

Internal Disaster – Loss of Essential Service – Natural Gas Supply		Policy Manual Section: Section 4—Emergency Management Planning
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PURPOSE

The purpose of the loss of essential services emergency procedures is to provide a management system that organizes the functions, tasks, and staff to systematically respond when there is a suspected or detected loss of essential service specifically, a disruption of the natural gas supply. This plan promotes communication and coordination and provides staff with direction as to who is in charge including staff roles and responsibilities while maintaining residents’ safety and continuous delivery of services.

PROCEDURE

Bay Haven’s activation plan criteria to initiate a loss of essential services - natural gas supply when,

- A staff member suspects or detects a loss of natural gas supply to the building.

If the natural gas supply is suddenly disrupted for any reason, the following steps will be taken by the Charge Nurse, and or a designee.

1. Notify the Administrator and the Maintenance Department immediately.
2. Notify the Town of Collingwood Utility Company, EPCOR (705) 445–1800. After hours push 7. Notify Enbridge Consumer Gas Company (1-888-447-4911).
3. Attempt to determine the cause for the natural gas disruption and the probable length of shut down

ROLES AND RESPONSIBILITIES OF STAFF

Charge Nurse- Nursing Home:

The Charge Nurse becomes the Incident Manager during a loss of essential services emergency event and will notify all staff on duty of the emergency by announcing Code Purple (internal disaster) three times over the P.A. system. All staff to report to the Nursing Station and await further instructions as indicated below by category of staff. Charge Nurse to ensure key personnel are equipped with walkie-talkies for communicating with the Incident Manager.

Charge Nurse- Retirement Home:

The Retirement Home Charge Nurse reports to the Nursing Home Charge Nurse and assists the Nursing Home Charge Nurse if required. Retirement Home Manager will notify RHRA once the loss of essential service emergency event has been declared over.

Retirement Home Staff:

The Retirement Home staff will report to the Nursing Home Charge Nurse and follow directions and assist as required including,

- Maintain minimized resident care routines to essentials.
- Nursing staff will only provide sponge baths during this time or utilize wet wipes if hot water is unavailable.
- Use waterless hand hygiene products according to established guidelines
- Continue regular soap and water hand washing
- Ensure adequate supply and availability of disposable medical supplies

Nursing Department Staff:

The Nursing staff will report to the Charge Nurse and follow directions and support as required.

- Maintain minimized resident care routines to essentials.
- Nursing staff will only provide sponge baths during this time or utilize wet wipes if hot water is unavailable.
- Use waterless hand hygiene products according to established guidelines
- Continue regular soap and water hand washing
- Ensure adequate supply and availability of disposable medical supplies

Administrator:

- The Administrator will meet with the Incident Manager, the Director of Nursing, and the Director of Support Services for a briefing of the loss of essential service incident. The Administrator working with the Charge Nurse, the Director of Nursing and the Director of Support Services will assist or perform other duties as required.
- The Administrator will ensure that the loss of essential service incident is conducted with a minimum of publicity. Only the Administrator will communicate with the media referencing the Communication Plan for
- If after 12 hours, the natural gas has not resumed contact the hardware store to deliver an additional BBQ and or a portable camp cook stove for cooking meals. The administrator and the maintenance department will coordinate the existence of adequate safe outdoor cooking area ensuring safety measures are maintained.
- All electric baseboards heaters will be turned on to maintain a comfortable building temperature if required.
- Develop regular media briefing and updates.
- Determine if nonessential function (meetings, conferences, and programs) should be cancelled.
- Consider partial or complete evacuation of the facility, or relocation of residents within the facility. If natural gas has not been resumed after two days arrangements will be made to transfer those residents to the hospital or to other facilities for care who are in a critical state and are being negatively affected by the absence of natural gas.
- The Fan Out procedure will be invoked to contact staff to report to Bay Haven and assist with the transfer of residents if it is determined that residents will have to be moved to other facilities.

- Notify local ambulance providers and bus and taxi company about the situation and the possible need to evacuate. (See Emergency Reciprocal Agreement file located in the Ward Clerks' office files.
- Communicate with other health care facilities to determine situation status, surge capacity, bed availability and ability to loan needed equipment, supplies, medications, personnel, and other resources. Prepare for resident and personnel tracking in the event of evacuation. Ensure transfer of residents' belongings, medications, and records upon evacuation.
- Maintain good communication channels with the gas utility company, local emergency management and other local regulatory agencies (public health) during and after the event.

Director of Nursing:

The Director of Nursing will work closely with the Incident Manager and the Director of Support Services and assist and support as necessary.

- Notify the MLTC if the loss of essential services is greater than 6 hours.
- Evaluate safety of residents, family and staff and facility and recommend protective and corrective actions to minimize hazards and risks.
- Conduct debriefing exercise and modify resident care plan with strategies, if necessary.
- Develop regular communication with families and staff using mail chimp
- The MOHLTC will be notified by way of a Critical Incident Report regarding the loss of natural gas including efforts to repair the problem, critical issues and timeline for restoration of service.
- If it becomes apparent that a natural gas shortage will last for an undetermined length of time, the Director of Nursing, Administrator, and the Director of Support Services will order emergency measures to be taken to ensure proper care for those whose care has been disrupted by lack of natural gas to be transported to other facilities.

