

SUBJECT: Emergency Preparedness Plan	POLICY # A-100-30 PAGE 1 of 27
MANUAL: Administration SECTION: Administrative PAST REVISION: JUNE 2016, OCT 2019, NOV 2022 CURRENT REVISION: JAN 2023	CROSS REFERENCE APPROVED BY: Jeff Renaud
REVIEW DATE: JAN 2025	

POLICY:

The goal of this policy/plan is to ensure that employees, visitors and contractors of Ritz Lutheran Villa/West Perth Village are aware of the correct actions to take in the event of an emergency. In this way it is possible to minimize the likelihood of a dangerous situation from developing. If a situation does develop, a quick response can help reduce the scope of the damage and accelerate the return to normal operations.

Regular emergency response training and fire drills will be carried out to ensure that employees react quickly and safely in an emergency.
Floor plans are posted showing escape routes and points for each department to assemble for a head count in case of evacuation.

THE EMERGENCY PREPAREDNESS PLAN:

This plan has been created to ensure that all emergencies are handled in a manner that protects all Ritz Lutheran Villa/West Perth Village residents and employees from harm, and to minimize the damage and disruption to Ritz Lutheran Villa/West Perth Village in the event that the following emergency situations occur:

- CODE RED** - FIRE
- CODE GREEN** - EVACUATION
- CODE YELLOW** - MISSING RESIDENT
- CODE BLACK** - BOMB THREAT
- CODE WHITE** - VIOLENT PERSON
- CODE PINK** - SEVERE WEATHER WARNING / TORNADO
- CODE GREY** - AIR EXCLUSIONS
- CODE BROWN** - CHEMICAL SPILL
- CODE PURPLE** - HOSTAGE TAKING
- CODE BLUE** – MEDICAL EMERGENCY
- ELECTRICAL FAILURE
- NATURAL GAS FAILURE
- CODE ORANGE** – FLOOD, & BOIL WATER ADVISORY
- ELEVATOR EMERGENCY RESCUE
- PANDEMIC

***See page 10 for detailed procedures for each code.

SUBJECT: Emergency Preparedness Plan

POLICY # A-100-30

PAGE 2 of 27

NOTE: ANY EMPLOYEE WHO DISCOVERS ANY OF THE EMERGENCY SITUATIONS NOTED ABOVE SHALL IMMEDIATELY NOTIFY A SUPERVISOR OF THE NATURE AND LOCATION OF THE EMERGENCY.

THE EMERGENCY COORDINATOR

When on site, the Administrator has full authority to invoke any part of the Emergency Plan and assumes overall command and becomes the Emergency Coordinator until outside emergency personnel, e.g. Fire Department or Police arrive.

Director of Finance / Senior Manager / Person in Charge

In the absence of the Administrator, the Director of Finance/Senior Manager/Person in Charge has full authority to invoke any part of the Emergency Plan and assumes overall command and becomes the Emergency Coordinator until outside emergency personnel, e.g. Fire Department or Police arrive.

Emergency Coordinator

The Emergency Coordinator has responsibilities related to the Emergency Preparedness Plan and must ensure that the following measures are enacted:

- Establish emergency evacuation to be followed at the time of an emergency.
- Appointment and organization of designated personnel to carry out emergency response duties.
- Instruction of personnel and other occupants to ensure that they are aware of their responsibilities for emergency response.
- Holding of emergency response drills.
- Control of fire hazards in the building.
- Maintenance of building facilities provided for safety of the occupants.
- Ensure that the correct emergency equipment has been selected.
- Ensure that an adequate number of emergency equipment has been purchased and is maintained.
- Determine the appropriate location of the emergency equipment.
- Provision of alternate measures for safety of occupants during the shutdown of fire protection equipment.
- Assuring that checks, tests and inspections as required by the Ontario Fire Code, are retained for a minimum of two (2) years.
- A copy of the Emergency Preparedness Plan and other duties for Person in Charge, as laid out in the Emergency Response Plan, shall be kept in the nurses stations and business office.
- Notification to the Fire Department regarding changes in the Emergency Evacuation Plan.
- Acts as the spokesperson for the company responding to any inquiries from the media regarding the nature of the emergency.

SUBJECT: Emergency Preparedness Plan

POLICY # A-100-30
PAGE 3 of 27

- Use the Ontario Fire Code and Building Code to ensure that the facility meets the requirements of the applicable standards.

RESPONSIBILITIES OF THE SUPERVISORS

Whenever you discover an emergency or are told by an employee that there is an emergency situation, you shall at your discretion decide if an evacuation is required and depending on the nature of the emergency call 9-1-1 or;

Ambulance

Fire

Hospital

Police

Hydro utility

Gas utility

Other agency

Announce the evacuation order via the telephone paging system, or by verbal communication. If the fire is small, use a portable fire extinguisher to put it out. Supervise the evacuation of their employees. Close any doors and leave the building. Go to your outdoor collection area.

RESPONSIBILITIES OF THE EMERGENCY COMMAND CENTRE

The Emergency Coordinator shall take charge of the Emergency Command Centre during an emergency situation.

If safe, the office reception area will become the temporary Emergency Command Centre for all emergency situations involving the evacuation of employees.

If not safe, then the parking lot in front of the building will become the temporary Emergency Command Centre.

When outside emergency personnel arrive on site they will then set-up their own Emergency Command Centre.

RESPONSIBILITIES OF FIRST AID PERSONNEL

All first aid personnel will be available at the "Collection Areas" (parking lot at the Front of Highway 23) to attend to any injured workers and will report to the Emergency Command Centre or the Supervisor concerning the nature and extent of any personal injuries and any external assistance that may be required.

SUBJECT: Emergency Preparedness Plan

POLICY # A-100-30
PAGE 4 of 27

EVACUATION ORDER

In the case of an emergency situation any Supervisor in Charge has full authority to call for evacuation of the facility and to call 9-1-1. The Administrator or Person in Charge will assume overall command and becomes the Emergency Coordinator until outside emergency personnel, e.g. Fire Department or Police, arrive.

