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| Hastings/Quinte Long Term Care Services Emergency Response Manual | 15-15-05 Page 1 of 6 |
| Section: Other Emergencies | Policy/Procedure: Centennial Manor – Pandemic |
| By Authority of the LTC Committee: Administrator/DOLTC | Effective: December 7, 2007 Revised: December 15, 2022 Reviewed: December 15, 2022 |

SUMMARY

Long Term Care Homes are required to plan for continuance of care in the event of a pandemic. Hastings/Quinte Long Term Care Services management team will work in collaboration with the Emergency Planning Coordinator at the County of Hastings to best anticipate continued operations of the facilities in the event of a pandemic.

DEFINITIONS

The following definitions are from the Centre for Disease Control and Prevention:

- Epidemic refers to an increase, often sudden, in the number of cases of a disease above what is normally expected in that population in that area.
- Outbreak carries the same definition of epidemic, but is often used for a more limited geographic area.
- Cluster refers to an aggregation of cases grouped in place and time that are suspected to be greater than the number expected, even though the expected number may not be known.
- Pandemic refers to an epidemic that has spread over several countries or continents, usually affecting a large number of people.

PLAN ACTIVATION

This policy will become effective when the local Medical Officer of Health issues a Pandemic Alert. This policy has been further sub-divided into key functions in addition to the standard format for emergency measures policies.

RECEPTION

On arrival to the home, all team members, volunteers and visitors are to report to the Designated Building Entrance to be screened as per direction by the Ministry of Long-Term Care. This position will be arranged by the Administrator/DON/ADON ICC or designate.

ESSENTIAL STAFFING PLAN

In the event of a pandemic Public Health overrides the Union contracts. Key positions have been identified in the essential staffing template and priority tasks template from each department. compliance with work exclusions, options should be reviewed with the management team.

DISASTER RESPONSE – LOSS OF ESSENTIAL SERVICES

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In the event of an internal emergency occurring simultaneously with a pandemic, such as loss of hydro, or water, the established disaster plan of the Emergency Plan will be followed.

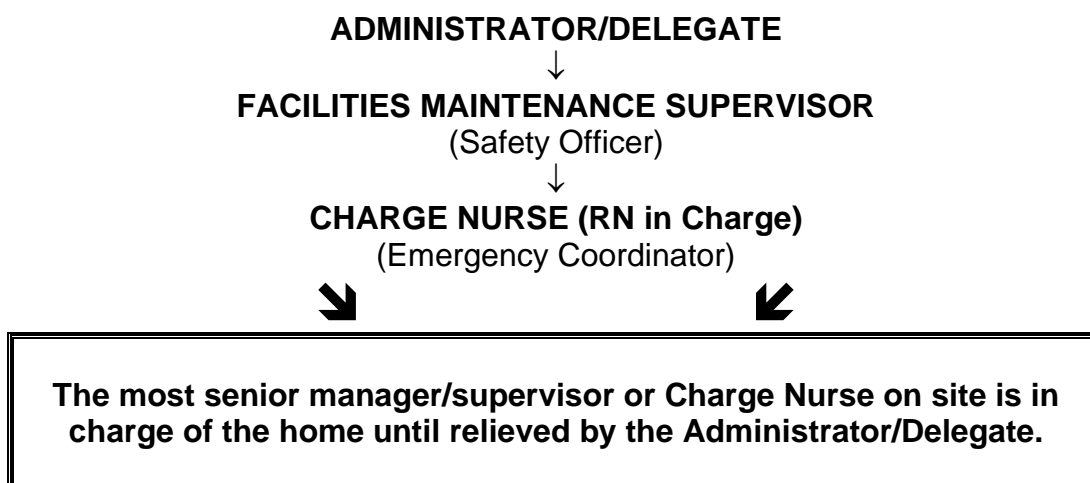
SECURITY

During a pandemic access to the home will be restricted to a designated entrance 24 hours a day. Each entrance will require security to control access to the home. This will secure supplies and ensure the safety of those living and working in the home. The security swipe pads to the exterior doors will be disabled. Departments receiving shipments will be responsible for the loading dock doors.

