Pine Meadow Nursing Home

Land O'Lakes Community Services
Pine Meadow Nursing Home

Emergency Response Plan

Extendicare

EXTENDICARE
assist
Management & Consulting Services

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Purpose and Setup of this Guidebook

Emergencies happen every day and whether big or small, it is imperative for the health and safety of residents, staff and the LTC home that during these emergencies the correct actions are taken. The Purpose of this Emergency Preparedness Guidebook is to assist the individuals at the home with the resources and information they need at their fingertips at the time of the emergency.

To utilize this Guidebook to the full potential will require some setup at the home level. Tab 3, Emergency Contacts, must be completed and inserted into this binder. Tab 6, Home Schematics, must also be added. This guidebook is to be used in conjunction with your Disaster Recovery Box and should be located at reception and in the nursing station (or wherever makes most sense in the home based on ease of accessibility).

Once setup, in this Guidebook you will find:

- the different risk levels associated with emergencies so that you may categorize the emergency you are in and identify the required communications,
- the process for communication with corporate office and the media throughout the emergency,
- information on what to do in the event of the activation of any of the 11 colour codes, including checklists to guide you throughout the emergency,
- home-specific emergency contacts such as home managers, LTC consultant, RD, hydro/electrical and local emergency numbers, staff call back list, equipment maintenance and repair contacts, list of volunteers, their skills and contact information and the address and contact information for the area of refuge,
- reports, tracking sheets and checklist for during the emergency,
- and a list of the IMS titles as well as suggestions of who you may designate these roles to.

Page 3 of this Guidebook provides reference to appendices in Extendicare's Emergency Preparedness and Response Manual. These appendices are useful for emergency planning and knowledge of what to do after the emergency has ended. The appendices listed can be found where indicated.

If you have any questions or concerns regarding emergency preparedness, please reach out by email to riskmanagement@extendicare.com.

Resources to Prepare for the Emergency and Recover after the Emergency

The following resources can be found in Extendicare's Emergency Preparedness and Response Manual / on Extendicare's Intranet, Flow, as per the policy and appendix number identified.

Emergency planning resources:

Fire Safety Plan	EP-02-01-01 A2
HIRA Guide and Process	EP-02-01-01 A1
Staff Call Pack Process Flow Chart	EP-02-01-02 A1
Fire Safety Inspection Action Plan	EP-02-01-01 A3
Disaster Recovery Box Checklist	Part of BCP Appendix 1
Planned Downtime Planning Template	Located in this plan

After the emergency resources:

Post-emergency checklist	EP-01-01-05 A1
Post- emergency debrief report	EP-01-01-05 A2

Tab 1- Risk Levels

Emergency Response Risk Levels and Crisis Communication Process

IMS Team only needs to be enacted for Risk levels 3 and 4, for lower risk crisis, only the Incident Manager is required.

STAGE 1: LOW – An emergency situation has occurred or is anticipated at a home that:
• Has not resulted in serious injury to residents or staff;
• Poses minimal to no threat to the home and/or Extendicare's reputation and/or operations;
• Affects only one home; and
• Has little to no potential for media coverage.
Example: An elevator in a home breaks down.

STAGE 2: MODERATE – An emergency situation has occurred or is anticipated at the home that:
• Poses a potential threat to resident and/or staff safety;
• Poses a potential threat to the home and/or Extendicare's reputation and/or operations;
• Poses no immediate risk to any other home; and
• Has potential for broader media coverage.
Example: A mechanical lift or sling, used in the majority of homes, malfunctions and causes a non-life threatening injury to a resident.

STAGE 3: HIGH – An emergency situation has occurred or is anticipated that:
• May harm or has the potential to harm residents or staff;
• Will affect the home and/or Extendicare's reputation and/or operations;
• May potentially pose a risk to other homes regionally or nationally; and
• May pose a potential risk to numerous homes and media coverage is expected.
Examples: Physical assault to resident/employee; resident elopement in bad weather; inclement weather is preventing food deliveries and power outages are being experienced.