When an emergency situation is restricted to a small area only, then verbal communication may be used for evacuation of the area.

In the event of the need to evacuate the whole facility one of the following systems can be used;

- The telephone paging system may be used, or
- Verbal communication may be used to announce this intention

EVACUATION PROCEDURES

As soon as the evacuation order is made, the following procedure is to be followed:
Employees

- turn off machines where possible,
- leave the building by the nearest exit,
- close all outside doors behind them, and
- gather at their pre-assigned collection areas (parking lot at front of Highway 23)
- if working in a different department than normal, exit the building and report to their normal pre-assigned collection area for the head count

RESPONSIBILITIES DURING A DISASTER

A key component of this plan is to outline the responsibilities of staff in a crisis situation. These responsibilities are generalized, yet are designed to fulfill the primary requirements for emergency relief.

Administrator

When he/she is on site or arrives on site following the call from the Person In Charge, the Administrator:

1. Assumes the responsibilities of the Person In Charge.
2. Proceeds to evaluate the situation with staff members, the police and the Fire Chief.
3. Establishes a Control Centre at the Business Office, or another appropriate location.
4. Ensures that the evacuation plan is put into effect.



SUBJECT: Emergency Preparedness Plan

POLICY # A-100-30

PAGE 5 of 27

5. Calls Telephone Fan-Out which includes the Chair of the Board, Finance Director, and Building Services Director.
6. Maintains contact with police, fire, other facilities and the media.
7. Ensures that the property is secured, equipment turned off, heat lowered, windows and doors closed and locked, and records are safe.
8. Declares the ending of the emergency as far as Ritz Lutheran Villa/West Perth Village is concerned, and make provisions for security in co-operation with the police.
9. Ensures that post-disaster functions are carried out.
10. Performs any other functions as may be required.

Media

The Administrator or Person in Charge will be the ONLY ONE responsible for any information given to the media, including when and how information will be relayed to resident contacts and will be the only spokesperson to the media.

Any message should be prepared carefully and it should include some essential information:

1. That the safety of residents and staff is our top priority,
2. All possible steps are being taken to correct the situation,
3. Our future plan of action.

Director of Care/Assistant Director of Care

1. Initiates the telephone fan-out system for Nursing and Nutrition Services following call from the Person in Charge.
2. Assumes responsibility for recording evacuees.
3. Performs other functions as assigned.
4. Supervises the evacuation in co-operation with the Administrator.
5. Ensures the safe transfer of medical records.
6. Ensures the removal of drugs, medicines and supplies either to where they will be useful or to a safe place. If medications destroyed, the Contracted Pharmacy will be contacted for emergency supply.
7. Responsible for delegation of duties to Nursing and Housekeeping during and following the emergency.
8. Advises Medical Director.
9. Performs any other functions as may be required.

Charge Nurse

1. Ensures that all residents are accounted for. This may be done by placing them in their rooms or by assembling them all in a safe location within a floor area.

SUBJECT: Emergency Preparedness Plan

POLICY # A-100-30

PAGE 6 of 27

2. Evacuates all residents and visitors from the building as instructed.
3. Responsible for Sign-Out Book and MAR sheets. If charts are inaccessible, Tablets will be used for electronic E-MAR documentation.

NOTE: CONTROL OF VISITORS

During an emergency, visitors may cause confusion and possible panic by uncontrolled flight from the building. Visitors may be of some help to reassure residents and assist with the evacuation. Visitors may not be allowed to enter the building during an emergency, and those within may be subject to restraint to prevent panic. Visitors will remain in resident rooms unless advised otherwise.

Nursing Staff

In a disaster, all available Nursing Staff will have the following responsibilities:

1. Assesses the situation and determines the threat it poses to residents.
2. Assists the Charge Nurse and other staff with their activities, as requested.
3. Advises the registered staff of all residents that are not within their floor area.
4. Maintains the normal responsibilities of resident care and notifies the Charge Nurse of any potential problems.
5. Keeps residents and visitors calm.
6. Ensures that all rooms on their floor area are checked and flags up to indicate that the room is empty.
7. Assists with evacuation activities.
8. Accompanies evacuees to off-site facilities.

Nutrition Services Director

In a disaster, the Nutrition Services Director will have the following responsibilities:

1. Follows through on department telephone fan-out system.
2. Ensures the evacuation of food supplies to appropriate destinations.
3. Assigns personnel to nursing service, as necessary, to assist in evacuation.
4. Attends places of evacuation, to supervise preparation of food and assists with the feeding of residents, as necessary.
5. In the event that the building is evacuated, ensures that the Nutrition Services Department equipment and facilities are left secure and safe.
6. Performs other functions as may be required.

Building Services Director

In a disaster, the Building Services Director and/or staff will have the following responsibilities:

1. Follows through on department telephone fan-out system.

SUBJECT: Emergency Preparedness Plan

POLICY # A-100-30

PAGE 7 of 27

2. Turns off utilities, as required.
3. Assists nursing staff with emergency response activities and evacuation procedures, as requested.
4. Assists in loading residents into transportation vehicles.
5. Performs traffic control functions under the direction of the OPP, as required.
6. Supervises securing of property if home is left vacant.
7. Performs other functions as may be required.

Campus Life Enrichment Director

1. Follows through on department telephone fan-out system.
2. Assists nursing staff to keep residents and visitors calm.
3. Assists with recording evacuees, if needed. (This is coordinated with the Business Office)
4. Assists with transporting residents and accompanies evacuees to off-site facilities.
5. Performs other functions as assigned.

Manager of Outreach Services

In a disaster, Community Outreach/Mobility Bus staff have the following responsibilities:

1. Follows through on department telephone fan-out system.
2. Assists with recording evacuees, if needed. (This is coordinated with the Business Office)
3. Assists with transporting residents and accompanies evacuees to off-site facilities.
4. Performs other functions as assigned.

