External Disaster – Community Disaster		Policy Manual Section: **Section 4—Emergency Management Planning**
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PURPOSE

The purpose of the community disaster emergency procedures is to establish a management system that organizes functions, tasks, and staff to ensure a coordinated and effective response during a community-wide disaster. This plan promotes clear communication, defines leadership, and outlines staff roles and responsibilities while maintaining resident safety and continuity of care and services.

PROCEDURE

Bay Haven's activation criteria for initiating a **Code Orange (Community Disaster)** is based on the Administrator's assessment and/or notification from emergency responders in situations such as:

- Train or truck derailment, including chemical spills (refer to Chemical Spill Policy)
- Multi-vehicle collisions within the community or nearby highways, including chemical involvement
- Nuclear power plant incidents
- Terrorist attacks
- Pandemic or community outbreak (refer to Pandemic Policy)
- Capacity surge situations requiring housing of community members

If a community disaster occurs and the Administrator is not on-site, the Charge Nurse or designate will:

1. Notify the Administrator and Maintenance Department immediately.
2. Contact the Town of Collingwood main number to determine how the home can help.
3. Contact 911 if the disaster is external or impacts the home.
4. Monitor local news and radio for updates, precautions, and instructions.
5. Contact local elected or appointed officials to help, if appropriate.
6. Assess the scope of the disaster and determine how Bay Haven can support, including gathering supplies or preparing to receive casualties.

ROLES AND RESPONSIBILITIES OF STAFF

Charge Nurse – Nursing Home

The Charge Nurse acts as the Incident Manager during a community disaster and will:

- Announce **Code Orange (external disaster)** three times over the P.A. system
- Direct all staff to report to the Nursing Station for assignments
- Ensure key personnel are equipped with communication devices (e.g., walkie-talkies)

Charge Nurse – Retirement Home

- Reports to and support the Nursing Home Charge Nurse
- Assists with response activities as required
- Notify RHRA once the emergency has been declared over

Retirement Home Staff

- Report to the Nursing Home Charge Nurse
- Assist as directed, including:
    - Maintaining essential resident care routines only
    - Ensuring availability of disposable medical supplies

Nursing Department Staff

- Report to the Charge Nurse
- Provide support as directed, including:
    - Maintaining essential care routines
    - Ensuring adequate supply of disposable medical items

Administrator

- Meets with the Incident Manager, Director of Nursing, and Environmental Services Manager for situational briefing
- Supports response efforts and performs additional duties as required
- Ensures communication is controlled and minimizes unnecessary publicity
- Acts as the sole media spokesperson in accordance with the Communication Plan
- Provides regular media updates as appropriate

- Determines whether non-essential services (meetings, programs) should be suspended
- Assesses need partial or full evacuation or internal relocation
- Activates the fan-out procedure for staffing support if required
- Notifies transportation providers (ambulance, bus, taxi) of potential evacuation needs
- Communicates with other healthcare facilities regarding capacity, resources, and support
- Ensures resident tracking, including belongings, medications, and records
- Maintains communication with emergency management and public health authorities

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Director of Nursing

- Works closely with the Incident Manager and Environmental Services Manager
- Notifies the Ministry of Long-Term Care (MLTC) if essential service disruption exceeds 6 hours
- Assesses safety risks to residents, staff, and the facility
- Recommends protective and corrective actions
- Conducts debriefing and updates care plans as needed
- Maintains communication with families and staff (e.g., Mailchimp updates)
- Submits Critical Incident Reports to the MLTC
- Coordinates ordering of emergency supplies if the situation is prolonged

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Dietary Department Staff

- Report to the Charge Nurse and assist as directed
- Arrange external meals if required
- Work with the dietitian to ensure nutritional needs are met
- Simplify meal preparation (e.g., soups, sandwiches, ready-to-eat foods)
- Utilize disposable service items where possible
- Clean equipment using the three-sink method if needed
- Disinfect surfaces with appropriate solutions and allow air to dry
- Assist with providing safe-temperature hot water to nursing staff

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Laundry Department Staff

- Report to the Charge Nurse and assist as directed
- Ensure adequate supply of linens and blankets
- Follow directions from Supervisor or Charge Nurse
- If services are disrupted beyond 3 days, arrange external laundry support

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Housekeeping Department Staff

- Report to the Charge Nurse and assist as directed
- Prepare and distribute PPE and emergency supplies as needed

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Environmental Services Manager (ESS)

