

# **Emergency Plan**

**Norview Lodge  
Simcoe, Ontario**

**Revised October 13<sup>th</sup> 2023**

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# Introduction

## **Foreword**

The Emergency Plan for Norview Lodge is issued under the authority of the Administrator, Norview Lodge, Simcoe.

This plan is effective upon receipt and supersedes all other emergency plans. Please return other such plans to the Administrator of the Lodge for destruction.

We welcome suggestions for additions, deletions or amendments and can be forwarded to the Administrator for action.

Administrator, Norview Lodge  
Norfolk County

### **Introduction**

You, as an employee of Norview Lodge, Norfolk County, have a very serious responsibility.

We have entrusted to you, the protection of our Resident population, and the responsibility to ensure that the Home remains uninterrupted in the provision of its care and service to the Residents.

The best form of protection is prevention and in particular, fire prevention is dependent upon every staff member.

Each employee is responsible for making themselves familiar with their responsibilities as detailed in this Fire and Emergency Plan Manual.

All employees, through the orientation process, will be notified of the location of this manual and receive instruction as to its contents.

All employees shall sign that they have read and understood the Fire/Emergency Plan manual annually.

## **Preface**

Emergencies can occur at any time and the ramifications can be very sobering and must be considered by all staff.

An emergency situation could necessitate the evacuation of the premises, relocation of Residents or reception of persons from another facility. This plan is designed to deal with all of these situations and to provide resources to alleviate or reduce the effect of an "abnormal" event.

It is essential that the plan, in order to be a useful and effective document, be kept current and all agencies or individuals responsible for emergency functions understand and be kept familiar with their assigned emergency functions.

## **Purpose**

The purpose of this plan is to state the action(s) to be followed in the event of any emergency situation which may affect Norview Lodge, in an effort to reduce the impact of such situations on the affected individuals.

## **Objectives**

The objectives of this plan are:

- to ensure the safety and well-being of the Residents and staff is maintained in the event of:
  - an evacuation of the facility
  - a relocation to another facility(ies) due to a prolonged evacuation, or
  - a situation demanding isolation or survival operations
- to ensure that the facility is able to receive and care for those relocated from another facility
- to ensure the safety and well-being of the Residents and staff can be maintained at the facility prior to the return of regular operations of the facility

## **Authority**

The Emergency Plans Act, 1983, states that a "Head of Council may declare that an emergency exists in the Regional Municipality or in any part thereof and may take such action and make such orders as he/she considers necessary and are not contrary to the law, to implement the Emergency Plan of Norfolk County and to protect the property and the health, safety and welfare of the inhabitants of the emergency area."

A copy of the Norfolk County Emergency Plan is located at the Main Office.

The authority to implement this plan, in whole or in part, is vested in:

- Administrator or designate, or in their absence
- Manager, Nursing and Personal Care, or in their absence
- Supervisor(s), Nursing and Personal Care, or in their absence
- Supervisor, Facilities Services, or in their absence
- The Senior Registered Nurse, in charge

At the time of the emergency, this authority extends to everyone, including staff, Residents and visitors.

During an emergency, the Administrator or designate has the responsibility of commanding and controlling emergency operations.

#### **Reporting Information to the Media**

The Administrator or designate shall develop and release information to the public media. They shall be responsible for contacting and advising the community, through the news media about the status of the emergency, its effects on the facility and the community. If the Administrator is not available, a designated person will report to the media.

All other personnel, if questioned, are directed to indicate that they are not authorized to make any statements.

Information released to the press shall be factual and shall not contain information concerning irrelevant issues.

At all times, extreme care must be taken not to unduly alarm the public with respect to the well-being of Norview Lodge Residents and staff.

In all cases of injury or death, names of the victims will be withheld from the media until the next of kin have been notified.

In the event that the media request information on unsubstantiated occurrences, it is appropriate to make "NO COMMENT" until accurate information is available.

#### **Emergency Plan Maintenance and Revision**

This plan will be reviewed annually and, when necessary, revised by a meeting of the Emergency Committee. Revisions, annexes and minor administrative changes can be made without resubmitting for committee approval.

It is the responsibility of each person, agency, service or department named within the emergency plan to notify the Administrator of any revisions to annexes or administrative changes.



### **Testing of the Plan**

On an annual basis, the emergency plans will be tested related to the loss of essential services, fires, missing resident, bomb threat, medical emergencies, violent outbursts, gas leaks, natural disasters, extreme weather events, boil water advisories, outbreaks of a communicable disease, outbreaks of a disease of public health significance, epidemics, pandemics, and floods. These exercises will involve individuals and entities that provide emergency services, community agencies, health service providers, partner facilities and resources that would be involved in responding to an emergency.