Director of Finance and Administration (Business Office) Staff

In a disaster, if the Administrator is unavailable, the Director of Finance assumes the following responsibilities of the Person in Charge and will:

1. Proceed to evaluate the situation with staff members, the police and the Fire Chief.
2. Establishes a Control Centre at the Business Office, or another appropriate location.
3. Ensure that the evacuation plan is put into effect.
4. Calls Telephone Fan-Out which includes the Chair of the Board and Building Services Director as well as others as indicated.
5. Maintains contact with police, fire, other facilities and the media.

In a disaster, Business Office staff have the following responsibilities:

1. One staff member must remain on switchboard at the reception desk, if safe to do so.



SUBJECT: Emergency Preparedness Plan

POLICY # A-100-30

PAGE 8 of 27

2. Keeps telephone line #1 clear for alarm related calls only (outgoing calls must use line 2, 3 or 4).
3. Protects vital records and ensures backup tapes are secured.
4. Generates a computer list of residents and staff for use in case of full evacuation.
5. Records the evacuation of each resident, the location where they were evacuated, the method of departure and staff assigned to accompany, if known (with the assistance of Program Support and Outreach staff, if needed). Completed copy given to Charge Nurse.
6. Assists with the evacuation of all residents/visitors from the building as instructed unless keeping visitors out.

Visitors and Contractors

Should assemble at the collection area in the Parking Lot at the Front of Highway 23 as far away from the propane tanks or any other flammable materials as possible.

COLLECTION AREAS

When an evacuation order has been called, all employees will proceed to the collection area in the Parking Lot at the Front of Highway 23 as far away from any flammable materials as possible.

ALL CLEAR

When the emergency situation has either been controlled or eliminated, the emergency response personnel, e.g. Fire Department or Police, are the only persons with the authority to declare an "All Clear".

Prior to allowing employees to enter the facility, Supervisors, under the direction of the emergency response personnel, e.g. Fire Department or Police, will investigate their area to ensure the area is safe and that all machinery is shut off so a machine will not start up automatically.

No one may enter the building until after the "All Clear" has been called.

SUBJECT: Emergency Preparedness Plan

POLICY # A-100-30
PAGE 9 of 27

INVESTIGATION & RECOVERY PLANNING

When the emergency situation has either been controlled or eliminated and the area is sealed off, the Emergency Coordinator and a worker representative of the JHSC will be called to investigate the situation.

The recovery plan establishes the responsibilities and resources necessary for resuming normal business operations in a timely manner following an incident and/or emergency.

- Ensure the continuity of care based on agreements for an alternate location in case the home cannot be re-occupied or will be temporarily unavailable. If possible, return of/relocation of all residents and staff.
- Contact the local health authority to advise of the issue and seek local resources, if available
- Implement plans to maintain operations or to bring the systems back online while conducting a damage assessment and documenting and taking pictures as required.
- Provide care to residents as a result of stress related to the emergency.
- Connect employees with support and counselling services through EFAP.
- Post emergency communication with stakeholders and the media (if needed)
- An Incident Evaluation and Follow-Up meeting will be held within 30 days to evaluate the emergency response, ensuring that all entities involved in the emergency response have an opportunity to provide feedback. The completed evaluation report will be filed for later review.

PROCEDURE FOR COLOUR CODES:

CODE RED - FIRE

CODE GREEN - EVACUATION

CODE YELLOW - MISSING RESIDENT

CODE BLACK - BOMB THREAT

CODE WHITE - VIOLENT PERSON

CODE PINK - SEVERE WEATHER WARNING / TORNADO

CODE GREY - AIR EXCLUSIONS

CODE BROWN - CHEMICAL SPILL

CODE PURPLE - HOSTAGE TAKING

CODE BLUE - MEDICAL EMERGENCY

ELECTRICAL FAILURE

NATURAL GAS FAILURE

CODE ORANGE - FLOOD, & BOIL WATER ADVISORY

ELEVATOR EMERGENCY RESCUE

PANDEMIC/OUTBREAK



Caring Is Our Reason For Being



4118A Perth Road 164, RR 5
Mitchell, ON, N0K 1N0
Tel: (519) 348-8612
Fax: (519) 348-4420
Web: www.ritzlutheranvilla.com
E-mail: info@ritzlutheranvilla.com

SUBJECT: Emergency Preparedness Plan

POLICY # A-100-30
PAGE 10 of 27

CODE RED

– SEE FIRE MANUAL

SUBJECT: Emergency Preparedness Plan

POLICY # A-100-30

PAGE 11 of 27

CODE GREEN (EVACUATION)

In certain situations evacuations are a necessary precaution to protect the safety and welfare of residents. All evacuations should be undertaken in a quick and controlled manner, in an effort to ensure people are not directly endangered by the disaster or unnecessarily disturbed by the situation.

Evacuation

Level 1 – Horizontal Evacuation

- All persons in a zone/wing are moved beyond a corridor fire separation door to an adjacent area on the same floor
- only affected area will move at this point

Level II – Vertical Evacuation

- All persons on the affected floor are moved one floor down (do not use elevators)
- First and ground floors are moved out of the building

Level III – Total / Premises Evacuation

- All persons are moved from the affected building outside or to another building
- Determined by Fire Dept., Administrator, Medical Officer of Health or Supervisor in Charge in the absence of the previous persons.

PROCEDURE - Total Evacuation

1. Most senior worker on site will then insert the key into the station and turn to the right which activates Stage II (evacuation mode).
2. Most senior worker on site will remain at Main Entrance to co-ordinate evacuation.
3. Remove ambulatory residents outside and leave under the supervision of a worker or volunteer.
4. Remove all wheelchair residents.
5. Remove non-ambulatory residents.
6. Flag Identification System – Raise the flag on the door jamb into activated position and close door after resident (s) removed to signify that the room is empty.
7. Take census of residents, workers, and visitors.
8. Assign workers to collect blankets, medical records, medications, medical supplies, emergency food box, etc.
9. Place name tags on residents.
10. Assign workers to supervise residents at each location.
11. If needed, refer to the Evacuation Agreement Chart (updated annually through FOG).