Dietary Department Staff:

The Dietary staff will report to the Charge Nurse and follow directions and assist and support as necessary.

- The Food Service Supervisor/Director of Support Services will arrange for the purchase of propane fuel and steno fuel for cooking/heating purposes.
- Contact area catering companies and arrange for preparation and delivery of meals if meal service cannot be adequately maintained.
- Work closely with the dietician to ensure modified menu meets the nutritional requirements of the residents.
- Limit food preparation to soup and sandwiches or ready to eat foods. Use microwave and BBQ to heat foods.

- Use disposable plates, utensils, and similar items whenever possible
- All non-disposable kitchenware and tools will be cleaned using the three-sink method.
- Disinfect all equipment, wood or plastic cutting boards, counter tops with a mild bleach solution. Allow all disinfected equipment and surfaces to air dry.
- Dietary staff will assist delivering hot water to nursing staff for bathing and using a thermometer will ensure hot water temperature is within a safe, non-scalding temperature.

Laundry Department Staff:

The Laundry staff will report to the Charge Nurse and follow directions and assist and support as necessary.

- Will ensure adequate supplies of sheets and blankets are available.
- Laundry is to be bagged to be completed later.
- Laundry staff will report to their supervisor and or the charge nurse for further direction.
- If laundry service is not resumed after 3 days a contract laundry service provider will be notified and or laundry personnel will wash laundry at an outside commercial laundromat.

Housekeeping Department Staff:

The Housekeeping staff will report to the Charge Nurse and follow directions and assist and support as necessary.

- Hand washing, hand sanitizer will be made available in common washrooms.
- Assist labelling gas fired machinery DO NOT USE, using the lock out tag out system.
- Ensure large (5 – 10 gallon) containers and buckets of warm water are available for sponge baths. The filling and distribution of these containers will be the responsibility of housekeeping and maintenance.
- After the natural gas has been resumed housekeeping will clean and decontaminate all bbq's and other heating devises.

Director of Support Services (DSS):

The Director will report to the Charge Nurse and follow directions and assist and support as necessary. Will assemble supplies and tools to make building safe, including closing vents, windows, gas and water valves and other devises as required.

Maintenance Staff:

The Maintenance staff report to the Charge Nurse and follow directions and assist and support as necessary. Will assemble supplies and tools to make building safe, including closing vents, windows, gas and water valves and other devices as required.

- Notify Clarksburg Contractors HVAC, 1 (888) 447-4911.
- Ensure all machines with gas valves have been closed off and signage is posted to prevent use.
- Ensure upon return of natural gas service all gas fired devices are properly restored by relighting pilot lights and checking machinery directly connected to natural gas is safe to operate.
- Complete hot water temperature check sampling on all water sources directly accessed by residents and staff to ensure hot water temperature is within acceptable range.
- Delay returns of services and machinery which require hot water such as laundry, bathing and housekeeping until boilers have had an opportunity to restore hot water.
- Under the guidance of EPCOR and Clarksburg Contractors natural gas appliances will be tested to ensure gas appliances are safe and ready for use once gas service is resumed
- The administrator and the maintenance department will coordinate the existence of adequate safe outdoor cooking area ensuring safety measures are maintained

Recreation Department Staff:

The Activity staff will report to the Charge Nurse and follow directions and assist and support as necessary.

Human Resources and Information Manager:

The Human Resources Information Manager will report to the Charge Nurse and follow directions and assist and support as required.

Volunteers /Visitors:**Visitors:**

Will remain with the resident with whom they are visiting and follow the instructions of the Charge Nurse.

Conduct Debriefing Meeting / Plan for Recovery:

The purpose of the debriefing meeting is to ensure all appropriate parties have been notified and that corrective measures have been taken. This includes a debrief for residents, substitute decision makers, staff, volunteers, and students. The debriefing exercise also provides an opportunity to evaluate and revise policy, listen to concerns, document lessons learned and

support those who might be experiencing distress due to the emergency including referral to Employee Assistance Programs. Residents will be monitored for signs of distress/trauma and if required referral can be made to appropriate counselling.

The Plan of Recovery process will be unique to each emergency event. The objective is to reduce risk and incorporate prevention and mitigation components that result in a higher level of preparedness. Recovery plans can be for short-term and long-term priorities for restoration of functions, services, resources, facilities, and infrastructure. Short-term recovery plans could include repairs to damaged infrastructure (damaged windows or vents) and working with staff to compensate them for overtime wages. Long-term recovery plans might include installation of new safety or natural gas or alternative heating equipment.

- Continue to track costs, expenditures, and lost revenue. Continue to facilitate contracting for emergency repairs and other services. Compile a final report of response costs, expenditures, and lost revenue.
- Contact insurance carriers to assist in documentation of structural and infrastructural damage and initiate reimbursement and claims procedures if necessary.
- Conduct after action reporting and development of an improvement plan including summary of actions taken, summary of incident, actions that went well, areas of improvement and recommendations for future response actions.
- Restock supplies, equipment, medications, bbq fuel etc.

REFERENCES

Fixing Long-Term Care Act, 2021 General