A planned evacuation will be tested at least once every three years, containing arrangements made with entities that could be involved in or provide emergency services to the home including community agencies, health service providers, partner facilities and resources that would be involved in responding to the emergency.

A written record will be kept of the testing of the emergency plans and planned evacuation including any changes made to improve the plans. The emergency plans are tested, evaluated, updated, and reviewed with staff of the Home.

### **Definitions**

For the purpose of this Plan, the following definitions shall apply;

#### **Disaster**

Any situation, or the threat of any situation, requiring any of the following:

- Complete or partial evacuation
- Relocation of Residents
- Acceptance of additional Residents and/or other persons in the Home, or expansion of services relating to a situation outside the Lodge

#### **Internal Disaster**

Any emergency situation that may occur within the Lodge such as: fire, bomb threats, explosions, loss of essential services of any other hazardous situation which may endanger the lives of Residents and/or Lodge personnel.

#### **External Disaster**

Any emergency situation that occurs external to the Lodge, but impacts on the Lodge's operation. These may include environmental disasters, threatening weather conditions, i.e., tornadoes, severe thunderstorms, floods, chemical disasters or any other disaster which results in an evacuation and relocation of the Residents of a specific geographic area.

**Total Evacuation**

An evacuation which requires **ALL** Residents, staff and visitors to be cleared from the entire building to the outside.

**Partial Evacuation**

When the disaster is contained to an area of the Lodge not endangering the entire Lodge, Residents of specific areas or sections would have to be evacuated or evacuees would be relocated in another designated area of the building inside the Lodge. All lounges, auditorium, dining rooms, and staff lounges will be used as holding areas within the Lodge.

### **Universal Codes**

Norview Lodge has adopted the Standard Emergency Codes as recommended by the Ontario Hospital Association as follows:

<b>Code Red</b>	-	<b>Fire</b>
<b>Code Black</b>	-	<b>Bomb Threat</b>
<b>Code Green</b>	-	<b>Evacuation (partial)</b>
<b>Code Green Stat</b>	-	<b>Evacuation (total)</b>
<b>Code Yellow</b>	-	<b>Missing Resident</b>
<b>Code White</b>	-	<b>Emergency Assistance</b>
<b>Code Blue</b>	-	<b>Medical Alert</b>
<b>Code Brown</b>	-	<b>Chemical/Gas Leak</b>
<b>Code Grey –</b>	-	<b>Environmental Problem</b>
<b>Code Grey – Watch</b>	-	<b>Tornado Watch</b>
<b>Code Grey – Warning</b>	-	<b>Tornado Warning</b>
<b>Code Orange</b>	-	<b>Flood, Community Disaster</b>

**(Close windows and shut down HVAC system)**

These codes have been identified throughout this Emergency Plan in the relevant sections.

These codes are easily referenced at each Nursing Station.

**IN THE EVENT THAT ANY EMERGENCY  
REQUIRING THE SERVICES OF POLICE, FIRE OR AMBULANCE**

**DIAL 911**

In Norfolk, 911 calls are first answered by Emergency Dispatch. It is the purpose of the Operator to find out which emergency service is required most urgently. The call is transferred to the appropriate dispatch agency based on information provided by the caller or ascertained by the Operator, from what is or what is not said.

**IF FURTHER ASSISTANCE IS REQUIRED, IT IS THE RESPONSIBILITY OF THE  
DISPATCHER IN THE PRIMARY AGENCY RECEIVING THE CALL  
TO TRANSFER TO, OR CONFERENCE IN OTHER DISPATCH AGENCIES**

Steps for calling 911:

1. In the event of any emergency requiring police, fire or ambulance services, please call 911 immediately and request the service most urgently needed. Your call will be transferred to that dispatch agency.
2. In the event that more than one service is required, please request the priority service and at the conclusion of that conversation, ask that dispatcher to transfer your call to the next priority service.
3. If a third service is required repeat #2.
4. In the event that this procedure does not result in the desired outcome - that is, the dispatch of the appropriate service(s), then re-call 911.

