



HOMES AND SENIORS SERVICES

POLICY & PROCEDURE NUMBER: 3.15.06

DEPARTMENT: Admin.-H&S-Emergency Preparedness **SUBJECT:** Code Green - Evacuation & Planning

APPROVAL DATE: June 2016

REVISION DATE: Oct. 2019; July 2022; Nov. 2022; Dec. 2023; Dec. 2024

REVIEW DATE: Dec. 2020; March 2022

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PURPOSE: To ensure the orderly and timely movement of the residents of the County of Elgin Homes from the facility to a designated facility(s) in the event of an emergency.

POLICY:

The County of Elgin Homes will ensure there is an effective and comprehensive evacuation plan in place in accordance with applicable legislation. This plan will address the following, but not limited to, the orderly transfer of residents from the Home, coordinate transportation to an evacuation site, assign staff responsibilities, procure supplies and provide proper documentation.

An order to evacuate may be given by the Director of Homes and Seniors Services/designate, or as designated under the Emergency Management and Civil Protection Act R.S.O. 1990. C. E.9 as amended (EMCPA), which states that:

“The head of Council of a Municipality may declare that an emergency exists in the Municipality in any part thereof and may take such action and make such orders as he or she considers necessary and are not contrary to law to implement the emergency plan of the Municipality and to protect property and the health, safety and welfare of the inhabitants of the emergency area.”

Command Centre

The Command Centre is where the Management Team will direct, coordinate, communicate and support emergency operations on the Resident Home Areas.

Mustering Point

A muster point is a **designated location in a visible area of the Home which is a safe distance from the emergency** for people to gather in the event of an emergency. Each home will designate mustering point locations within and outside the building and ensure staff are aware of the mustering point location(s).

Staging Manager – see page 11 for role description

The staging manager will be the MRC/RCC if onsite; or after hours, the charge nurse



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Management Team

The management team are responsible for coordinating the provisions of the essential services necessary to minimize the effects of an emergency affecting the home. The Management Team consists of the following members:

- Director of Homes and Seniors Services Alternate: Administrator
- Administrator Alternate: Manager of Resident Care
- Manager of Resident Care Alternate: Resident Care Coordinator/IPAC Manager
- Manager of Support Services Alternate: Manager of Program and Therapy
- Corporate Facilities Manager Alternate: Building Services Technologist
- Medical Director Alternate: On-Call Physician
- Human Resources Director Alternate: Human Resources Manager

Upon direction of the Warden/CAO, the Emergency Management Coordinator and the Director of Human Resources Department for the County of Elgin shall provide assistance to the Homes Management Team.

Evacuation Type Determination:

The decision to evacuate is not straight forward based on a few simple criteria but rather a complex choice based on a number of factors, both internal and external.

An evacuation may be horizontal from one area of the floor to another area, it may be vertical, from one floor to another. An evacuation may also be a full or partial, depending on the emergency situation at hand.

There are two main types of evacuations:

Precautionary/Planned Evacuation:

- A precautionary/planned evacuation is a situation where the threat to the facility is not immediate and time is available to conduct an orderly evacuation of the residents, necessary supplies and equipment, medication and documents etc.
- Residents would be evacuated straight to a designated evacuation site, along with supplies, medication and documents.



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- A planned evacuation could be caused by both an internal emergency and an external emergency such as malfunction of essential equipment, potential of flooding, etc.

Crisis/Emergent Evacuation:

- A crisis/emergent evacuation occurs when the situation is perilous and there is no time to gather supplies, medications etc. The only focus is the quick and safe evacuation of residents, staff and family members immediately from the building.
- Residents will initially be evacuated outside of the facility and will be relocated from there to evacuation sites. Supplies, medications and documents may or may not be evacuated at the same time, depending on the situation at hand.
- A crisis/emergent evacuation could be caused by both an internal emergency and an external emergency, such as a fire or natural disaster etc.

Key Contacts:

During an emergency it will be essential to have readily available key contact information. Each County of Elgin Homes has a list of such contacts.

Criteria for Evacuation

The decision to evacuate is not taken lightly as the process can be very traumatic for everyone involved. There are many factors to consider when deciding to evacuate or shelter in place including external and internal factors.

External factors include:

- the nature of the emergency,
- the location of the facility and
- whether or not the facility is deemed to be located in any sort of zone that will be affected by the emergency (e.g. flood zone).

Internal factors to consider are:

- the evacuation sites,
- transportation to and from the evacuation sites,
- supplies required,



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- staffing levels,
 - resident acuity and
 - physical structure of the home.

