



## HOMES AND SENIORS SERVICES

**POLICY & PROCEDURE NUMBER: 3.16**

**DEPARTMENT:** *Emergency Planning and Response*      **SUBJECT:** *Loss of Essential Services - Power Failure, Heating and Cooling, Food Preparation, Water Supply, Communications Equipment, Elevators*

**APPROVAL DATE:**

**REVISION DATE:** June 2016; July 2022; Dec. 2023

**REVIEW DATE:** Oct. 2019; Dec. 2020; March 2022; October 2022

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**POLICY:**

Long-term care homes are required to have a specific plan in place to address potential emergencies, including, but not limited to the following:

- Loss of electricity (power failure)
- Loss of heating and cooling
- Loss of food preparation
- Loss of water supply
- Loss of communications equipment
- Loss of elevator functionality

**PROCEDURE:**

Homes are required to set aside the resources, supplies, Personal protective equipment (PPE) and equipment vital for emergency response. At minimum, the stockpile must include hand hygiene products, cleaning supplies, and a process to ensure that required resources, supplies, PPE, and equipment are not expired.

Resources may include materials such as food, drugs, and sanitation products, as well as non-material resources, such as staff, transportation, funding and information.

Considerations for development of a resource list:

- Completion of assessments of each resident's resource needs
- Estimating short-term resources that must be available immediately, and whether longer-term resource requirements become necessary
- Consulting different departments within the Home
- How resource stockpiles may differ based on if and where residents will need to be evacuated
- Where stockpiles can be stored and how they can be monitored and managed to avoid expiry
- Determining how many weeks of supplies might be required

Loss of electricity/power failure



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1. In the event of an EXTERNAL POWER FAILURE the EMERGENCY GENERATORS AUTOMATICALLY PROVIDE ESSENTIAL SERVICES for County of Elgin Homes for a minimum 24-hour period.
2. The Nurse in Charge will call the Director of Homes and Seniors Services/ Administrator and the Corporate Facilities Manager/designate.
3. The Corporate Facilities Manager/designate upon arrival, will call the fuel supply company and have the emergency generator fuel tanks topped off.
4. Notification to residents, visitors, staff regarding the power failure and contingency plan.
5. Access to the Homes stockpiling resources as required
6. Prepare for implementation of Fan Out and Code Green – evacuation if the emergency is to be a lengthy one and a potential stoppage of generator fuel will occur. Otherwise, the Home(s) is self contained and will continue to function as normal.
7. The emergency generator will provide the same power to the entire building as the primary hydro source.

### Loss of heating and Cooling

1. In the event of loss of heating and/or cooling, the nurse in charge will notify the Director of Homes and Seniors Services/ Administrator and the Corporate Facilities Manager/designate.
2. The Corporate facilities manager/designate will contact the HVAC provider to arrange for services
3. Temperature monitoring will be conducted of resident home areas; any temperatures outside of the required standard will be immediately reported to the Administrator and Corporate facilities manager for follow up.
4. Arrangements for alternate heating and/or cooling options will be implemented as deemed necessary.
5. Access to the Homes stockpiling resources as required
6. Preparation for implementation of fan out and Code Green – evacuation plan will be initiated



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7. Evacuation will be at the direction of the Director of Homes and Seniors Services/designate should temperatures be considered to put resident safety and well-being at risk – i.e. if HVAC repairs cannot be completed in a timely manner; and/or alternate HVAC options are insufficient.
  8. Notification to residents, visitors, staff regarding the loss of heating/cooling and contingency plan.

### Loss of Water Supply

1. In the event of loss of water supply, the nurse in charge will notify the Director of Homes and Seniors Services/ Administrator and the Corporate Facilities Manager/designate.
2. The Corporate facilities manager/designate will contact the water supply provider to arrange for services and to obtain details related to anticipated timeframe of loss of water supply
3. Alternate water arrangements will be made as deemed necessary and may include, but not limited to the following:
  - Bottled water for drinking and hand washing
  - Jugs of bottled water for kitchen use – food preparation
  - Onsite tanks of water for toilet flushing, etc.
  - Access to the Homes stockpiling resources as required
4. Bathing will be temporarily paused and rescheduled once water supply is re-established.
5. Dietary staff will switch to disposable products for meal and snack service(s).
6. Additional hand sanitizer, wipes, and other cleaning products will be made readily available for staff and resident use.
7. Preparation for implementation of fan out and Code Green – evacuation plan will be initiated
8. Evacuation will be at the direction of the Director of Homes and Seniors Services/designate should water supply be considered to put resident safety and well-being at risk – i.e. if water supply repairs cannot be completed in a timely manner; and/or alternate options are insufficient.
9. Notice will be posted at the entrance to the Home and entrance to each resident home area.
10. Notification to residents, visitors, staff regarding the loss of water supply and contingency plan.