STAGE 4: CRITICAL – A major emergency situation has occurred or is anticipated that:
• Has caused harm to residents or staff;
• Has affected operations and/or severely damaged the home and/or Extendicare's reputation; and
• Has resulted in media contacting the home(s) and/or corporate office.
Examples: A resident dies as a result of asphyxiation from a restraint; resident is seriously injured; sexual assault of a resident; an explosion, gas leak or fire is forcing the immediate evacuation of the home.

Tab 2- Emergency Colour Codes, Tip sheets and job action checklists

Tab 3- Emergency Contacts

Emergency Contact List

Equipment Maintenance List

Volunteer Skills

Area of Refuge Contact Information

Staff Fan Out List

Supplies Contacts

Transportation Resources

Pine Meadow Nursing Home Emergency Response Plan

Tab 4- During the Emergency

Command Centre

- During an emergency the Teal Nursing Station is the designated command centre, unless the emergency involves that area; all management of the emergency will occur from the command centre.
- The Secondary Command Centre is the Rose Nursing Station.
- The incident manager (Charge Nurse) will manage the emergency from the command centre.
- The command centre contains the grid map of the area.
- Communication with the emergency scene and the command centre is to be constant, maintained by telephone. In the event the facility phones are not working, IMS will use personal cell phones. 2-way radio communication will commence with the arrival of the Fire Department/EMS/RCMP

Disaster Box

- Emergency boxes are located in the Dr Office on both wings.

Situation Report

This purpose of this report is to:

a. Document the time and details of significant events;
b. Provide a report to other IMS leaders of significant events to be presented during Emergency Operations Centre meetings; and
c. Summarize actions taken before and after the emergency situation.

Incident Tracking Sheet

The tracking sheet ensures IMS leaders can easily prioritize their needs and quickly file service requests. It is used to:
a. Document all information and/or requests for services that come through the Emergency Operations Center and
b. Follow through on requests for information.

Crisis Communication Plan Checklist

This checklist is used to ensure communication has occurred with all the required individuals.

Communications Log Requirements

This document provides you with information regarding what communications you need to keep on file for each level of emergency.

Business Continuity Plan

This home specific plan tells the Incident Manager what they need to do/ who they can contact to ensure continuity of care during an emergency.

Tab 5- IMS Titles, Suggestions and Checklists

IMS Team only needs to be enacted for Risk levels 3 and 4, see **Tab 1** for risk levels.
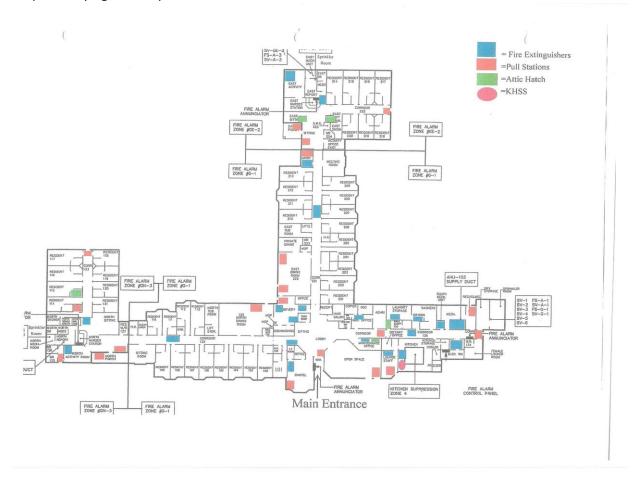
The IMS system is job functions broken into titles, it is not positions.
Each function is assessed to see if it is required for the incident.
A function may be fulfilled by one person or a team of people, one person may also hold multiple functions or titles.

Tab 6- Home Schematics

Home Floor Plan

- Identifying key life safety and exit information
- Identifying each room
- Map showing the home and the search area quadrants around the home
- Map identifying muster point outside of the home

HVAC

Water

Carbon Monoxide Alarm Locations

Ventilation System Shut Down