator.
- Ensure departmental duties are fulfilled.

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

- Hastings County Community and Human Services

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).

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

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

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

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

- Offer the Employee Assistance Program to team members if needed
- Continuation of resident care services
 - (1) All medications will be administered to residents in a reasonable time in respect to the emergency with the LTCH's supply (weekly medication supply and emergency stock). If the home is unable to access their supply the DON or designate will reach out to the contracted pharmacy to order and deliver medications.
- Decontamination
- Critical infrastructure restoration (i.e., electrical, HVAC, security, domestic water supply, fire alarm system, etc.)
- Systems Recovery (i.e., computer, phone, etc.)
- Financial: documentation and tracking of response expenses
- Criteria and procedures to return to normal operations
- Restock supplies, forms, etc.
- Equipment safety checks

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Secondary Method

- Runners

IMMEDIATE RESPONSE TO CODE

- Notify the Administrator, Facilities maintenance supervisor and Maintenance team member on call.
- Constant monitoring of Emergency Alert System from Environment Canada via cell phones.
- Prepare to assist residents to take a pillow or cushion before escorting them to the corridor of their unit or ground floor.
- Close all curtains and blinds. This will reduce the spread of flying glass if breakage occurs.
- Team members should have two-way emergency radios and/or wireless communication devices if available.
- Prepare to move residents who are bedridden into the corridor.

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.

ROLES/RESPONSIBILITIES OF THE RUNNER(s)

- Follow direction of Emergency Coordinator.

ROLES/RESPONSIBILITIES OF THE RNs/RPNs

- Follow direction of Emergency Coordinator.

ROLES/RESPONSIBILITIES OF THE PSWs

- Follow direction of the RNs/RPNs.

ROLES/RESPONSIBILITIES OF THE ACTIVATION TEAM MEMBERS/VOLUNTEERS

- Follow direction of the Recreation and Volunteer Services Supervisor.
- On outing:
 - If possible, return to the home.
 - Seek indoor shelter if possible.

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- Parked motor vehicles are unsafe. Seek indoor shelter. Never attempt to outrun a tornado.
- If an indoor shelter is not available and there is not time for escape, lie flat in a ditch or low spot.
- If you are on flat ground and are caught in the path of a tornado, always move at right angles to its path.

ROLES/RESPONSIBILITIES OF THE DIETARY TEAM MEMBERS

- Follow direction of the Dietitian/Manager or Supervisor.

ROLES/RESPONSIBILITIES OF THE HOUSEKEEPING TEAM MEMBERS

- Follow direction of the Facilities maintenance supervisor.

ROLES/RESPONSIBILITIES OF THE LAUNDRY TEAM MEMBERS

- Follow direction of the Facilities maintenance supervisor.

ROLES/RESPONSIBILITIES OF THE MAINTENANCE TEAM MEMBERS

- Follow direction of the Facilities maintenance supervisor.

ROLES/RESPONSIBILITIES OF THE ADMINISTRATION TEAM MEMBERS

- Follow direction of the Administrator.

ROLES/RESPONSIBILITIES OF THE HAIRDRESSER AND SERVICE PROVIDERS

- Follow direction of the Recreation and Volunteer Services Supervisor.

ROLES/RESPONSIBILITIES OF THE WELLNESS CENTRE TEAM MEMBERS

- Follow direction of the Recreation and Volunteer Services Supervisor.

ROLES/RESPONSIBILITIES OF THE ADMINISTRATOR

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

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

- Report to Emergency Operation Centre for further instructions.
- Ensure safety of residents and team members during response.
- Oversee resident care.

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ROLES/RESPONSIBILITIES OF THE SAFETY OFFICER

- Report to Emergency Operations Centre for further instructions.
- Investigate and assess the situation for safety issues and level of risk.
- Direct and ensure Environmental Services duties are fulfilled.

ROLES/RESPONSIBILITIES DIETITIAN/FOOD SERVICE SUPERVISORS

- Report to Emergency Operation Centre for further instructions.
- Ensure safety of residents and team members during response.
- Ensure departmental duties are fulfilled.

ROLES/RESPONSIBILITIES RECREATION AND VOLUNTEER SERVICES SUPERVISOR

- Report to Emergency Operation Centre for further instructions.
- Ensure safety of residents and team members during response.
- Ensure departmental duties are fulfilled.

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

- Hastings County Community and Human Services

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

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designate will reach out to the contracted pharmacy to order and deliver medications.

- Decontamination
- Critical infrastructure restoration (i.e., electrical, HVAC, security, domestic water supply, fire alarm system, etc.)
- Systems Recovery (i.e., computer, phone, etc.)
- Financial: documentation and tracking of response expenses
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Secondary Method

- Runners

IMMEDIATE RESPONSE TO CODE

- Notify the Administrator, Facilities Maintenance Supervisor and Maintenance team member on call.
- Constant monitoring of Emergency Alert System from Environment Canada via cell phones.
- Prepare to assist residents to take a pillow or cushion before escorting them to the corridor of their unit or ground floor.
- Close all curtains and blinds. This will reduce the spread of flying glass if breakage occurs.
- Team members should have flashlights and wireless communication devices if available.
- Prepare to move beds of residents who are bedridden into the corridor. Put the brakes on, close the door and activate the evacuation lever.

The Emergency Coordinator is the 3rd Floor RN.

The Communications Coordinator is the 3rd Floor RPN.

The Runners will be delegated by the Emergency Coordinator at the beginning of each shift. Names are posted on the white board in the 3rd Floor Elm Villa Documentation Room.

ROLES/RESPONSIBILITIES OF THE EMERGENCY COORDINATOR

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

ROLES/RESPONSIBILITIES OF THE RUNNER(S)

- Follow direction of Emergency Coordinator.

ROLES/RESPONSIBILITIES OF THE RNs/RPNs

- Follow direction of Emergency Coordinator.

ROLES/RESPONSIBILITIES OF THE PSWs

- Follow direction of the RNs/RPNs.

ROLES/RESPONSIBILITIES OF THE RECREATION TEAM MEMBERS/VOLUNTEERS

- Follow direction of the Recreation and Volunteer Services Supervisor.

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ROLES/RESPONSIBILITIES OF THE HOUSEKEEPING TEAM MEMBERS

- Follow direction of the Environmental Services Supervisor.

ROLES/RESPONSIBILITIES OF THE LAUNDRY TEAM MEMBERS

- Follow direction of the Environmental Services Supervisor.

ROLES/RESPONSIBILITIES OF THE MAINTENANCE TEAM MEMBERS

- Follow direction of the Facilities Maintenance Supervisor.

ROLES/RESPONSIBILITIES OF THE ADMINISTRATION TEAM MEMBERS

- Follow direction of the Administrator.

ROLES/RESPONSIBILITIES OF THE HAIRDRESSER AND SERVICE PROVIDERS

- Follow direction of the Recreation and Volunteer Services Supervisor.

ROLES/RESPONSIBILITIES OF THE FITNESS CENTRE TEAM MEMBERS

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ROLES/RESPONSIBILITIES OF THE ADMINISTRATOR

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

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- Hastings County Community and Human Services

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emergency stock). If the home is unable to access their supply the DON or designate will reach out to the contracted pharmacy to order and deliver medications.

- Decontamination
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- Systems Recovery (i.e., computer, phone, etc.)
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