Director of Homes and Seniors Services

In consultation with the Chief Administrative Officer and Manager of Emergency Management, the Director of Homes and Seniors Services, or designate, will determine if evacuating or sheltering in place is appropriate using the information provided by police, fire, EMS or any other expert body that is involved in the external emergency.

The Director may or may not gather the Management Team to assist in deciding the appropriateness of evacuating versus sheltering in place.

The information provided by police, fire, EMS or any other expert body will be used to determine if evacuating or sheltering in place is appropriate by:

- Deciding if the safety of the residents, staff and family members can be maintained within the facility;
- What additional precautions, if any, may need to be taken to maintain safety, for instance restricting access to the outside areas, shutting down the ventilation system to prevent outside pollutants from entering the home etc.;
- Discuss with the Corporate Facilities Manager if shutting down of the ventilation system is appropriate for the situation at hand;
- Assessing the damage, if any, or potential likelihood for damage to the facility and what risks it imposes;
- Sheltering in place can be upgraded to an evacuation at any point the risks increase.

If it is determined that sheltering in place is appropriate the Director of Homes and Seniors Services, or designate will notify the Registered Staff to implement sheltering in place protocols. The Director or designate will be responsible for staying abreast of any changes in the situation and determine if an upgrade to an evacuation order is necessary at any given point based on the changing situation at hand. If the decision to evacuate is made, Code Green protocols will be implemented by the Director of Homes and Seniors Services or designate.



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Sheltering in Place

Sheltering in place occurs when there is an external emergency that may affect the facility but currently the risk associated with evacuation is higher than staying. When sheltering in place residents should remain indoors, windows and doors should be closed and the ventilation system may be closed to outside air.

Registered Staff

The Registered Staff will be notified by the Director of Homes and Seniors Service or Designate to implement shelter in place protocols. The Registered Staff will don the emergency vest and announce overhead:

Example: Announce overhead: “May I have your attention please. Due to an external emergency, authorities are advising that everyone stay inside and shelter in place until we are notified the emergency is over. Please close all windows and doors. All units please ensure all residents are back in the facility” (X 3)

- Call 911 – fire, police, EMS
- Ensure all residents are back inside;
- Ensure all windows and doors are closed;
- Post a sign on all public entrances that communicates details for staff/visitors example “Code Green - shelter in place in effect”.
- Once the shelter in place protocols are rescinded announce overhead:

“May I have your attention please. The shelter in place is all clear” X 3

- Ensure the shelter in place signs are removed from the entrances
- Complete the Shelter in place report and submit it to the Manager of Resident Care.

Safety and Security

In the event that there is a concern for the safety and security of the residents, staff and volunteers both inside and outside of the home, the command Centre may choose to control access to the home. If assistance is required with crowd control a request can be made to Local Police or OPP. Assistance will be dependent upon the community safety at large.



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If assistance is required with traffic control a request can be made to Public Works for barricades for the roads, in conjunction with Police. Assistance will be dependent upon the community safety at large.

If assistance is required with equipment/system shut down, contact facilities/gas company for assessment and assistance.

Staff Responsibilities for Evacuation Procedures

Front line staff upon hearing a Code Green announcement should wrap up what they are doing and prepare for the pending evacuation. Job task lists for each discipline/department will be available and distributed to staff.

Any employee on break should immediately report back to their unit.

Registered Staff

The decision to evacuate will likely be made by the Director of Homes and Seniors Services and the Management Team, unless an emergent evacuation needs to occur, in which case the Registered Staff may need to make the choice to evacuate the facility. (This scenario could occur if there is an immediate threat to the safety of the staff, residents and visitors present in the home, possibly due to a fire or structural damage due to a natural disaster).

If the Director of Homes and Seniors Services or designate, decides to order an evacuation they will notify the Registered Staff who will go to the nursing office and start to complete the following tasks (for a complete list of duties please refer to the Registered Staff Job Task Sheet):

- Announce overhead example “attention all residents, visitors and staff, please return to your home area as quickly as possible for Code Green Directions”;
- Get out the Code Green Box (if used or utilize the code red/fire box) which contains a copy of the Code Green policy, various forms etc.
- Announce overhead that a Code Green will take place, specifying the time.