- Reports to the Charge Nurse
- Assists in securing the building, including managing utilities (vents, water, gas)
- Coordinates necessary tools and supplies

Maintenance Staff

- Report to the Charge Nurse
- Assist in securing the building and supporting emergency operations

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Recreation Department Staff

- Report to the Charge Nurse
- Assist with resident support and other assigned duties

Human Resources and Information Manager

- Report to the Charge Nurse
- Assist with communication and operational support as required

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Volunteers / Visitors

- Remain with the residents they are visiting
- Follow direction from the Charge Nurse

Conduct Debriefing Meeting / Plan for Recovery

A debriefing will be conducted to ensure all required notifications have been completed and corrective actions implemented. This includes residents, substitute decision-makers, staff, volunteers, and students.

The debriefing process allows for:

- Evaluation of the response and policy effectiveness
- Identification of lessons learned
- Addressing concerns and providing support, including referral to Employee Assistance Programs

Residents will be monitored for signs of distress or trauma, with referrals made as appropriate.

Recovery planning will be tailored to the specific event and will focus on restoring services, infrastructure, and operations:

- **Short-term recovery:** repairs, staffing adjustments, and immediate service restoration
- **Long-term recovery:** infrastructure improvements and enhanced emergency preparedness

Additional recovery actions include:

- Tracking costs, expenditures, and lost revenue
- Coordinating emergency repairs and contracted services
- Compiling final reports on response activities and financial impacts
- Notifying insurance providers and initiating claims as required
- Completing after-action reports with recommendations for improvement
- Restocking emergency supplies, equipment, medications, and fuel

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REFERENCES

- *Fixing Long-Term Care Act, 2021 – General*

PURPOSE

The purpose of the community disaster emergency procedures is to provide a management system that organizes the functions, tasks, and staff to systematically respond when there is a community wide disaster. 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 community disaster Code Orange is based upon the Administrators assessment and or notification from emergency responders of the following criteria:

- Train, Truck derailment – including chemical spill. Refer to chemical spill policy

- Multi vehicle crash – within the community or nearby highway, including chemical spill and
- Nuclear power plant leak
- Terrorist Attack
- Pandemic – Community Outbreak. Refer to Pandemic policy
- Capacity Increase – housing members of the community during a community disaster.

If a community disaster occurs and the Administrator is not on-site, the following steps will be taken by the Charge Nurse, and or a designee.

1. Notify the Administrator and the Maintenance Department immediately.
2. Contact the Town of Collingwood Main Number, ask how we offer services or help
3. Contact 911, if the community disaster is outside the home, or the home is affected
4. Listen to local news and radio for updates including precautions to take or how can help
5. Contact local elected and appointed official, offering assistance if required.
6. Determine the extent of the community disaster and determine how Bay Haven can assist including gathering supplies or preparing to accept casualties.

ROLES AND RESPONSIBILITES OF STAFF

Charge Nurse- Nursing Home:

The Charge Nurse becomes the Incident Manager during a community disaster and will notify all staff on duty of the emergency by announcing Code Orange (external 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 community disaster 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.
- Ensure adequate supply and availably 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.
- Ensure adequate supply and availably of disposable medical supplies

Administrator:

- The Administrator will meet with the Incident Manager, the Director of Nursing, and the Environmental Services Manager for a briefing of the community disaster incident. The Administrator working with the Charge Nurse, the Director of Nursing and the Environmental Services Manger will assist or perform other duties as required.
- The Administrator will ensure that the community disaster event is conducted with a minimum of publicity. Only the Administrator will communicate with the media referencing the Communication Plan for
- 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 directly affected by the community disaster and residents are in jeopardy.
- 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 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 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 Environmental Services Manager 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 MLTC will be notified by way of a Critical Incident Report regarding the community disaster including efforts to repair the problem, critical issues, and timeline for restoration of service.
- If it becomes apparent that the community disaster will last for an undetermined length of time, the Director of Nursing, Administrator, and the Environmental

Services Manager will order emergency supplies to ensure proper care of residents.

Dietary Department Staff:

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

- 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 staff will report to their supervisor and or the charge nurse for further direction.
- If laundry service is suspended and cannot be 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.

- Be prepared to assemble PPE, medical and other emergency supplies, if required.

Environmental Services Manager (ESS):

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.

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:

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 and working with staff to compensate them for overtime wages. Long-term recovery plans might include installation of new safety 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