MORGUE CAPACITY

Due to the potential loss of life due to the extent of illness, local funeral homes will need to be contacted to safely care for the deceased. In the event that funeral homes are unable to receive the deceased, the alternate is to designate an area of the home to act as a temporary morgue until the funeral homes are available to pick up the deceased.

LINES OF AUTHORITY



COMMUNICATION PLAN

External Communications

- All communications (media, community, team members and residents) will be directed through the office of the CAO of the County of Hastings.
- Alerts will be made by the communications strategies identified in the information received by medical health.

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- The local Public Health Department, MOLTC and Emergency Planning Coordinator of the County of Hastings will be the key contacts for the home for information, service coordination, updates, direction, immunization availability as well as antiviral.

Internal Communications

Primary Method

- Daily meetings will occur with the management team.
- Communication logs and email will be the primary mode of communications to team members.
- The outgoing phone message will be updated regularly.

Secondary Method

- Information stations will be designated at the main entrance to the home. Directions and updates for team members, family, visitors and residents will be posted at that site and be maintained by the Infection Control Coordinator/delegate.
- The Brightsign monitor will be updated by the Recreation and Volunteer Services Supervisor/delegate for information to team members, family, visitors, and residents.
- The County website will be updated by the Administrative Assistant/County Employee for information to team members, family, visitors, and residents.

The Emergency Coordinator is delegated by the Director of Nursing.

The Communications Coordinator is delegated by the Emergency Coordinator.

The Runners are delegated by the Emergency Coordinator.

ROLES/RESPONSIBILITIES OF THE EMERGENCY COORDINATOR

- Follow directions of the management team.

ROLES/RESPONSIBILITIES OF THE COMMUNICATIONS COORDINATOR

- Follow directions of the Emergency Coordinator.

ROLES/RESPONSIBILITIES OF THE RUNNER(S)

- Follow directions of the Emergency Coordinator.

ROLES/RESPONSIBILITIES OF THE RNS/RPNs

- Follow directions of the management team.
- Maintain resident care.
- Wear and use PPE as directed.

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ROLES/RESPONSIBILITIES OF THE PSWs

- Follow direction of RN/RPN.
- Maintain resident care.
- Wear and use PPE as directed.

ROLES/RESPONSIBILITIES OF THE ACTIVATION TEAM MEMBERS/VOLUNTEERS

- Follow direction of Recreation and Volunteer Services Supervisor/RN/RPN.
- Maintain resident care.
- Wear and use PPE as directed.

ROLES/RESPONSIBILITIES OF THE DIETARY TEAM MEMBERS

- Follow direction of Dietitian/Food Service Supervisor/RN/RPN.
- Provide regular services.
- Wear and use PPE as directed.

ROLES/RESPONSIBILITIES OF THE HOUSEKEEPING TEAM MEMBERS

- Follow direction of Facilities maintenance supervisor/RN/RPN.
- Provide regular services.
- Wear and use PPE as directed.

ROLES/RESPONSIBILITIES OF THE LAUNDRY TEAM MEMBERS

- Follow direction of Facilities maintenance supervisor/RN/RPN.
- Provide regular services.
- Wear and use PPE as directed.

ROLES/RESPONSIBILITIES OF THE MAINTENANCE TEAM MEMBERS

- Follow direction of Facilities maintenance supervisor/RN/RPN.
- Provide regular services.
- Wear and use PPE as directed.

ROLES/RESPONSIBILITIES OF THE ADMINISTRATION TEAM MEMBERS

- Follow direction of Administrator/Delegate/RN/RPN.
- Provide regular services.
- Wear and use PPE as directed.

ROLES/RESPONSIBILITIES OF THE HAIRDRESSER AND SERVICE PROVIDERS

- Follow direction of Recreation and Volunteer Services Supervisor/RN/RPN.
- Provide regular services.
- Wear and use PPE as directed.

