Internal Disaster – Loss of Essential Service – Smell of Gas - Natural Gas Supply		Policy Manual Section: **Section 4—Emergency Management Planning**
Created: 3/19	**Last Updated: 1/26**	**Last Reviewed: 04/26**
Act/Regs: FLTCA 2021 ORCA Reg 166/11. S24		**Page: 1 of 3**

PURPOSE
To establish a coordinated response to a loss of essential services related to a disruption or malfunction of the natural gas supply, ensuring resident safety, continuity of care, and clear staff roles and communication.

PROCEDURE
Bay Haven will initiate a loss of essential services – natural gas supply response when:

- A staff member identifies a disruption in natural gas supply or detects a gas odor.

If a disruption occurs, the Charge Nurse or designate will:

1. Notify the Administrator and Maintenance Department immediately.
2. Contact utility providers:
    - EPCOR (705-445-1800; after hours press 7)
    - Enbridge Gas (1-888-447-4911)
3. Determine the cause and, if safe:
    - Shut off gas supply to affected equipment
    - Ventilating the area
    - Remove residents from the immediate area

ROLES AND RESPONSIBILITIES OF STAFF

Charge Nurse – Nursing Home:
Acts as Incident Manager; initiates *Code Purple – Internal Disaster*; directs staff response; ensures communication; deploys walkie-talkies as needed.

Charge Nurse – Retirement Home:
Reports to and supports the Nursing Home Charge Nurse; ensures required reporting to RHRA/MLTC when applicable.

Retirement Home Staff / Nursing Staff:
Report to the Charge Nurse and assist as directed. During service disruption:

- Maintain essential care routines only
- Provide sponge baths or alternative hygiene methods if hot water is unavailable
- Use approved hand hygiene practices
- Ensure adequate supplies of disposable medical items

In the event of a gas leak:

- Shut off the appropriate valve (Administrator/Maintenance) or call 911 if unable
- Remove residents from affected areas, ventilate space, and contain spread by closing doors

Administrator:

- Coordinates overall response with leadership team
- Manages communications, including media
- Arrange alternative cooking/heating solutions if outage exceeds 12 hours
- Considers service reductions, relocation, or evacuation if required
- Activates staff call-in (Fan Out) and coordinates transportation and external resources
- Maintains communication with utilities, regulators, and community partners

Director of Nursing:

- Supports Incident Manager and oversees clinical care
- Notifies MLTC if outage exceeds 6 hours
- Assesses resident safety and implements protective measures
- Communicating with families and staff
- Leads documentation, reporting, and care plan adjustments
- Coordinates transfer of residents if required

Dietary Department Staff:

- Implement alternate meal service (e.g., ready-to-eat foods, BBQ, microwave)
- Arrange external meal support if needed
- Use disposable supplies where possible
- Maintain food safety and sanitation standards
- Support provision of safe hot water for resident care

Laundry Department Staff:

- Ensure linen supply is maintained
- Defer laundry services if required
- Arrange external laundry services if outage exceeds 3 days

Housekeeping Department Staff:

- Support hygiene and sanitation practices
- Assist with safe water distribution for care needs
- Label and restrict use of gas-operated equipment
- Clean and restore affected equipment once service resumes

Environmental Services Manager / Maintenance Staff:

- Secure building systems and shut off gas valves as required
- Post signage and prevent use of gas equipment
- Coordinate with service providers (e.g., HVAC, Enbridge)
- Restore systems safely once service resumes, including relighting pilot lights and testing equipment
- Monitor water temperatures and delay dependent services until safe

Recreation Staff / Human Resources:

- Report to Charge Nurse and assist as directed

Volunteers / Visitors:

- Remain with residents and follow staff direction

Conduct Debriefing Meeting / Plan for Recovery
A debrief will be conducted to evaluate response effectiveness, identify improvements, and provide support to residents, staff, and families.

Recovery planning will address restoration of services, infrastructure, and operations, including short- and long-term actions. This includes cost tracking, insurance coordination, after-action reporting, and restocking of supplies.

REFERENCES
Fixing Long-Term Care Act, 2021 General