“Attention all staff, Code Green at 15:00 hours, Return to your Resident Home Area for Code Green Instructions”;



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- Wait for the RN's & RPN's to arrive to the command centre to brief them on the situation at hand;
- Advise Registered staff to ensure staff are carrying Walkie talkie's/portable phones on appropriate channel on every unit;
- Disperse the job task sheets to each unit registered staff to take back to their units with them;
- The Registered Staff will be advised which order the units will leave the facility in and will advise the other unit(s) Registered staff as soon as this information is available (this decision will be made by the Management Team if present);
- Oversee the evacuation preparations on each floor (if there are RN's assigned to a floor they will assume control for that floor and report necessary updates to the remaining Registered Staff);
- Ensure all residents are returned to the unit(s) and are accounted for;
- Advising Command Centre of unit readiness once advised by the RN/RPN on each unit;
- Advise the Staging Manager (see page 11) when each unit is evacuated;
- When advised by the RN/RPN that the unit has been thoroughly searched the Registered Staff will advise the Command Centre of such;
- The Registered Staff must utilize the task sheet and/or checklists and document steps as they are taken, along with timelines, including why decisions were made;
- When the facility is evacuated the Registered Staff will be sent to an evacuation site.

Emergent Evacuation - the Registered Staff will announce:

**“Attention All Staff, Code Green (and desired meeting location for everyone to gather)”
X3**

The Registered Staff will provide direction to the units on order of units being evacuated and the route of the facility based on the damage/situation at hand and what equipment is still operational (e.g. elevator vs. stairs).

In order to limit and control the amount of disruptions coming into the Command Centre all communication from the units to the Command Centre will be through the Registered Staff or a member of the Management Team.

Registered Nurse

Each RN on their assigned unit upon hearing the Code Green announcement by the Registered Staff will stop what they are doing and report to the Command Centre for further information and instructions.



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If it is a partial evacuation staff may be pulled from their assigned unit and sent to the unit that has received the evacuation order to provide assistance. If it is a total evacuation RN's will return to their units to start the evacuation process on their floor and provide updates to the Registered Staff.

After receiving the information on the situation the RN will report back to their unit and complete the following:

- Brief the rest of the staff on the unit (including, PSW's, dietary, housekeeping, recreation);
- Ensure the residents on their floor are accounted for using the unit list found in the fire box;
- Oversee the evacuation preparations on their floor, providing guidance and direction as required;
- Reporting readiness to evacuate back to the Registered Staff;
- The RN will advise all other Registered Staff of any issues that arise during the preparedness stage, including whether or not all residents are accounted for on their unit;
- Ensure staff on unit are carrying the Walkie talkie's on appropriate channel/portable phones;
- Advise all Registered Staff when the unit is evacuated;
- Do a final, THOROUGH search of the unit to ensure no one is left behind, including staff, residents, visitors etc.;
- Post signs on units indicating time evacuation of unit complete;
- Place duct tape across doors leading into unit (to track if someone has gone back into unit);
- When thorough search is complete advise the Registered Staff;
- As floors are emptied RN's will be reassigned to another floor or an evacuation site.

Registered Practical Nurse

Each RPN on their assigned floor upon hearing the Code Green announcement by the Registered Staff will stop what they are doing and report to the Command Centre for further information and instructions.

If it is a partial evacuation staff may be pulled from their assigned floor and sent to the unit that has received the evacuation order to provide assistance. If it is a total evacuation RPN's will return to their units to start the evacuation process on their floor and provide updates to the Registered Staff (RN's will not contact the Command Centre or the Manager of Resident Care directly).



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After receiving the information on the situation, the RPN will report back to their unit and complete the following:

- Don an emergency vest
- Gather the clipboards/totes containing the resident identification bracelets and the PCC face sheet for each resident and provide them to the PSWs;
- Once the residents are all returned and accounted for on the unit and preparing for evacuation close the doors leading into the unit;
- Position locked medication & treatment cart just inside the Command Centre in preparation for removal from facility if possible;
- Prepare resident chart cart in preparation for removal from facility if possible;
- When the resident leaves the unit the RPN will indicate on the Resident Tracking Form, including the time they left the floor;
- As units are emptied RPN's will be reassigned to other units or an evacuation site;

Personal Support Worker

Each PSW upon hearing the Code Green announcement by the Registered Staff will stop what they are doing and report to the Resident Home Area (RHA) for further information and instructions. While waiting for direction from the registered staff, PSWs should start directing residents back to their rooms.

After receiving the information on the situation the PSW will complete the following:

- **Only if time permits**, and at the direction of the Manager in charge, go to each resident's room one at a time, and label, clear plastic bag can be used to pack resident items, place piece of paper inside plastic bag with resident name:
 - Wallet/purse,
 - One change of clothes and several incontinence products if required,
 - Personal toiletries (toothbrush, comb, deodorant etc.),
 - Take residents' coat/sweater
- Once the resident and their belongings are ready they are to be taken to the Command Centre and handed over to the designated staff member;
- Resident room door is to be closed and the vacant sign indicated once the resident is taken to the designated area/mustering point;
- PSW's will continue this process until all the residents are ready to be evacuated off the unit;
- As the unit is emptied PSW's will be reassigned to other units or an evacuation site.