# **Emergency Committee**

## Emergency Committee Positions and Responsibilities

<b>Position</b>	<b>Responsibilities</b>
Emergency Committee	<p>Conduct of emergency operations</p> <p>Provide for alternate in absence</p> <p>Early response to an identified emergency</p> <p>Provide for a logical feasible response to emergency situations</p> <p>Maintain knowledge of resources and equipment services as it affects each members' role</p> <p>Maintain a state of preparedness within their organization or service to respond to an emergency</p> <p>Continue to support the Administrator in implementation of the plan until relieved by the Administrator</p> <p>Recommend improvements to this plan and related procedures</p>
Administrator / Supervisor, Facilities Services	<p>Coordination and director of emergency operations</p> <p>Determine probable short- and long-term effects of the emergency</p> <p>Obtain outside resources and give direction</p> <p>Provide information to:</p> <ul style="list-style-type: none"> <li>- All officials involved in operation</li> <li>- News, media and public</li> <li>- Concerned individuals seeking information about Residents &amp; staff</li> <li>- Provincial and regional government authorities</li> </ul> <p>Cost control and recording</p> <p>Ensure regular review and test of plans</p>
Manager, Nursing and Personal Care	<p>Establish Resident care priorities</p> <p>Establish priorities for evacuation when required</p>

## Emergency Committee Positions and Responsibilities

<b>Position</b>	<b>Responsibilities</b>
	<ul style="list-style-type: none"> <li>providing for continued and supervised nursing care for Residents</li> <li>Oversee the establishment and staffing of triage area</li> <li>Maintain knowledge of the condition and location of all Residents</li> <li>Obtaining respirators, self-containing breathing apparatus for Residents and staff should an evacuation in a contaminated atmosphere occur</li> <li>Liaise with ambulance personnel</li> </ul>
Supervisor, Facilities Services	<ul style="list-style-type: none"> <li>Provide advice on building safety and security.</li> <li>Recommend and control traffic patterns within the building property</li> <li>Provide access to building areas as required</li> <li>Aid resource staff as required</li> <li>Provide access to Norview Lodge vehicles for transportation as required</li> <li>Assist with two-way radio communications</li> <li>Ensure clear hallways and entrances to permit accessibility</li> <li>Assign staff to Residents to provide comfort measures</li> <li>Secure doors and windows as required by the situation</li> <li>Ensure adequate supply of clean linens to all Residents in overview's care, including alternate laundry services, if required</li> <li>Traffic and crowd control at entry to Norview Lodge</li> </ul>
Supervisor, Nutritional Services	<ul style="list-style-type: none"> <li>Ensure continued adequate and appropriate nourishment for Residents including those housed in temporary shelter</li> <li>Ensure food reserves are available</li> <li>Advise on diets of Residents transferred for temporary care to other facilities</li> </ul>

**EMERGENCY PLAN – Distribution List**

Administrator.....1  
Supervisor, Facilities Services .....1  
Administrative Assistant, Administrator.....1  
Nursing Stations, Resident Home Areas.....8  
Total # of Plans.....11



# Telephone List

## **Telephone Lists**

### **Identification for Emergency Call-Back**

Norview Lodge employees called back to the home in the event of an Emergency will provide, if requested, picture identification for access purposes.

### **Employee Call-Back Lists**

Employee Call-Back Lists are in the Emergency Call-In System & Emergency Resident Placement Manual located in the Emergency Storage Cabinet at the entrance to the Service Hallway.

**Fire Plan**  
**Code Red**

## **Fire Plan**

### **Fire Prevention Rules within the Home**

1. Ensure adequate protection from radiators and other heating equipment.
2. Ensure the water supplies are adequate for all normal needs, including those of fire protection.
3. Inspection and servicing of all fire protection equipment, as required, by qualified personnel.
4. The fire detection and alarm system is checked monthly by Facilities Services personnel and once a year by qualified fire alarm personnel.
5. The heating system is inspected annually and the vents are inspected and cleaned, if required.
6. A written record is maintained of inspections and tests of fire equipment, fire drills, the sprinkler system, alarm systems, the HVAC system vents and smoke detectors.
7. The staff are instructed in the method of sounding the fire detection and alarm system.
8. The staff are instructed in the steps that must be taken when a fire alarm is sounded.
9. Combustible rubbish is kept to a minimum.
10. All exits and hallways are clear and unobstructed at all times.
11. All fire protection equipment is unobstructed at all times.
12. Combustible draperies, mattresses, carpeting and curtains are suitably treated to render them resistant to the spread of flame.
13. Lint traps in the laundry are cleaned out regularly.
14. Flammable liquids and paint supplies are stored in suitable containers in non-combustible cabinets.
15. No heat or smoke or sprinkler detector heads are painted or otherwise covered/blocked with any material or substance that is likely to prevent them from functioning normally.
16. There is a specific storage location in the Service Hallway for stock Chemical Storage and the room is marked accordingly.
17. Smoking is not permitted in the Home

### **General Rules for Employee's/ Resident's Knowledge**

1. Smoking is not allowed in the home.
2. Note and report all fire hazards.
3. Keep exit doors clear at all times.
4. Keep stairwells and corridors clear.
5. Practice good housekeeping.
6. Use all substances according to W.H.M.I.S. regulations.
7. Do not use or store oily rags or waste materials.
8. Do not use the elevator in case of fire.
9. Do not block fire protection equipment (extinguishers, pull stations, sprinkler heads, etc.).
10. Do not block open fire doors.
11. All electrical devices (new or used) to be checked and marked by Facilities Services Department staff before use.
12. Do not use door stops to keep doors open.