ROLES/RESPONSIBILITIES OF THE FITNESS CENTRE TEAM MEMBERS

- Follow direction of the Recreation and Volunteer Services Supervisor/RN/RPN.

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- Maintain resident care.
- Wear and use PPE as directed.

ROLES/RESPONSIBILITIES OF THE ADMINISTRATOR

- Oversee the management team.

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

- On receiving an alert from the Medical Officer of Health, the Director of Nursing/delegate will immediately call a management team meeting.
- This initial meeting will be for the dissemination of known information on the pandemic at that point in time and for the initiation of the pandemic policy and plan.
- If applicable, families may be asked to consider caring for their loved one/resident in their homes for blocks of time or for the duration of the pandemic.
- Follow the directions of and participate in the management team.
- Maintain department services and supplies.
-

ROLES/RESPONSIBILITIES OF THE SAFETY OFFICER

- Follow the directions of and participate in the management team.
- Maintain department services and supplies.

ROLES/RESPONSIBILITIES OF ALL MANAGERS AND SUPERVISORS

- Follow the directions of and participate in the management team.
- Maintain department services and supplies.
- Designate Receptionists to screen all employees, volunteers and visitors upon arrival of the home (as per direction by the Ministry of Long-Term Care).

COMMUNITY PARTNERS TO BE CONTACTED (Refer to Emergency Contact List for Phone Number)

- Public Health Unit
- Ministry of Long-Term Care
- Ministry of Labour
- Emergency Planning Coordinator of the County of Hastings
- Vendors and Suppliers

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 home back to its pre-disaster condition as soon as practical)

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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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PLAN ACTIVATION

This policy will become effective when the local Medical Officer of Health issues a Pandemic Alert.

This policy has been further sub-divided into key functions in addition to the standard format for emergency measures policies.

RECEPTION

On arrival to the home, all team members, volunteers and visitors are to report to the Receptionist to be screened as per direction by the Ministry of Long-Term Care. This position will be arranged by the Administrator/designate.

ESSENTIAL TEAM MEMBERSING PLAN

In the event of a pandemic Public Health overrides the Union contracts. Key positions have been identified in the essential staffing template and priority tasks template from each department.

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HOUSING EMPLOYEES

Housing and meal coverage must all be considered to support team members that are available for prolonged periods. In order to accommodate these individuals, the Multipurpose Room will be designated as a team member area. The Housekeeping and Maintenance departments will be required to secure whatever available supplies such as beds, linens, toiletry items, etc. that are already within the home and additional items such as cots where available from outside resources in preparation for a regional pandemic. The washers and dryers in the all RHAs will be available to team members for personal laundry where required for this reason.

IMMUNIZATION AND ANTI-VIRALS

During a pandemic, the Provincial Emergency Operations Centre will be responsible for coordinating the distribution of antivirals and vaccine across the province, and public health units will be responsible for coordinating the distribution of antivirals and vaccine among health care organizations at the local level, if applicable.

TEAM MEMBERSHIP – WORK RESTRICTIONS DURING A PANDEMIC

The length of time that ill team members should be excluded will be determined by public health based on the epidemiology of the pandemic strain. If issues arise regarding compliance with work exclusions, options should be reviewed with the management team.

DISASTER RESPONSE – LOSS OF ESSENTIAL SERVICES

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SECURITY

During a pandemic access to the home will be restricted to a designated entrance 24 hours a day. Each entrance will require security to control access to the home. This will secure supplies and ensure the safety of those living and working in the home. The security swipe pads to the exterior doors will be disabled. Departments receiving shipments will be responsible for the loading dock doors.

