Internal Disaster – Loss of Essential Service Failure of Electrical Power, Generator, Heating System, Cooling System		Policy Manual Section: **Section 4—Emergency Management Planning**
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PURPOSE

To provide a clear plan of action to be taken by staff in the event of a **heating, cooling, electrical power failure, or emergency generator failure**, ensuring the safety, care, and comfort of all residents.

PROCEDURE

Power Failure & Generator Response

- The trouble alarm will signal in the event of a power failure, and the generator will start automatically.
- In the event the generator fails to start, stops operating, or cannot sustain load, the Charge Nurse will declare Code Grey – Generator Failure and immediately notify the Administrator or Environmental Services Manager.
- The Environmental Services Manager/designate will:
    - Contact EPCOR Utilities (705-445-1800; after hours press 7) to determine anticipated duration of outage
    - Contact generator service providers:
        - Wayne Spears Electric (705-445-1364)
        - Summers Generator Systems (1-800-690-2396)
    - Attempt to troubleshoot and restore power
- The Charge Nurse will implement the Electrical Power Failure Checklist to ensure all appropriate safety measures are taken

Communication Plan

- Plug the Power Fail Telephone (located in the emergency kit behind the nursing station) into the designated emergency jack
- Using cellular phones for external communication
- Use walkie-talkies for internal communication

Fire Safety & Monitoring

- The Charge Nurse will initiate Fire Watch procedures
- Residents' rooms, corridors, common areas, and service areas will be monitored every 30 minutes for fire hazards
- Exit doors and high-risk areas will be monitored as per fire watch

Backup Measures During Generator Failure

- Deploy flashlights and battery-operated lighting
- Utilize portable generators (if available) for:
    - Medication refrigeration
    - Essential equipment
    - Minimal lighting
- Switch oxygen-dependent residents to portable oxygen tanks as required
- Increase monitoring of high-risk residents

Escalation

- If generator or municipal power cannot be restored within a safe timeframe:
    - The Administrator, Environmental Services Manager, hydro provider, and electrical contractor will determine next steps
    - This may include portable generator deployment or evacuation to community partner facilities

Electrical Shutdown (if required)

- The main electrical switch is in the Electrical Room adjacent to the Mechanical Room
- The Director of Support Services, designate, or Charge Nurse (if required) will shut off appropriate systems
- Environmental Services Manager will notify EPCOR Utilities as necessary

System Restoration

Upon restoration of power, ensure all systems are reviewed and operational:

- Telephone and communication systems
- HVAC (heating/cooling, water pumps)
- Fire annunciator and monitoring systems
- Magnetic door locks / Wander guard system
- Kitchen equipment
- Laundry equipment
- Resident care and oxygen equipment

Documentation

- Document all procedures implemented
- Complete required incident reports
- Back-enter documentation into electronic systems once restored

Generator Serving Home

Bay Haven is served by an on-site generator that:

- Activates within 5 seconds of a power outage
- It has capacity to maintain:
    - Heating system
    - Emergency lighting
    - Essential services

Fuel & Maintenance

- Diesel fuel level is maintained at minimum ½ capacity

- Fuel is topped up in fall and winter or after any outage (via Collingwood Fuels)
- Generator runs automatically weekly for 15 minutes for testing

Heating System
- Heating is supported by electric and natural gas systems
- In the event of generator failure:
    - Natural gas fireplaces and wall heaters will continue to operate
    - These serve as the primary backup heat source

Failure of Heating System – Extreme Cold Weather
- Contact Environmental Services and contracted provider (**Clarksburg Contractors**)
- Until restored:
    - Ensure windows and doors remain closed
    - Provide extra blankets
    - Close unused rooms
    - Use portable heaters where safe
    - Monitor indoor temperatures
- If unsafe temperatures persist:
    - Arrange temporary heating solutions - portable heaters and generators
    - Initiate evacuation if required

Failure of Cooling System – Extreme Hot Weather
- Contact Environmental Services and service provider
- Follow **Extreme Hot Weather Policy**, including:
    - Increased hydration
    - Cooling measures (fans, portable AC units)
- If cooling cannot be restored:
    - Arrange temporary cooling solutions- rent portable AC units and generators
    - Consider evacuation if resident safety is compromised

Emergency Lighting
- Emergency lighting is maintained by generator and battery backup
- Battery systems provide minimum 1 hour illumination in:
    - Hallways
    - Corridors
    - Exits

Essential Services
The generator supports:
- Dietary services (food storage and preparation)
- Nurse call and communication systems
- Life safety and emergency equipment

Power Fail Telephone
- Internet Telephone System (VOP) does not function during power or generator failure

- Use Power Fail Telephone at nursing station
- Cellular phones may be used as backup

Exit Door Monitoring

- Magnetic doors will be released during power or generator failure
- Staff must reset door systems where required
- Monitor all exits every **60 minutes** during fire watch
- High-risk (exit-seeking) residents must be:
    - Continuously supervised
    - Documented on Wandering Resident Log

Documentation During System Downtime

If electronic systems are unavailable:

- PSWs document on Record of Care sheets
- Use Fluid Intake tools as required
- Registered staff document on Progress Notes (paper)
- All documentation will be entered into electronic systems once restored

REFERENCES

- Fixing Long-Term Care Act, 2021
- Retirement Homes Act, 2010; Ontario Regulation 166/11