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Recreation

Upon hearing the Code Green will stop any activities, return residents to their units and then report down to their supervisor or designate. Recreation staff may be reassigned to tasks such as:

- Assist with family direction
- May be assigned to front door with specific communication details
- assist preparing residents for evacuation;
- locating residents who are not accounted for;
- packing up recreation supplies to prepare for evacuating;
- sent to evacuation sites to act as part of the receiving team for when residents start arriving.

Dietary Aides

Upon hearing the Code Green will start shutting down equipment and proceed to the resident home area to take direction from their supervisor or designate.

Dietary staff on units will complete the following:

- ensure the resident kardex binders (if in use) are gathered and brought down to the cooks in the main kitchen.

Cooks

Upon hearing the Code Green will start shutting down equipment and receive kardex binders (if in use) from dietary aids and remain in main kitchen for further direction from Manager of Support Services or designate.

Maintenance

Will await direction on shut down procedures from Emergency Personnel/Director of Engineering/Corporate Facilities Manager. Direction will be provided by management team.

Housekeeping

Report to the resident home area RN/RPN for further instruction on what assistance is required on the unit to prepare residents for evacuation. May be directed to provide assistance to PSW staff tasks.



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Laundry

Upon hearing the Code Green will shut down equipment and start loading blankets into laundry baskets. The baskets will then be loaded onto a cart and taken to the Entrance when requested.

If time permits assist in gathering resident clothing to be evacuated.

Staging Manager (Manager of Resident Care/Resident Care Coordinator/Charge Nurse)

The Staging Manager will be responsible for controlling the exit door where residents depart the Home (a resident tracking/location spreadsheet will be utilized). The position of Staging Manager will be assigned at the time of the evacuation by the Director of Homes and Seniors Services/Administrator. If the evacuation is emergent in nature this position may not be activated. The responsibilities of the Staging Manager Include (and are not limited to):

- Call Registered Staff to advise of readiness to accept next unit for evacuation depending on resources for transport and which areas are facing a more significant risk;
- Manage the space where residents will be staged;
- Receive and organize residents as they arrive from their units for evacuation;
- Briefly assess each resident medically and ensure they are stable;
- Ensure the correct personal belonging bags are with each resident prior to their departure – labels should be utilized and available in the emergency tote;
- Assist in loading residents onto the buses in the order of the resident's evacuation status (found on their PCC face sheet, or based on the status of the resident at the time of departure);
- Track residents being loaded onto the bus for departure, including which facility they are being evacuated to;
- Track the buses/other transportation mode departure times and their return times (each bus/transportation mode should be tracked separately);
- Maintain record of events & decisions;
- Ensure the Command Centre is kept informed of the evacuation progress;
- Complete the Staging Manager Checklist (Job Action Sheet).



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Resident Tracking (utilizing a resident tracking/location spreadsheet)

During an evacuation it will be important to accurately track the location of each resident, both when they are leaving the Home and when they are returning from the evacuation site. This will be done through the use of resident identification bracelets and various forms. The forms will track the following:

- When a resident has left their unit;
- When a resident has left the Home;
- The evacuation site where the resident was transported to;
- That they have been received at the evacuation site;
- When they leave the evacuation site;
- Whether they have a bag with their personal items;
- That they have returned to the Home.

A complete list of residents will also be maintained and residents will be marked off when they are evacuated from the facility in order to be able to quickly track who is still to go.

Staff Tracking

During an evacuation it is important to accurately track the location of each staff member, both when they are leaving the Home and when they are returning from an evacuation site.

This will be done through the use of spreadsheets and will track the following:

- When a staff member has left the Home;
- The evacuation site where the staff member was transported to;
- That they have been received at the evacuation site;
- When they leave the evacuation site;
- Whether they have a bag with their personal items;
- That they have returned to the Home

Relocation site tracking details/spreadsheets and the scheduling software will be utilized to accurately track staff location.

Communication

Communication during an emergency is essential.



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Staff

- Will need photo ID name badge/Staff Schedule Care/Dayforce Identification to enter the Home & evacuation sites
- Will be contacted via the “mass messaging lite” broadcast service system if possible
- Mass Messaging Lite (some staff will be directed to the Home and some to the evacuation sites)
- Postings and signs at the Home & evacuation sites

Families

- Call outs to be completed by designated person – a script for calling families will be provided by the Director/Administrator/Designate
- Posting and signs at the Home & evacuation sites
- Not permitted at the Home will be directed to the receiving facility (we cannot have extra persons in the building when we are trying to control the scene, especially if there is structural damage – need process to be consistent regardless of the reason for the evacuation.)
- Families will be asked to leave the Home if they are onsite when the Code Green is announced – for the same reason as above. They will be permitted to take their loved one with them and must provide the RN with the address, phone number and location of where resident is being transported. POA/Personal Representative must complete the sign-out sheet for the resident.
 - Medication will be arranged through the contracted Pharmacy provider
 - Wounds and care supplies may be sent with family if possible. For additional services families will be put in contact with Ontario Health at Home Support Services.