### **Employee's Responsibilities**

All employees must know the following:

1. The location of fire-extinguishing equipment throughout the entire home.
2. How to effectively use this equipment.
3. How to turn activate an alarm.
4. The proper use of fire and smoke barrier doors and exit doors.
5. Evacuation procedures.
6. How to prevent panic.
7. Fire hazards. How to apply knowledge of fire prevention.
8. How to alert for signs of fire.

**Resources, Fire Equipment, Preventive Maintenance**

#	Fire Equipment	Location As per list #1.1	How to use	Preventive Maintenance
1	Dry Chemical ABC (68) Multi-Purpose BC (2) K (1)	Hallways in glass -office -mini-bus/mini van	-Pull pin with twisting motion -Squeeze handle -Sweep under flames	Maintenance inspects monthly to confirm designated placement, unbroken seal, and satisfactory gauge reading.  Checked annually and serviced by Dennis Evans, Brantford, Ontario, annually/Johnson Controls.
2	Wet Chemical Suppression System for grease fires  *Kitchen stoves are equipped with an automatic smothering extinguisher and may be manually activated if needed.	Kitchen (1)  (There is a second activation system on the wall outside the pantry.)	-Pull handle	Checked monthly by Maintenance. Checked annually by Johnson Controls.
3	Fire Blanket (4) -use to cover grease fires on stove -smothering fires	Outside all spa rooms except Spruce Court, inside nurses station	-Pull blanket from wall by pulling black handle -Place blanket over grease fires or Resident, laying the blanket away from you	Checked monthly by Maintenance Staff.
4	Magnetic Door Holders	Secured to most fire doors	-Automatically close when fire system is operated	Checked monthly at each fire drill by Maintenance Staff
5	Smoke Detectors	All bedrooms and hallways, central corridors	-Functions automatically	Checked annually by Johnson Controls.
6	Heat Detectors	-Garage -Boiler Room	Functions automatically	Checked annually by Johnson

#	Fire Equipment	Location As per list #1.1	How to use	Preventive Maintenance
		-Laundry -Kitchen		Controls.
7	Fire Panels	-Front Entrance -Main Electrical Room -AB 2 <sup>nd</sup> floor non electrical room -DE 2 <sup>nd</sup> floor non electrical room	-Automatic	Checked annually by Johnson Controls.
8	Activators	Exits/Hallways	-Pull	Checked annually by Johnson Controls. As used during fire drill procedure.
9	Back-Up Power Generator (1)	Emergency power room, "C" mechanical	-Automatically starts when hydro fails	Checked annually by qualified person. Serviced quarterly. Run monthly by Maintenance Staff.
10	Fire Alarm System	Entire Building		Monthly testing and annual servicing.
11	Blankets	-Linen Rooms -Resident Beds - Clean utility room	-Wet blankets can prevent smoke from seeping under doors -Use for evacuation purposes -Smother fire NOTE: It is important to take a blanket with each Resident being evacuated for warmth and comfort	
12	Facility Access Control System (battery backup)	Entire Building	All doors automatically unlock when fire system activated* including Spruce Court entrance door	

#	Fire Equipment	Location As per list #1.1	How to use	Preventive Maintenance
13	Elevator	Elevator		Annual Ministry Inspection for licensing. Checked annually by Otis and Johnson Controls for emergency system.
14	Portable Phone	Nursing Department *can be taken to evacuation site for communication purposes		
15	Maintenance Department Phone/Cellular Phones	Maintenance Department *can be taken to evacuation site for communication purposes		



## Fire Alarm System

### Sequence of Operation – Simplex Two-Stage Fire Alarm System

#### First Stage Operation:

Upon activation of any initiating device (activator, smoke detector), the following will occur:

- Play 10 seconds of alert tone, followed by a voice message “*Code Red, Code Red, Name of Floor Area*” where alarm was initiated.
- Automated repeat of message three times, followed by alert tone until manually silenced (after inhibit time of one minute has expired.)
- This will be broadcast over the fire alarm speakers for the entire home.
- All maglocks, door holders and any other ancillary devices in the entire home will be released.
- Signal is automatically sent to monitor company for Fire Department notification, as well as the on-call Facilities Systems Technician, the Supervisor, Facilities Services and the Administrator.
- All HVAC systems automatically shut down upon alarm activation.