SUBJECT: Emergency Preparedness Plan

POLICY # A-100-30

PAGE 12 of 27

CODE YELLOW (MISSING RESIDENT)

- As soon as a resident is discovered missing from the floor/home a systematic search will be conducted.
- Upon discovering a resident is missing the Charge Nurse will page code YELLOW and the resident's name over the intercom three times.
- Staff will report to their nursing station for direction.
- All staff will search assigned rooms systematically including all closets, bathrooms and under all the beds.

Charge Nurse Responsibilities:

- Search other areas of the floors including utility rooms, showers, washrooms, lounges, stairwells and infrequently used rooms and areas.
- Obtain a picture and full description of the resident.
- Designate a person(s) to search the outside grounds if during the day or early evening.
- Declare the resident missing if not found at this point.

Notify appropriate people:

Administrator/DOC

Police

Family

Doctor

Ministry of Health Residential Services Branch

- Document the events of the search to this point.

WHEN RESIDENT IS FOUND

- Page Code YELLOW ALL CLEAR on the intercom three times
- Assess resident's condition
- Take necessary steps to treat and provide comfort.
- Notify appropriate persons that the resident is found.
- Complete the Ministry of Health Unusual Occurrence Form
- Document the events in resident's record

SUBJECT: Emergency Preparedness Plan

POLICY # A-100-30

PAGE 13 of 27

CODE BLACK (BOMB THREAT)

Ritz Lutheran Villa/West Perth Village workers will be trained in the procedure to follow in regard to a Bomb Threat.

PROCEDURE

If a Bomb Threat is received by Telephone

1. Remain calm. Treat the call seriously, speak in a normal tone.
2. Attempt to prolong the conversation but do not interrupt the caller.
3. On a piece of paper write 'Bomb Threat', Call 911 and give to another worker.
4. Use the 'Bomb Threat Report Code Black' form located at each nursing station.
5. Ask caller location of bomb and when it is due to detonate.
6. Listen for background sounds, characteristics of voice, and sex of caller.
7. Have worker call administrator who will initiate Telephone Fan Out System.
8. Station a worker at Main Entrance to inform visitors that the Home is temporarily closed.
9. Have floor plan ready for emergency personnel.
10. Follow instructions of emergency personnel upon their arrival. Give them the Bomb Threat Report that you filled out.
11. Move all residents to hallways in preparation for evacuation.

If Suspicious Package Found

1. **DO NOT TOUCH PACKAGE.** Close door to area.
2. Call 911 and administrator (if not on premises) and position most senior staff person at Main Entrance.
3. Evacuate residents out of that area of building. Do not pass area with suspicious package.
4. Assist police on arrival with floor plans.
5. Follow police directions.

***See Appendix 1

SUBJECT: Emergency Preparedness Plan

POLICY # A-100-30

PAGE 14 of 27

CODE WHITE (VIOLENT PERSON)

DO NOT PANIC. Do everything in your power to keep the situation as calm & normal as possible.

If a resident is threatening violence against a staff member:

- a. That staff member must retreat, if able.
- b. If a staff member is being attacked they must yell out **Code White** for help.
- c. Staff members will respond to assist the staff member out of danger and announce 'Code White' with location using the PA system.
 - i. Other staff, upon hearing 'Code White', should call:
- d. Registered staff who will use their discretion and best judgment to decide when to put the following measures into effect.
 1. call the Director of Care
 2. call the Doctor, if a resident is threatening violence
 3. call O.P.P. (911) to request their assistance

If a resident is threatening violence against another resident, staff will redirect the threatening resident. More than one staff member should be used as there is less chance of someone being hurt. Staff members should work from the side or behind the violent resident so that there is less chance of injury to themselves. If staff are unable to reason with or restrain the attacker substantially, assistance should be requested.

If an outsider/family member or staff member entered the building and was about to cause personal violence against a staff member, a resident, or other persons, a staff person must try to distract the violent person using reasoning methods with the person. Give them what they want. If a staff member can keep the attacker occupied by talking to them it gives other staff a chance to get to a phone and call 911 for police assistance. **The West Perth Village address is 4118A Road 164.** If personal violence is imminent and reasoning is not appropriate, staff should retreat so as not to endanger their personal well-being.

The Administrator or designate should be notified as soon as possible so that they may handle any incident reports or contact with outside agencies and also contact involved residents' families. The Administrator will handle any contact with the media. Staff are instructed to have any requests for information directed to the Administrator.



SUBJECT: Emergency Preparedness Plan

POLICY # A-100-30

PAGE 15 of 27

CODE PINK (SEVERE WEATHER WARNING/TORNADO WARNING)

Tornado Watch

On occasion the ingredients necessary for tornado formations are very strong and apparent. When this occurs a tornado watch may be issued. Be particularly alert for warnings which may be issued.

Tornado Warning

A tornado warning means that a tornado has been sighted or is imminent. Take immediate precautions.

PROCEDURE

Charge Nurse will announce overhead "CODE PINK" three times.

Personnel shall move all the residents to corridor and internal central areas, away from windows. Windows on the leeward side (the side away from the wind) of the building should be opened to reduce the explosive effect of suddenly reduced air pressure that occurs during a tornado. Close drapes on the windy side. (The drapes will help reduce injury from flying glass).

Move beds of residents who are bed ridden into the corridor. Put the brakes on the bed. Leave room doors open.

Avoid the use of the elevators in case of power failure.

Keep residents as calm as possible and away from windows and doors.

Instruct visitors to remain in the corridors with the residents.

Leave the radio/TV on to listen for tornado information. Assign a staff member to monitor the radio.