First Responders/Community Agencies

- Fire, police & EMS through Coordinator Emergency Medical Services/Emergency Management or through a call to 911
 - Fire may provide support with any required/precautionary shut offs
- Red Cross
- Victim Services
- Salvation Army
- Ontario Health at Home Support Services



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Media

- Statements will be directed through the CAO/Warden/Director of Homes and Seniors Services.
- Media will have no access inside the Home or the evacuation sites for the protection & safety of the residents
- Press conference times will be established during the emergency as appropriate.

Suppliers

- Contracted Pharmacy provider will be contacted with addresses and delivery information of the evacuation site by the Manager of Resident Care or designate in order to provide replacement medications and current Emar and Etar documents if required.
- Nursing suppliers will be contacted as needed with addresses and delivery information of the evacuation site by the Manager of Resident Care or designate.
- Respiratory Services will be contacted as needed with addresses and delivery information of the evacuation site by the Manager of Resident Care.
- Dietary and Housekeeping Suppliers will be contacted as needed with the address and delivery information by Manager of Support Services
- Linen contract will be contacted as needed with addresses and delivery information of the evacuation site by the Manager of Support Services.
- All other suppliers will be notified if additional supplies are ordered to be delivered to the evacuation sites
- Stockpiles of resources, supplies, personal protective equipment and equipment vital for the emergency response should be set aside and readily available at the home. If not able to access resources, supplies may be available from one of the other 2 County of Elgin Homes while awaiting delivery from suppliers as outlined above.

Ongoing Communication/Communication Centres at Evacuation Sites

- Evacuation sites are to make contact with the Home through the land line with the assigned/designated person. Back up will be cell phones. In the event that all telecommunications are down runners between facilities will be designated.



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- Communication centres at evacuation sites:
 - Status of the Home, repairs emergency etc. Include our expected date of return if known
 - Times when social worker or counsellor will be available for staff and residents
 - Confirming that all residents are accounted for
 - Payroll information
 - Post any statements made to the media
 - Expected supply arrivals
 - Job tasks sheets posted as quick reference for staff
 - Sign in sheet for payroll

Medical Director

- Request attendance at the Home during evacuation for any medical emergencies
- After the evacuation is complete will be provided a list of where each resident has been evacuated to (home, hospital or which evacuation centre)
- Liaison with receiving facility medical staff

Volunteers

- If volunteers are in the home when the evacuation is announced they will report to the entrance to support residents waiting for evacuation
- County staff (e.g. library, human resources) may be considered for volunteer roles or support
- If contacted, volunteers will be advised which facility to go to and will be advised of the tasks they are assigned, and who to speak to for further direction or questions
- For the safety and security of the residents, all volunteers at evacuation sites will be expected to sign in and out (tracking spreadsheet to be utilized)

Communications shall be frequent and ongoing to residents, substitute decision makers, staff, volunteers, students, caregivers, Residents' Council, Family Council (if any) on the emergency in the Home including at the beginning of the emergency, and when the emergency is over. Debriefing shall be conducted after the emergency.

Transportation (Leaving and Returning)



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- Residents will be categorized on Point Click Care (PCC) regarding their mobility (independent, walker, wheelchair/scooter & bedridden, see Resident Evacuation Assistance Score in assessments in PCC)
- Those residents that are able to weight bear will be transported on school buses if possible
- Clerical staff or designate will arrange for transportation of the residents from the home at the direction of senior management
- Medication and treatment carts along with other equipment and supplies, including stockpile resources will be transported to the evacuation sites via buses on the lifts if possible
- Potential transportation options include City of St. Thomas, VON, West Elgin Community Health Centre, EMS, school buses, Voyageur/other patient transportation, etc.

Evacuation Sites

The evacuation sites will be determined in conjunction with the Community Emergency Management Co-ordinator at the time of the emergency, based on the situation at the time (partial vs full evacuation of the home, other emergencies within the community) and relocation site contacts as per evacuation agreements.

Evacuation sites will be determined based on the needs of the home and the suitability of each site. Potential evacuation sites are listed in the Home specific fire and/or relocation plan. Refer to relocation sites and evacuation agreement chart for Elgin, St. Thomas and Surrounding area.