NOTE: In the event of a fire alarm, DO NOT shut the kitchen hood exhaust fan “off”. The switch panel is located on the east wall of the main kitchen. Switch is labelled “In Case of Fire Do Not Turn Off Fan.”

- All exterior doors, stairwell doors, interior entrance door to Spruce Court, Spruce Court/Chestnut Hill and Evergreen Lane/Maple Crescent courtyard gates automatically unlock upon alarm activation.

#### Second Stage Operation (indicating evacuation – partial or complete):

Upon activation of a manually keyed pull station, the following will occur:

- Play 10 seconds of evacuation tone, followed by a voice message “*Evacuation, Evacuation, Name of Floor Area* where alarm was initiated, *plus floor area immediately above or below the area where the alarm was initiated.*”
- Repeat message three times followed by evacuation tone at temporal rate until manually silenced.
- This will be broadcast over the fire alarm speakers for the entire home.
- Activation of dome lights in the floor area where the alarm was initiated.

## **Fire Panels**

The location of the Fire Panels:

1. Main Entrance
2. Nature's Trail Service Hallway Main Electrical Room (Maintenance access only)
3. Forest Heights Electrical Room #2258 (outside Norfolk Pinery entrance)
4. Electrical Room #2458 (outside Willow Walk entrance)
5. Remote Fire Panels:
  - Maple Crescent Nurses' Station
  - Evergreen Lane Nurses' Station
  - Poplar Heights Nurses' Station
  - Norfolk Pinery Nurses' Station
  - Chestnut Hill Nurses' Station
  - Spruce Court Nurses' Station
  - Orchard Grove Nurses' Station
  - Willow Walk Nurses' Station

Systems Panels at Nurses' Stations:

There are systems panels located on the wall at each nurses' station that involve the four home areas in the immediate area. It will light up when there are fire alarms or system problems affecting one or all of those four home areas.

### **SYSTEMS RESET PROCEDURE:**

It is essential that the Fire Department, in coordination with the staff, ensure the fire area has been thoroughly checked for fire or cause of activation of system.

The *"All Clear"* shall be given upon authorization of Administrator or designate. Until the time of the *"All Clear"*, all staff shall remain prepared as per Fire Instructions.

It is the responsibility of the Facilities Services Department to ensure that all systems (HVAC, Facility Access and Fire Panel) are reset.

### **FALSE ALARMS:**

In the event of a false fire alarm, a "Fire Alarm Incident Report" is to be completed by the Facilities Systems Technician(s) and submitted to the Supervisor, Facilities Services, and subsequently the Administrator, for review and a signature. A copy is provided to the Joint Health and Safety Committee by the Supervisor, Facilities Services. All false fire alarms are investigated by the Facilities Services Department.

### **COVERED ACTIVATORS:**

Activators throughout the home are covered with protective devices to prevent the accidental activation of the activator. The system provides for an alarm to be sounded to indicate to staff that an individual is in a position to activate the alarm system. This helps prevent a false fire alarm. The staff then can return the protective device to its original position.

### **ELEVATORS:**

In the event of a fire alarm, the elevators do not shut down automatically and go to the first floor. The elevators must be monitored as per procedures.

### **HALLWAY MARQUEES:**

The Resident Home Area hallways are equipped with a marquee display system which is integrated with the fire alarm system. If a smoke alarm is activated in one of the rooms it will show up on the marquee display:

### **DOMES LIGHTS:**

Above the door to a Resident's room is a dome light. If a smoke detector is activated, a red light will also show on this dome light, indicating the alarm has been activated in that room/bathroom.

## **DOOR ACCESS SYSTEM (KEYPADS)**

There is a keypad station located on various exterior doors and stairwell doors throughout the home. These are to gain access and exit throughout the home and different areas to complement the home's security.

There is also a keypad located on the outside gates in Spruce Court/Chestnut Hill and Evergreen Lane/Maple Crescent courtyard.

Upon fire alarm activation, all keypad-equipped doors will unlock automatically. They can only be reset with the key switch and the key located in the small red glass box at the main entrance (beside fire panel). This is done by the Facilities Services staff.

The fire alarm panel must be reset and functioning normally for the doors to lock.

**NOTE:** When the sliding front doors at the main entrance are in "unlock" position, they close. In order to open them you must manually push them open to get through the doorway.