ASSEMBLE THE FOLLOWING SUPPLIES IN A CENTRAL LOCATION:

Care Plans

Resident charts

Dressing trays and supplies

Medication and Treatment Carts

Urinals

Bedpans

Blankets

Flashlights

Portable Phones

Staff Phone Numbers/Scheduling Binder

L.O.A. Book

Once the threat has cleared the Charge Nurse will announce overhead "CODE PINK ALL CLEAR" three times.

SUBJECT: Emergency Preparedness Plan

POLICY # A-100-30
PAGE 16 of 27

CODE GREY (AIR EXCLUSION)

This will be used to prevent external air from entering the building such as toxic fumes in the event of a toxic gas leak. External air exclusion restricts the entry of external contaminated air by shutting down air exchange systems, allowing the occupants to exist in the volume of non-affected air contained within the building.

Once the threat has been identified the Charge Nurse will announce overhead "CODE GREY" three times.

External/Internal Air Fans (Roof-mounted)

Pull the fire alarm to deactivate. Notify Owen Sound Fire Cancellation 1-800-563-3840 or 519-376-1234 x220 and indicate response is for an air exclusion.

These should be shut down to avoid drawing in external contaminated air.

If possible, vents (louvers) should be closed.

Building air system exhaust fans should be shut down around doors and windows to avoid creating negative pressure within the building and encouraging the entry of external air at gaps and cracks.

KITCHEN AREAS Cooking surface and stove fume hoods, as well as dishwasher fans should be shut down to avoid negative pressure.

BATHROOM/TOILET/CIRCULATING FANS These exhaust to the outside and also contribute to the buildup of negative pressure. These should be shut down.

WINDOWS All windows should be securely closed. Seal all doors and windows with wet towels, bedding, etc.

WINDOW MOUNTED AIR CONDITIONERS Air conditioners, including fans that draw in outside air should be shut down and the vents closed.

ENTRANCE AND EXIT Entry to and from building should be restricted for personal safety and to reduce the external air entry. Someone should be designated to the entrance/exit to ensure that those entering or exiting do so in a manner that the first door closes before the second door is opened. All automatic doors should be turned off.

Once the threat has cleared the Charge Nurse will announce overhead "CODE GREY ALL CLEAR" three times.

SUBJECT: Emergency Preparedness Plan

POLICY # A-100-30
PAGE 17 of 27

CODE BROWN DANGEROUS CHEMICAL ACCIDENTS (EXTERNAL)

(Chemical spills, toxic fumes, etc.)

In the event of such a disaster, caused perhaps by an overturned truck on the highway nearby, the immediate reaction would be directed by the Fire Department as they would be best equipped to identify and cope with the chemical(s) involved.

1. The first person that becomes aware should inform the charge nurse who once it has been inspected will pull the fire alarm and immediately call 911. Request fire and police.

Note the following:

- the rate it is spreading
 - the method being used to control it
 - the danger it poses to Ritz Lutheran Villa/West Perth Village
 - the appropriate action and where, if necessary, to relocate
2. Determine if residents are in danger and if evacuation is necessary.
 3. Determine how quickly this has to be done and act accordingly.
 4. If evacuation is decided upon by the West Perth Disaster Committee, evacuation procedures should be started right away.

If it is decided to remain in the building, certain preventative actions should be taken:

- Shut off all ventilation systems (pull a fire station), Notify Owen Sound Fire Cancellation 1-800-563-3840 or 519-376-1234 x220 and indicate response is for a chemical spill.
- If the spill is a toxic gas, seal all doors and windows with wet towels, bedding, etc.
- If it is a heavy gas, i.e. (propane) one that stays close to the ground, move all residents to the second floor.
- Prohibit consumption of food and water until it has been tested.

If there is a chance of explosion:

1. There should be no smoking
2. All open flames should be shut off in the kitchen and boiler rooms. (Shut off wrench for gas supply located in hallway beside the receiving area at WPV.)

Chemical Spill (Internal)

All employees should know the location of the SDS book and be familiar with the hazards of the products they work with on a regular basis.

While the potential hazards will vary with the product involved, standard procedures for the clean-up of large spills are:

Evacuate - All residents, visitors, and employees from the area.



4118A Perth Road 164, RR 5
Mitchell, ON, N0K 1N0
Tel: (519) 348-8612
Fax: (519) 348-4420
Web: www.ritzlutheranvilla.com
E-mail: info@ritzlutheranvilla.com

SUBJECT: Emergency Preparedness Plan

POLICY # A-100-30
PAGE 18 of 27

Protect Yourself – Check SDS for the correct PPE.
Contain the spill – Keep out of drains with dams.
Clean up – Use absorbent material, see SDS.
Disposal – See the Emergency Coordinator for correct disposal method.
Spills that escape to the environment must be reported to the Ministry of Environment.
BE AWARE OF REACTIONS OF INCOMPATIBLE MATERIALS

SDS Book Locations:

Ritz Lutheran Villa/West Perth Village - in the basement outside of the Mechanical Room

Master Copy – in the Business Office

Environmental Spills 1-866-663-8477

SUBJECT: Emergency Preparedness Plan

POLICY # A-100-30
PAGE 19 of 27

CODE PURPLE (HOSTAGE TAKING)

This plan is to ensure the safety of all residents, staff and other involved parties.

HOSTAGE

DO WHATEVER THE CAPTURER TELLS YOU.

- Be especially careful during the first four to five minutes. This is a critical time.
- Speak only when spoken to. Do not make wisecracks.
- Try not to show open emotions. Hostage takers like to play on emotional weakness.
- Sit down if you have the chance. It shows a lack of an aggressive stance.
- Act relaxed.
- If you see a chance to escape be very careful. Don't rush into it without being certain of getting clear and that you don't endanger anyone.
- Let the negotiators and fellow workers do what they can.
- Don't make suggestions to hostage-takers. If your suggestions go wrong, he/she may think you planned it that way.
- Don't turn your back on the captor unless ordered to.
- Be patient.