### Loss of elevator services

1. In the event of loss of elevator services, the nurse in charge will notify the Director of Homes and Seniors Services/ Administrator and the Corporate Facilities Manager/designate.



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2. The Corporate facilities manager/designate will contact the elevator provider to arrange for services and to obtain details related to anticipated timeframe of loss of elevator services
3. Notification to staff, residents, visitors and providers who may require use of the elevator and contingency plan. Terrace Lodge second elevator will be utilized if one elevator out of service.
4. Alternate arrangements at Terrace Lodge will be made as deemed necessary and may include, but not limited to the following if both elevators are out of service:
  - Second floor residents will remain on second floor for care and services
  - Staff shall utilize stairs for delivery of supplies to second floor
  - Visitors shall be encouraged to reschedule visits and outings where possible; and/or visitors capable of using stairs will be escorted to/from second floor
  - EMS and fire services will be notified
  - Appointments will be rescheduled where possible
  - Access to the Homes stockpiling resources as required
5. Preparation for implementation of fan out and Code Green – evacuation plan will be initiated
6. Evacuation will be at the direction of the Director of Homes and Seniors Services/designate should water supply be considered to put resident safety and well-being at risk – i.e. if elevator repairs cannot be completed in a timely manner; and/or alternate options are insufficient.
7. Notification to residents, visitors, staff regarding the loss of water supply and contingency plan.

### Loss of Food Preparation Services

1. In the event of loss of food preparation services, the nurse in charge will notify the Director of Homes and Seniors Services/ Administrator and the Corporate Facilities Manager/designate.
2. The Corporate facilities manager/designate will contact the provider to arrange for services and to obtain details related to anticipated timeframe of loss of services
3. Notification to staff, residents, visitors regarding the loss of services and contingency plan.
4. Alternate arrangements will be made as deemed necessary and may include, but not limited to the following:
  - Implementation of emergency menu
  - Contact contracted food service providers for emergency delivery of alternate options
  - Contact local grocers, volunteer services, food service providers for potential options
  - Access to the Homes stockpiling resources
5. Evacuation will be at the direction of the Director of Homes and Seniors Services/designate should water supply be considered to put resident safety and well-being at risk – i.e. if food



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preparation service repairs cannot be completed in a timely manner; and/or alternate options are insufficient.

Loss of communications equipment (telephone, internet, nurse call, etc.)

1. In the event of loss of communications equipment, the nurse in charge will notify the Director of Homes and Seniors Services/ Administrator and the Corporate Facilities Manager/designate.
2. The Corporate facilities manager/designate will contact the applicable service provider to arrange for services and to obtain details related to anticipated timeframe of loss of services
3. Alternate communication arrangements will be made as deemed necessary and may include, but not limited to the following:
  - For nurse call system interruption, additional staff will be scheduled to monitor resident needs and safety (every 15 minute checks)
  - One to one monitoring as deemed necessary
  - Use of walkie talkies
  - Use of runners who are designated to transfer messages physically should the need arise
  - For telephone interruptions, use of mobile devices – contacting emergency providers (fire, EMS, physicians, pharmacy, etc.) with temporary contact information while telephone system is down
  - For internet interruptions, implementation of paper documentation, faxing of communications, etc.
  - Access to the Homes stockpiling resources as required
4. Evacuation will be at the direction of the Director of Homes and Seniors Services/designate should water supply be considered to put resident safety and well-being at risk – i.e. if elevator repairs cannot be completed in a timely manner; and/or alternate options are insufficient.
5. Notification to residents, visitors, staff regarding the loss of water supply and contingency plan.

For all incidents of loss of essential services, the Administrator/designate will:

- Ensure that any/all required actions as part of the resumption of services are taken, e.g. flushing of water lines, etc.
- Document and evaluate the nature of problem and any recommendations on the General Incident Form.



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- Complete the On-line Critical Incident Report and inform the Ministry of Long-Term Care after hours number as per Ministry of Long-Term Care reporting requirements.
- Conduct a debriefing of the incident with the team and those directly involved. and, evaluate and update the applicable emergency plan within 30 days ensuring to document recommendations, changes made and dates implemented, those in attendance.

### Testing and Evaluation

Homes are required to test emergency plans including arrangements made with emergency providers. Loss of essential services testing must be conducted annually.

Exercises can be developed to test essential elements, interrelated elements, or the entire plan.

These can take the form of table-top exercises, drills, functional exercised and field exercises.

Testing shall include a written record of testing and changes made to improve the plans including the corrective action, and timeframes.

Emergency plans must be evaluated and updated within 30 days of an emergency being declared over and annually should the plan not be activated.

### References:

Fixing Long-Term Care Act, 2021

ON Reg. 246/22

Administration Policy 3.15.06 Code Green – Evacuation