## Fire Drills

**The Office of the Fire Marshal and Emergency Management Fire Drills document – TG-04-2016 states: “Minimum frequencies for conducting fire drills regulated by Article 2.8.3.2. of Division B of the Fire Code are monthly for care and treatment occupancies.”**

Fire drills are conducted monthly. They are scheduled on all three shifts in all areas, throughout the year, to ensure total staff training. Norview encourages staff to attend as many fire drills throughout the year as possible, with minimal attendance of three per year being mandatory.

### **Procedure:**

1. The Supervisor, Facilities Services will provide the supervisory staff with an annual schedule of fire drills that identifies the dates, times and areas.  
The Supervisor, Nursing and Personal Care shall notify the Registered Nurse responsible for the completion of the silent night shift drill as per the fire drill schedule.
2. It is the responsibility of the Registered Nurse on the night shift to conduct a Silent Fire Alarm at the most convenient time of the shift (discretion of Registered Nurse) by using and completing the relevant form.
3. It is the responsibility of the Facilities Services Department to ensure that the fire alarm system is tested monthly. During the month, a false alarm that has activated the fire alarm system may qualify as a test of the system.

### **Fire Drill Preparation:**

The Facilities Services Department is responsible for conducting the monthly fire drill (days and evenings.)

Prior to the drill, the local Fire Department dispatch (519-426-1234) and the alarm monitoring station (1-800-268-6870) are notified that a fire drill will be taking place and upon conclusion, are notified that the system is back to normal by the Facilities Services Department. They are to be made aware that, during this drill, a Norview Lodge staff member will call indicating a fire at Norview Lodge as part of the drill procedure. Dispatching of fire response is not requested or required.

The Facilities Services Department will announce “*All Clear*” three times from the P.A. system located at the main entrance fire panel, once the fire drill is over and the panel is reset.

A “Silent Fire Alarm” procedure has been developed for use for the night shift drill to reduce the disruption to Residents. This procedure provides for a “walk through” of a fire

situation.

**Fire Identification:**

Simulated smoke might be sprayed on a smoke detector, automatically setting off the fire alarm or 3D cardboard flame replica is utilized to indicate a fire. When staff happen upon this device, they follow GENERAL DIRECTIONS IN CASE OF FIRE, which include:

- R–Rescue      When you discover a fire, rescuing people in immediate danger is top priority.
  
- A–Alarm      Sound the alarm.
  
- C–Confine      Close all doors, windows and vertical openings like chutes. Stuffing damp towels under doors can help keep smoke from spreading.
  
- E–Extinguish      If the fire is small you may want to extinguish it with a fire extinguisher.

**If the fire is not in their Resident Home Area, Residents should remain in their room with doors and windows CLOSED.**

**Evacuation of Residents – Fire in the Area:**

Remove Residents from the room, beyond the nearest double set of fire (smoke barrier) doors, close windows if possible, and shut door. The following procedure is used to identify an evacuated room:

- Close door, flip the white tab in front of the red tab of the rescue marker on the doors (only white colour is visible).
  
- If the room is re-entered, the white tab will drop, displaying both red and white tabs (both red and white colours are now visible).
  
- All Residents are to be evacuated beyond the nearest set of fire doors, going in both directions away from the fire. NEVER CROSS OVER THE FIRE AREA OR IN FRONT OF THE FIRE ROOM.

**Remember:** Communication is extremely important. Always work in pairs.

**Returning Residents to their rooms:**

After the fire drill, all staff in the area are to assist Residents back to their rooms, re-

open all doors and windows as appropriate.

**Post Fire Drill Meetings:**

An in-service education program is held immediately following the drill in the fire area. All Supervisors and available staff must try to attend.

**Documentation:**

Fire drills are recorded, including the events of the drill, attendance and any concerns or issues identified by staff. Original report is kept in the Fire Plan Cabinet in the main entrance and maintained by the Supervisor, Facilities Services. The Joint Health and Safety Committee reviews fire drill reports.

## **Silent Fire Alarm Drill Procedures**

A “Silent Fire Alarm” procedure has been developed for use for the night shift drill to reduce the disruption to Residents.

This procedure provides for a “walk through” of a fire situation without the activation of the fire alarm system.

This is a simulation exercise. **No** actual notification to the parties (i.e. – Fire Department, Alarm Control Centre, etc.) is required. Since the fire alarm system is not activated, the facility door system is not affected.

**Procedure:**

1. The Supervisor, Facilities Services will provide the Manager, Nursing and Personal Care and the Supervisors, Nursing and Personal Care with an annual schedule of fire drills that identify the night shift drill as a silent alarm.

The Supervisor, Nursing and Personal Care shall notify the Registered Nurse responsible for the completion of the silent night shift drill as per the fire drill schedule.