Documentation

Various forms will be required throughout the emergency. Some of these documents will be required on the units, some will be used by the Management Team and some will be needed at the evacuation sites.

Resident Tracking Forms

- Resident ID bracelets and ID lanyard with face sheet
- Medications tracking sheet/emar
- Resident from the unit form
- Resident leaving the home form (at the doors indicating which evacuation centre they are going to)



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-
- Resident has arrived at receiving facility form
 - Signage indicating this unit has been evacuated
 - All forms will be kept in the code green box (or code red fire box) in the Command Centre

Resident Charts

- Resident Charts will be prepared by the RPN in each care centre in preparation for evacuation if possible. Resident charts will be securely stored and transported on the evacuation buses after all residents are removed from the facility.
- Emars and Etars will be provided at each evacuation site by the contracted pharmacy provider as necessary in paper form
- In the event there is no internet available at the evacuation site, blank copies of the following documents will be sent to each evacuation site in the Code Green/Red Tote taken by the Manager of Resident Care:
 - Progress note sheets
 - Flow sheets
 - MARS sheet
 - TARS sheet
 - Assessment forms

Staff

- Sign in sheets for payroll at the evacuation locations
- Scheduling (who is going to be where & when)
- Implement additional system codes for scheduling as required

Evacuation Sites

- Sign in sheets for staff, volunteers, families, first responders (all separate)
- WSIB, First Aid, Capability Assessment Methodology, Accident/incident investigation guide, accident report – Human resources
- Place these documents in a box to be taken to the evacuation sites by the nurse manager assigned there (along with supplies box and nursing boxes)

Staffing at Evacuation sites



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- Staff will be directed if and when to proceed to travel by car to an evacuation site
 - Staff being called in will be advised if they are going to the Home or evacuation sites.
 - Manager of Resident Care will keep Command Centre updated on staff requirements at the evacuation site
 - The numbers of staff needed at the evacuation site will be determined by location of the evacuation site (e.g. how many exit doors, number of floors, location of bathroom facilities etc.). Attempts will be made where possible regarding advance determination of potential staffing needs/department for evacuation sites as a guideline.
 - Utilize volunteers or non-nursing staff to guard any exit doors to prevent any residents from leaving the area if required.
 - Pair wandering residents with one on one volunteers or non-nursing or County of Elgin staff if required
 - Memory Care Unit residents will require higher staffing levels to ensure they don't wander

Staffing to Return to the Home

- Depending on the emergency, the clean-up and repairs required
- Management Team to discuss and plan the return to the facility
- Available Home staff will be used as appropriate for clean-up & repairs
- Potential use of Physiotherapy or County of Elgin staff to assist

Supplies and equipment (Leaving and Returning)

Any supplies that can be pre-boxed and ready for an evacuation will be. Some supplies will be sent to the evacuation sites on the buses with the residents (water, supplements & incontinent products – access stockpile resources). Nurse managers once dispatched to an evacuation site will take the evacuation box (paper work, pens, paper etc.), supply boxes and communication boards with them to the evacuation site. Depending on the situation at hand and anticipated length of evacuation, arrangements will be made with supplies to have supplies delivered to the evacuation sites

Nursing Supplies

- Resident medication will be supplied by Contracted Pharmacy provider at the evacuation sites if required
- Sharps containers
- Blood pressure cuffs



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- Commodes
- Incontinent products
- Glucometer
- Tube feed, solution & pump
- Pill crusher
- IV supplies
- Items that will be pre-packed include:
 - Wipes for resident care
 - Hand sanitizer
 - Medication cups
 - Gloves
 - Treatment supplies (gauze, tape, pads)

Linen

- Blankets (emergency heat blankets and/or comforters)
- Towels (optional)

Housekeeping

- Toilet paper
- Paper towels
- Garbage bags
- Disinfectant wipes

Dietary

- Water
- Supplements
- Emergency stock

Recreation

- Puzzles
- Games



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Preparing Facility for Return

- Repairs to the facility will determine what steps are required

Inspection & Approval to Return

- Depends on what the emergency was that caused the evacuation
- Inspection requirements will depend on the damage to the facility
- City/township inspectors may be involved if construction work/rebuild work required
- Final walk through will be required by management to ensure everything is in place
- Need to ensure the facility is prepared from an infection control perspective
- Contact MLTC to determine the need for inspection prior to re-occupancy
- The following will be inspected to ensure all systems are operational: heat, air, fire alarm, magnetic locks, call bell, overhead pages, telephone systems, internet, wireless, diesel generator, power, gas, kitchen, laundry, water (this will be documented on the Facility Systems Status Report From)