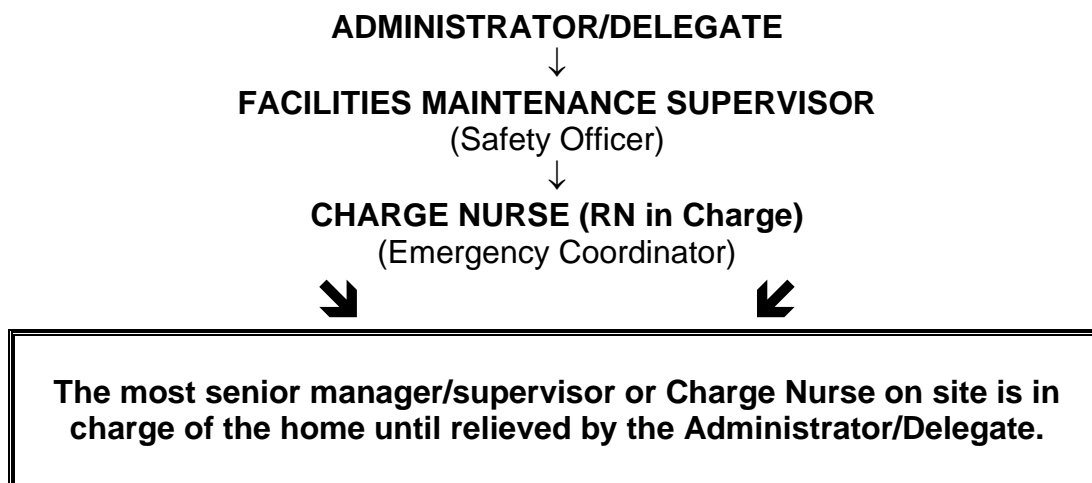
MORGUE CAPACITY

Due to the potential loss of life due to the extent of illness, local funeral homes will need to be contacted to safely care for the deceased. In the event that funeral homes are unable

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to receive the deceased, the alternate is to use the in-house morgue and, if required, designate an area of the home to act as a temporary morgue until the funeral homes are available to pick up the deceased.

LINES OF AUTHORITY



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- All communications (media, community, team members and residents) will be directed through the office of the CAO of the County of Hastings.
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- Daily meetings will occur with the management team.
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Secondary Method

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- Follow directions of the Emergency Coordinator.

ROLES/RESPONSIBILITIES OF THE RUNNER(s)

- Follow directions of the Emergency Coordinator.

ROLES/RESPONSIBILITIES OF THE RNS/RPNs

- Follow directions of the management team.
- Maintain resident care.
- Wear and use PPE as directed.

ROLES/RESPONSIBILITIES OF THE PSWs

- Follow direction of RN/RPN.
- Maintain resident care.
- Wear and use PPE as directed.

ROLES/RESPONSIBILITIES OF THE RECREATION TEAM MEMBERS/VOLUNTEERS

- Follow direction of Recreation and Volunteer Services Supervisor/RN/RPN.
- Maintain resident care.
- Wear and use PPE as directed.

ROLES/RESPONSIBILITIES OF THE DIETARY TEAM MEMBERS

- Follow direction of Dietitian/Food Service Supervisor/RN/RPN.

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- Provide regular services.
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ROLES/RESPONSIBILITIES OF THE HOUSEKEEPING TEAM MEMBERS

- Follow direction of Environmental Services Supervisor/RN/RPN.
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ROLES/RESPONSIBILITIES OF THE LAUNDRY TEAM MEMBERS

- Follow direction of Environmental Services Supervisor/RN/RPN.
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ROLES/RESPONSIBILITIES OF THE MAINTENANCE TEAM MEMBERS

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ROLES/RESPONSIBILITIES OF THE HAIRDRESSER AND SERVICE PROVIDERS

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ROLES/RESPONSIBILITIES OF THE FITNESS CENTRE TEAM MEMBERS

- Follow direction of the Recreation and Volunteer Services Supervisor/RN/RPN.
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ROLES/RESPONSIBILITIES OF THE ADMINISTRATOR

- Oversee the management team.

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ROLES/RESPONSIBILITIES OF ALL MANAGERS AND SUPERVISORS

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RECOVERY (the actions necessary to re-establish the home 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
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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

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- 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