2. It is the responsibility of the Registered Nurse on the night shift to conduct a Silent Fire Alarm at the most convenient time of the shift (discretion of Registered Nurse) by using and completing the attached form.



### Norview Lodge Fire Alarm Incident Report

Date:		Time:	
<b>Evidence For Cause of Fire Alarm</b>			
<input type="checkbox"/> Fire Condition	<input type="checkbox"/> High Humidity		
<input type="checkbox"/> High Temperature In Area	<input type="checkbox"/> Physical Damage		
<input type="checkbox"/> Smell Of Smoke	<input type="checkbox"/> Vandalism / Resident Action		
<input type="checkbox"/> Noticeable Odour	<input type="checkbox"/> Maintenance / Construction In Area		
<input type="checkbox"/> Other	<input type="checkbox"/> Fire Watch Implemented		
<p><b>In the event that any of the following fire protection systems are off-line, a FIRE WATCH is to be implemented IMMEDIATELY: Fire Alarm System, Sprinkler System, Kitchen Fire Suppression System.</b>  <b>Distribute the Fire Watch Log Sheets to the affected area(s).</b></p>			
<b>Additional Information</b>			
<hr/> <hr/> <hr/>			
<b>Back In Service Documentation</b>			
Time Monitoring Station Notified <b>"Back In Service" Following Incident:</b> <input style="width: 100px;" type="text"/>			
Phone: 1-800-268-6870 I.D. Number 18-18-6051			
Time Fire Department Notified <b>"Back In Service &amp; Alarm Company Notified" Following Incident:</b> <input style="width: 100px;" type="text"/>			
Fire Communications Centre (Non-Emergency) : Phone: 519-426-1234 (same as 1-905-684-4311) Do Not Leave Voice Message. <span style="float: right;"><b>To Ensure They Know "Back In Service"</b></span>			
<b>Name:</b>		<b>Signature:</b>	

fireincidentpj





**Norview Lodge Fire Alarm Incident Report**

Date:	<input type="text"/>	Time:	<input type="text"/>
<input type="checkbox"/> Fire Alarm			
<input type="checkbox"/> Alert Stage			
<input type="checkbox"/> Evacuation Stage			
<b><u>Alarm</u></b> <b><u>Zone(s) Activated:</u></b> _____ _____ _____ _____			
<input type="checkbox"/> Supervisory Condition			
<b><u>Supervisory</u></b> <b><u>Zone(s) Activated:</u></b> _____ _____ _____ _____			
<input type="checkbox"/> Trouble Condition			
<b><u>Trouble Alarms:</u></b> _____ _____ _____ _____			

## General Instructions in Case of Fire

### Fire Department: Emergency 911

The 2-stage fire alarm system with voice communication may be activated by pull station, smoke detectors or sprinkler water flow.

If the fire alarm is activated, there will be an automated response by the system which will begin with the sounding of the fire alarm, two tones and then an announcement "*Code Red, Location of the Fire*" (three times). After hours and on weekends, the alarm monitoring company will notify the Fire Department, the Norview "on call" Facilities Systems Technician, the Administrator and the Supervisor, Facilities Services.

If the fire is in your area of work, follow the procedure you have been trained to do:

#### R – Rescue   A – Alarm   C – Confine   E - Extinguish

R – Rescue	When you discover a fire, rescuing people in immediate danger is a top priority.
A – Alarm	Sound the alarm.
C – Confine	Close all doors, windows and vertical openings like chutes. Stuffing damp towels under doors can help keep smoke from spreading.
E – Extinguish	If the fire is small you may want to extinguish it with a fire extinguisher.

In case of Emergency, ALL STAFF have been assigned specific responsibilities as detailed in this plan.

In the event of Fire, judgement may be necessary in deciding which action is appropriate in the situation. The selection made should always be the one which achieves the greatest protection for the Residents.

IT IS ESSENTIAL THAT COMMON SENSE PREVAILS IN ALL SITUATIONS.

#### General:

- Before entering any closed door in the fire area, feel the door and do not enter if door is hot to touch.
- Open closed doors cautiously; open door from low position and check for smoke.
- If an alarm is sounded in a room where there is a call bell, the call bell system (that is the marquee) will identify the location of the fire and the light outside the room will light red and the desk call bell phone will identify the room.
- The elevator does not recall to the first floor and requires staff supervision.
- Do not use the elevators in case of fire.
- All exterior doors automatically unlock in case of fire. They will be relocked when the system is reset by the Facilities Systems Technician responding to the alarm. Please ensure diligent monitoring of doors and Residents during this time.
- The alarm can only be silenced and/or reset by the Facilities Services Staff or Fire Department.
- If there is an actual fire, the sprinkler system will be activated by heat.