FIRST PERSON TO IDENTIFY THE SITUATION

- Secure the immediate area when possible by removing all non-participating persons. Secure the doors, if appropriate, and isolate the incident.
- Notify the immediate supervisor or person in authority by the quickest possible means.

FIRST SENIOR PERSON ON THE SCENE

- Assess the situation, advise the Police and the Administrator and take control until they arrive.
- Try to have the following information available:
 - Threats and demands by the hostage taker,
 - Type and number of weapons thought to be in hostage-taker's possession
 - Presence of anyone else
 - Precise location of hostage taker
 - Floor plan of the area
 - Identity and description of the participants
 - Photographs of the hostages and hostage-taker if possible
 - Location and numbers of available telephones in the area.

GENERAL GUIDELINES

Negotiations are best handled by the Police, who have trained personnel for this type of job. Do Not agree to any negotiations made by the hostage taker.

SUBJECT: Emergency Preparedness Plan

POLICY # A-100-30

PAGE 20 of 27

CODE BLUE (MEDICAL EMERGENCY)

An emergency situation in which a person/resident is in a state of medical emergency such as cardiopulmonary arrest, requiring resuscitative efforts. All registered staff are to be certified in Basic Life Support (BLS) to ensure competence, confidence and proficiency in responding to an emergency situation. All other staff are encouraged to obtain and renew their BLS.

1. The first person that discovers an unresponsive person or resident should call for registered staff immediately. Speak slowly, clearly and professionally. State the location, nature of the emergency and type of assistance required. If the unresponsive person is not a resident immediately call 911, request an ambulance and start CPR. DO NOT leave the person/resident.
2. The registered staff will assess the person/resident. After verifying if the resident is a Full Code, immediately call 911 and request an ambulance. If the resident is a DNR follow the standard procedure calling the physician.
3. The registered staff will initiate or direct the initiation of CPR as per the resident's Advanced Directives. If two staff members are available one staff will do compressions and one will ventilate; they should switch roles every 2 minutes. Ventilate using the Bag-valve-mask which is stored in the vestibule/entryway by the tub rooms on each unit in WPV. CPR must continue until emergency personnel arrive.
4. Registered staff will apply oxygen as needed, delegating a staff member to get a portable oxygen canister and oxygen tubing with nasal prongs.
5. The Registered staff may delegate a staff member to wait at the entrance doors to guide emergency personnel to the person in distress.
6. Registered staff will notify the resident's POA and physician and prepare the documentation needed to send with the resident to the hospital. If the resident is transported before the paperwork has been copied, the registered staff is to verify with the paramedic which hospital they are taking the resident to and fax the appropriate paperwork to that hospital's emergency department.

SUBJECT: Emergency Preparedness Plan

POLICY # A-100-30

PAGE 21 of 27

ELECTRICAL FAILURE

In the event there is a total electrical failure in the ward of Mitchell, the fire alarm, if activated at Ritz Lutheran Villa/West Perth Village, it will ring at Owen Sound Fire Monitoring.

In the case of electrical failure, the emergency generator will start immediately and automatically restore power for essential services. See **Policy M-601-13 Emergency Services Available**

If you are operating machinery, shut off the machinery to avoid a surge when the power returns.

If it is an internal electrical failure staff must call:

1. Maintenance Cell Phone – 519-301-0308
2. if no response, contact: Bill Van Bakel 519-301-0649

If and when the electrical power supply is interrupted, the magnetic door system must be reset. The location for the reset is at the front entrance to WPV, and the charge nurse will reset with the key after power is restored.

Emergency Power Procedure

1. The Generator is to be checked every week by maintenance staff and a record entered in the Audit Log. Monthly, the generator will operate under load power for 60 minutes.
2. The generator will supply power to all essential equipment.
3. When the generator is in use all non-essential electrical equipment, motors and lights are to be switched off.
4. Generator will run 24-36 hours, if full of fuel.
5. A yearly service and inspection contract with Gen-Care of London is in place.
6. Diesel generator must have a two hour load test performed by a person who is trained in load testing.
7. Emergency number for Gen-Care in London – 519-659-7118
8. After each power interruption, Mag Lock System needs to be reset by Nursing staff. At Ritz Lutheran Villa/West Perth Village, the generator is located in the parking lot between WPV and the Ritz Manor.



SUBJECT: Emergency Preparedness Plan

POLICY # A-100-30

PAGE 22 of 27

NATURAL GAS FAILURE

In case of a gas leak from the supply system or within the Home:

1. Union Gas Company should be called immediately. (1-877-969-0999).
2. Call 911 and ask for Fire Department.
3. Location of gas supply:
 - the kitchen
 - basement mechanical room
 - on the roof over the multi-purpose room and guest dining roomThere is no gas beyond the kitchen in the building.
4. Do not touch light switches or other electrical appliances as sparking can cause explosion. All power in the building should be turned off. All kitchen equipment to be turned off until Charge Person gives the All Clear for equipment to be used again.
5. No smoking in or near the building.
6. Open doors and windows leading to outdoors to allow fresh air and leave open to allow ventilation.
7. The affected area must be evacuated of staff and residents. It may be necessary to order complete evacuation.
8. Carry out other steps considered necessary depending upon unforeseen circumstances.
9. Gas shut off wrench located in hallway beside back receiving room at WPV/RLV. Wrench is labeled.
10. Gas meter is outside the mechanical room at the south west corner of building.

Interrupted Service

Ensure that Union Gas is aware of the interruption – 1-877-969-0999

In the event of interrupted natural gas service,

- the hot water heaters will not work
- boilers #1, #2 and #3 will not work

If we need emergency power,

- the generator will still run

However, there will be no hot water for domestic use.

SUBJECT: Emergency Preparedness Plan

POLICY # A-100-30
PAGE 23 of 27

Interrupted Service in the Summer

Inconvenience will be caused mainly from lack of hot water, which will affect bathing, laundry and the kitchen. Small quantities of water may be obtained by heating with electrically operated appliances.