Administration Staff Responsibilities

Director of Homes and Senior Services

The following duties will also be completed in addition to the regular duties assigned for an emergency response:

- Chair of the Management Team;
- Meet with Management Team to determine location site and to prepare accommodations for the area;
- Initiate the fan out list;
- Oversee/coordinate the evacuation;
- Coordinate with Police Services to ensure that no unauthorized persons gain entry to the Home, ensure traffic control, security and possibly relocation escort as appropriate;
- Notify the Administrator of Bobier Villa/Elgin Manor/Terrace Lodge
- Notify Chief Administrative Officer who will contact Elgin County Warden
- Notification to MLTC & Ontario Health at Home Support Services that an evacuation is taking place



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- Dispatch advance team to the evacuation site, as time permits, to establish traffic control, reception, accommodations set up, media centre, volunteer control and Command Centre;
 - Assess duration of relocation and plan for long term accommodations as required;
 - Maintain status updates from relocation sites & disperse to members of the Management Team;
 - Report to relocation facilities to identify and address any issues;
 - Prepare to return to the facility;
 - Provide authority to re-enter the Home (may be done in consultation with Building Inspectors, MLTC, Fire Department etc.);
 - Debrief emergency relocation procedures and ensure the plan is revised to rectify deficiencies;
 - Responsible for approving necessary expenditures;
 - Makes decision to evacuate possibly in conjunction with members of the Management Team or based on the advice/direction provided by the experts handling the emergency, such as police, fire, etc.
 - Designate the coordination of support with external partners, including Red Cross, fire, EMS, PHU, social services;
 - Coordinate/designate support with Manager of Emergency Management;
 - Oversee inspections of the facility to return
 - Provide support to residents, staff, or other persons who experienced distress during the emergency;
 - Maintain record of events and decisions.

Administrator/Manager of Resident Care

Supervises evacuation of residents by:

- Member of the Management Team
- Maintain record of events and decisions
- Notification to Medical Director, Pharmacy, suppliers, lab, oxygen etc. (may be delegated)
- Ensure priority of resident transfer;
- Assigns employees to prepare residents for evacuation;
- Ensure that appropriate supplies/equipment (access stockpile resources) and records are prepared for evacuation, including but not limited to medication, assistive devices, commodes, lifts etc;



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- Triage residents to determine destination and priority of transportation;
 - Identify residents who may be able to go home to families from the evacuation sites;
 - Maintains event records;
 - Debriefing report to Director of Homes and Seniors Services;
 - Arranges for the procurement of any special equipment and supplies as requested by Command Centre;
 - In the event of an extended evacuation, arranges for the discharge of those clients who may go home or coordinates alternate long-term accommodations. (Home and Community Support Services)
 - Prepares for return of residents to the Home
 - Assists in preparing facility for return of residents
 - Arrange for records/medication from pharmacy if unable to secure them from the home
 - Determine the use of staffing contracts (Physiotherapy)

Resident Care Coordinator/IPAC Manager

- Direction provided by Manager of Resident Care (MRC)
- Will be dispatched to evacuation sites to oversee the operation of them
- Maintain record of events
- Situation reports back to MRC advising of required staff, supplies and coordination details
- Set up evacuation sites including reception, communication boards and resident accommodations
- Provide medical direction as required until RN's arrive
- Receive information from Command Centre on what assistance is being provided (volunteers, staff, police, red cross etc.)
- Oversee resident needs are met at the evacuation site
- Take evacuation box, supply boxes and communication boards to evacuation sites when dispatched there
- Contact with representative from the evacuation site (receive keys, tour, etc.)

Manager of Support Services

- Member of Management Team
- Maintain record of events



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- Ensure resident dietary and hydration requirements are met
 - Organize supplies to go on each bus load- access stockpile resources
 - Ensure water & supplements are packed on each bus load (and then unpacked at the evacuation site with each load – this will ensure there are some dietary supplies immediately at the evacuation site as each load of residents arrive)
 - Organize dietary staff to each evacuation site based on building capacity and services available at the evacuation site
 - Ensure dietary information books from each unit packed up and sent to the evacuation site
 - Ensure serveries and main kitchen equipment shut down (i.e. gas lines, equipment off etc.)
 - Ensure necessary supplies (paper products, utensils, napkins etc.) are sent to evacuation sites
 - Directs coordinators and dietitian as required
 - Determines dietary staffing levels at the Home for cleaning and preparing facility for return
 - Maintain record of events
 - Ensure there is enough water & supplements to feed staff if necessary
 - Maintain record of events
 - Maintain Command Centre and set up (ensure water & food, set up emergency box etc.)
 - Direct housekeeping and laundry staff at the Home & evacuation sites
 - Ensure necessary housekeeping and laundry supplies packed and ready to go to evacuation site
 - Liaison as directed with Manager of Emergency Management for municipal support (PUC, transportation etc.)
 - Ensure Command Centre supply box brought out (will include necessary documents, pens, paper, etc.)
 - Ensure command Centre stocked with food and water
 - Provide clarification to members of Command Centre on roles, responsibilities and answering questions and provide guidance
 - Ensure all laundry equipment shut down as able
 - Ensure all housekeeping equipment shut down, including water to dispensers as able
 - Notify MOL/WSIB as necessary
 - Contact contracted service providers to arrange for supplies at evacuation site(s)