Interrupted Service in Excess of Six (6) Hours

If Union Gas indicates that the interruption will be in excess of six (6) hours:

1. The propane company should be put on notice that we may require propane.
2. Bathing will have to be bed baths or rescheduled.
3. The kitchen to be notified as they may have to make other cooking arrangements for meals.
4. Other steps may have to be taken in the event of unforeseen circumstances.

CODE ORANGE – WATER RELATED EVENTS

Water Failure

Water failure will be apparent and the following procedure should be followed:

1. Call Maintenance Cell Phone – 519-301-0308
2. If no response, call the other maintenance personnel:
Bill Van Bakel 519-301-0649
3. Contact Hydro One
4. Other steps considered necessary under the circumstances.

Boil Water Advisory

West Perth Village (WPV) will ensure that a boil water advisory is issued when authorities suspect or have confirmed the presence of harmful microorganisms (germs or pathogens, such as E.coli bacteria, giardia parasite, etc.) in a drinking water supply. Drinking water contaminated with these pathogens can make people and animals very sick. Boiling the water will kill the germs and make it safe to drink. Refer to Health & Safety Policies for boil water advisory procedures.

Flood Advisory

West Perth Village (WPV) will ensure that a well-defined process is in place in the event of an overflow of large amounts of water on floors, walls or ceilings (flood). It may be caused by severe weather, melting snow, sewer blockage or as a result of clogged or defective plumbing.

Steps to take in the Event of a Flood

Staff who discover the flood will immediately initiate the following;

- Announce “Code **ORANGE** – flood at *location*”. Repeat 3 times.
- Contact the Administrator.
- Contact the Building Services Manager.
- Contact Municipal or Regional Emergency Management if the flood is extensive.
- Advise the Workplace Health and Safety Associate.
- Ensure staff evacuate the affected area/part of the building. Refer to Code GREEN if evacuation is required.
- When the situation is resolved, Announce “Code **ORANGE** –flood – all clear”.

WPV keeps a modest emergency supply of bottled water (2 days) for resident consumption. In addition, arrangements with local water delivery suppliers are in place. In the unlikely event, that a local supplier of potable water cannot be sourced, boil water procedures will be implemented.

Refer to Health & Safety Policies for flooding procedures.

SUBJECT: Emergency Preparedness Plan

POLICY # A-100-30

PAGE 25 of 27

ELEVATOR EMERGENCY RESCUE

Passengers are endangered when they must leave an elevator in any way other than walking out normally, when the elevator is level with the building floor.

Steps to be taken if someone is trapped inside the elevator:

Simple elevator rescue is to be by trained building employees is permitted by the Technical Standards Safety Authority (TSSA) which is the authority mandated by the provincial government of Ontario to enforce the Elevating Devices Act, its regulations and safety codes.

These situations demand expert teamwork, skill and knowledge for safe rescue operations.

1. Contact the elevator service company - Vertech Elevators 1-888-320-5438
2. Contact Building Services:
 - a) Maintenance Cell Phone 519-301-0308
 - b) if no response, call the other maintenance personnel:
Bill Van Bakel 519-301-0649
3. Find out the condition of the trapped passenger(s), i.e. are they in a panic, or ill, etc.
4. If the situation warrants, call the fire department.
5. Decide who remains at the floor where the elevator is stalled and who will proceed to the machine room.
6. Communication between the trapped passengers & the team member at the elevator, and team members in the machine room should be maintained constantly, so that all involved persons are aware of what is happening at all times.
7. Obtain the key to the elevator machine room in the basement beside the elevator and proceed there to obtain the key for the elevator landing door.

At the elevator landing:

1. Reassure the trapped passengers and tell them to **KEEP AWAY FROM THE DOOR.**
2. Ask them to tell you if the inside door is open or closed. Tell them that help is at hand.

DO NOT MOVE THE ELEVATOR CAR

DO NOT OPEN ANY LANDING DOOR AT THIS TIME

ENSURE THE ELEVATOR CAR DOOR INSIDE IS CLOSED

3. If the elevator car door inside is open, ask the trapped persons to try to close it by pushing it toward the close position.

In the Machine Room:

1. Locate the main line disconnect switch.

SUBJECT: Emergency Preparedness Plan

POLICY # A-100-30

PAGE 26 of 27

2. Advise all team members that you intend to switch the power off. Instruct the team member who is in communication with the trapped passengers to tell them. **Stand back away from the door; the elevator will move down slowly.**
3. **Disconnect the power** at the main line disconnect switch **by standing at the side of the switch, not in front of it!** Open the front cover of the switch and determine that all contacts are open.
4. Locate the manual lowering valve (visibly labelled) by the oil tank and open it slowly. The elevator will begin to lower itself, which will be confirmed by a hissing sound as the oil is passed back into the system. When the hissing sound stops it will indicate that the elevator car has reached its lower limits of travel and will be resting on its buffers, which will cause it to be below the basement floor level by approximately 6 to 8 inches (150 - 203 cm) in most cases.
5. Close the manual-lowering valve.
6. Lock-out the main disconnect switch in its open contacts position using the pad lock provided. Record details of the lock-out on the label attached. The main line disconnect switch should be left in its contacts open position until the Skyline mechanic is on site to take charge of the equipment at which time the lock can be removed from the switch.
7. Lock the machine room door.
8. With the elevator car at the basement level, advise the trapped persons to **stand back away from the door and not to rush out of the elevator as it is not level with the landing and that a small step is necessary to avoid tripping.**

CAUTION:

1. Open the landing door by inserting the landing door unlocking key into the hole at the top of the elevator door. (key is hanging beside the switch in the elevator machine room.) Extreme caution should be used when opening the landing door as it may also open the inside car door. Keep the trapped persons informed at all times as to what you are about to do and ask them not to rush out of the elevator as soon as the door is opened.
2. If both the elevator car and landing doors are opened together, push them to the fully open position. If only the landing door is opened by the key, push it open and wedge it fully open. Now push the elevator car door fully open.
3. Assist the trapped persons out of the elevator car using extreme caution to avoid the tripping hazard.
4. Close the elevator car door fully by hand.
5. Then close the landing door by hand slowly ensuring that hands do not get caught between the landing door and its frame. Out of Order signs should be placed on doors and removed when repaired.