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Corporate Facilities Manager

- Member of the Management Team
- Maintain record of events
- Ensure facility mechanical equipment is shut down, power off, gas off, elevators, etc. as required to leave the building empty
- Ensure fire system is operational if possible and notify fire department and Edwards as required of fire alarm system status
- Contact hydro, gas, water suppliers as necessary
- Ensure safety and security of facility after departure (magnetic locks, door secured, immediate safety hazards addressed if possible, broken windows board etc.)
- Determine maintenance staffing levels at evacuation sites as required – staff to be directed to other tasks outside normal scope
- Inspect and repair facility for return

Manager of Program and Therapy Services

- Member of Management Team
- Maintain record of events
- Direct recreation staff to assist in preparing residents for the evacuation as required
- Ensure activity supplies packed and ready to go as necessary
- Notify service providers of evacuation (physio, hairs dressers, volunteers, schools, Adult Day Program, etc.)
- Advise resident and family council of evacuation
- Direct recreation staff to evacuation sites (they are part of the receiving team)
- Ensure communication centre at evacuation sites are updated as information becomes available
- Will act as the Staging Manager at the Entrance

Dietitian

- Maintain record of events
- Ensure the dietary and hydration needs of residents are met
- Take direction from Manager of Support Services



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Delegated Inventory Control/Receiver & Quality Improvement Coordinator

- Pack supplies and equipment based on lists created in advance to send with each bus load of residents (water, supplements, incontinent products etc.) -access stockpile resources
- Pack each box and put label on each box indicating contents
- Gather pre-boxed evacuation supplies from the storage room and take to staff resource room to prepare for transport if possible
- Gather nursing equipment as outlined in this policy and take to staff resource room to prepare for transport if possible
- Take direction from members of the Management Team ONLY
- Make contact with suppliers as necessary based on direction from Management Team
- Arrange for purchases of emergency items from local vendors if required

Social Worker or Resident Care Coordinator/Delegate (As applicable)

- Notification to Ontario Health at Home Support Services that the evacuation is taking place
- Provide counselling to residents and staff at various sites and ongoing (including ensuring the Management Team are handling their stress)
- Maintain record of events
- Receive direction from Manager of Resident Care or Director of Homes and Seniors Services
- Work with victim services around counselling

Administrative Assistant 1

- Gather necessary resident documents under the direction of the Manger of Resident Care
- Scheduling of staff for evacuation sites as directed by the Department Manager
- Determine call back number for staff at the time of the emergency based on the situation at hand
- Download EMAR/ETAR to memory stick as required and/or print emars/etars
- Assigned to evacuation sites at reception desk
- Take direction from Command Centre until at evacuation site, then direction comes from Registered Staff at the evacuation site
- Assist in tracking of residents from facility



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Administrative Assistant 2

- Assist in contacting Emergency Evacuation Sites
- Assigned to evacuation sites at reception desk
- Take direction from Command Centre until at evacuation site, then direction comes from Registered Staff in charge of the evacuation site
- Assist in tracking of residents from facility
- Assist in contacting POA/Personal Representatives after relocation

Post Incident Plan for Recovery

Following a Code Green, a debrief will be conducted and will include staff, management, and, as applicable, others (students, volunteers, etc.) involved in the incident. Debriefing is an opportunity to build morale, listen to concerns, document lessons learned, and plan for regular operations. Emotional/physical support for those directly involved/witness to the code green will be provided as determined by assessed need(s).

A documented evaluation of the incident, policy and procedure shall be conducted within 30 days of the Code Green including what went well, opportunities for improvement, those in attendance, and dates changes implemented.

Testing and Evaluation

Homes are required to test emergency plans including arrangements made with emergency providers.

Code green testing must be conducted a minimum of every three years.

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.

Training

All staff, volunteers and students are trained on emergency plans prior to performing their responsibilities and annually thereafter.



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Fixing Long-Term Care Act, 2021

ON Reg. 246/222

Administrative Policy 3.16 Loss of Essential Services