SUBJECT: Emergency Preparedness Plan

POLICY # A-100-30
PAGE 27 of 27

PANDEMIC

The home follows the IPAC policies and procedures during a declared pandemic as well as all written directions from local, provincial and national health authorities to ensure the health and safety of residents and staff.

During a pandemic, the home ensures that all directions from any health authority are communicated to all managers and staff and any required reporting to health authorities is done, as required, in a timely matter. The home also follows the pandemic plan in the emergency response plan found inside the Emergency Preparedness manual. Staff identify residents at risk for the infectious disease as defined by the pandemic definition.

Provincial and/or national health authorities (Public Health Agency of Canada) will declare a pandemic, as required. Ritz Lutheran Villa/West Perth Village must follow the Infection Prevention and Control (IPAC) and Emergency Preparedness policies and procedures as well as all directions from health authorities.

According to the World Health Organization, a pandemic:

- Is a disease that is new to a population, or is a disease that has not surfaced for a long time;
- Is a disease-causing agent that infect humans, causing serious illness;
- Has agents that spread easily and are sustainable among humans; and,
- Has a high morbidity and a high mortality rate.

Refer to Infection Prevention & Control Policies for Pandemic/Outbreak Procedures

**Ritz Lutheran Villa/West Perth Village
Bomb Threat Report Code Black**

Time of Call: _____ Time Call Ended: _____

EXACT WORDS OF THE THREAT:

Unusual Phrases:

QUESTIONS TO ASK THE CALLER:

When is it set to explode: _____

Where is it located: _____ What Floor: _____ What Area: _____

What kind of bomb: _____

What does it look like: _____

What will cause it to explode: _____

What is your name: _____

DESCRIPTION OF VOICE:

Male <input type="checkbox"/>	Rough/Foul <input type="checkbox"/>	Lisp <input type="checkbox"/>	Soft <input type="checkbox"/>
Female <input type="checkbox"/>	Refined <input type="checkbox"/>	Raspy <input type="checkbox"/>	Taped <input type="checkbox"/>
Young <input type="checkbox"/>	Nervous <input type="checkbox"/>	Crying <input type="checkbox"/>	Incoherent <input type="checkbox"/>
Old <input type="checkbox"/>	Slurred <input type="checkbox"/>	Laughter <input type="checkbox"/>	Irrational <input type="checkbox"/>
Middle Age <input type="checkbox"/>	Stutter <input type="checkbox"/>	Loud <input type="checkbox"/>	

Accent: _____

Was voice familiar (specify) _____

BACKGROUND NOISES:

Music _____	Bells _____	Whistles _____
Motor (type) _____	Machinery _____	Aircraft _____
Animals _____	Horns _____	Trains _____
Office Equip. _____	Static _____	P.A. System _____
Quiet _____		

ADDITIONAL INFORMATION:

Was caller familiar with the area/facility? _____

What line did the call come in on? _____
 Name (Printed) and Signature of Person who took call : _____

 Department _____ Date _____

Appendix 2

Ritz Lutheran Villa/West Perth Village
CHECKLIST FOR EMERGENCIES
 (includes drills and actual events such as fire alarm, power outage...)

Event: _____

Date: _____ Start Time: _____ End Time: _____

ITEM	CHECK	COMMENTS
Check fire panel for location of fire: <ul style="list-style-type: none"> • note information in comments • note start time above 		
Call 911: <ul style="list-style-type: none"> • Fire Monitoring of Canada automatically notified @ 1-800-563-3840 		
Call the manager-on-call @ 226-921-4272; if the manager-on-call does not respond call Jeff Renaud @ 519-301-1925; if you can't reach Jeff, call Bill Van Bakel @ 519-301-0649		
Command Central (Reception) has <ul style="list-style-type: none"> • clip board with daily census • checklist for emergencies and emergency response. 		
Staff to assemble at front reception. <ul style="list-style-type: none"> • include number in comments section. 		
If fan out needed, 1 staff to initiate fanout.		
Assign to the fire floor: <ul style="list-style-type: none"> • Fire warden (given two-way radio - always keep in contact with the front desk.) • Charge Nurse to Direct room by room evacuation • 4 other staff per floor 		Fire Warden: Staff #1: Staff #2: Staff #3:

<p>Once the fire is located:</p> <ul style="list-style-type: none"> • fire warden (Charge Nurse) advises where the fire is (suite # & location in suite.) <p>If there is an actual fire:</p> <ul style="list-style-type: none"> • same staff members will start an evacuation. • 1st on the fire floor • 2nd the floor above and work up then back down. • Check fire doors and stairwells • The fire department may take over with the evacuation at one point. 		<p>Staff #4:</p>
<p>If evacuation is required:</p> <ul style="list-style-type: none"> • send 3 staff members (with a clipboard, Daily Census & pen) to the designated meeting zones. Multi-purpose room near Manor, along the building on each wing. • Assign a runner (with a clipboard, Daily Census & pen) who will go to each designated meeting zone to collect the residents names for a head count. 		<p>Staff Out front:</p> <p>Staff Along side:</p> <p>Staff Out back:</p> <p>Staff Runner:</p>
<p>Once an all clear message is provided by the fire department and/or manager-on-call:</p> <ul style="list-style-type: none"> • Using the paging system, announce "ALL CLEAR" 3 times • note end time above 		
<ul style="list-style-type: none"> • reset fire doors on all floors • Check all stairwells for residents 		<p>Staff reset doors:</p> <p>Staff check stairwells:</p>

Give a brief description of the type of emergency, where in the building, how it was handled and if there was injuries:

Person in Charge Signature: _____

H:\Policies\Administration\Emergency Plan Appendices 1&2 0123