- 2<sup>nd</sup> stage (evacuation) is activated manually by key (Administrator, Supervisor, Facilities Services or Facilities Systems Technician.)

## **Departmental Procedures**

### **Nursing:**

Most senior RN highlighted in yellow, per shift, on the Duty Poster is the Charge Nurse and the “Fire Warden” until the arrival of the Fire Department.

- Staff closest to the fire will assess the situation.
- Remove Resident(s).
- Report to home area RN/RPN, who will immediately call 911.
- When alarm sounds –if marquee and call bell system fails– staff will have to search individual rooms.

#### **Day & Evening Shift - Staff Assignments**

- One PSW to remain in each home area and one RPN to cover the 4 home areas not involved in the fire alarm event. All other nursing staff are to respond to the fire area.
- Two PSWs to remain in Spruce Court.

#### **Night Shift – Staff Assignments**

- One PSW to remain to cover/monitor two adjacent home areas not involved in fire.

**East Side:** Nature's Trail and Resident Home Areas - Maple Crescent, Evergreen Lane, Poplar Heights and Norfolk Pinery

**West Side:** Forest Heights and Resident Home Areas - Chestnut Hill, Spruce Court, Willow Walk and Orchard Grove

**Do NOT leave Residents unattended in tubs, on toilets, etc. Move them to safety and then proceed to assist.**

### **Unplug oxygen concentrators.**

- When you have searched and evacuated the room, set the “Rescue marker” in place on the closed door, so that only the white tab is showing. Both a red and white tab showing will indicate that the room has been re-entered.
- If additional assistance is required to evacuate a home area, the Fire Warden may page ALL staff to the home area where fire is located.

**NOTE:** Nursing staff to be aware of evening Activity Programs (ie. Location and Number of Residents involved.)

### **Fire Warden Duties:** (will complete or designate the following)

- Ensure 911 was called.
- Send staff to main entrance to wait for Fire Department and provide direction to the fire area
- Send staff to elevators on first and second floor to monitor that no one accesses them, if resources permit. (Housekeeping and Laundry staff do this on day shift.)

- Direct staff to remove all Residents, in the area affected by the fire, to a secure location behind fire doors while ensuring that doors and windows in vacated rooms are closed and rescue markers are in place on the doors.
- Ensure all Residents and staff, wherever possible, are accounted for.
- Direct staff to move Residents to adjoining resident home area lounge and dining room, if warranted.
- Designate removal of medication cart, MARS and charts, if applicable.
- Fire Warden, or designate, to remain within surveillance of communication center for purposes of providing direction until relieved by Fire Department.

**NOTE:** When the Fire Department arrives, the Fire Chief will take charge.

***Ensure Resident census is conducted after any such event.***

## **Fire Evacuation Procedures**

### **Injuries/ Fatalities Evident**

Emergency Cabinet is located at front service hallway entrance -  
(double doors across from the Café.)

### **Registered Nurse in Charge:**

- Wear fluorescent I.D. jacket
- Assign duties and responsibilities
- Direct Resident care
- Use all staff to assist
- Designate triage nurse
- Designate a Registered Staff to procure nearest treatment cart and take it to the evacuation site
- Assign support staff to triage area to provide comfort measures

### **TRIAGE NURSE (assigned by RN in charge):**

- Wear fluorescent I.D. jacket
- Designate triage area and set up signage (located in Emergency Cabinet)
- Liaise with Medical Director and ambulance personnel
- Review all injuries and treat in order of severity
- Utilize emergency kits located in Emergency Cabinet
- Utilize all staff to assist
- Follow code system as per EMS:  
code 4 – immediate priority (life or limb)  
code 3 – prompt priority (serious injuries)  
code 2 – delayed priority (minor injuries)  
code 1 – vital signs absent (deceased)

**Support Staff (Dietary - Housekeeping - Laundry - Programs):**

- Provide comfort measures to uninjured or minimally-injured Residents
- Assist with Resident care and/or relocation, as directed

**Nutritional Services**

**If you are your Resident Home Area at the time of activation:**

- Shutdown all equipment
- Close all doors to servery
- Remove any carts or chairs from aisles or walkways
- Remain in your home area unless directed otherwise

**If you are in the Main Kitchen:**

- Shutdown all equipment
- Close all doors to kitchen
- Remove any carts from aisles or walkways
- Standby in the service hallway to respond as directed

**NOTE:** In the event of a Fire Alarm, DO NOT shut the hood exhaust fan "OFF".

The Switch Panel is located on the east wall of the Main Kitchen.

Switch is labelled:

*"In case of fire, do not turn fan off."*

**Support Services – Housekeeping**

**If you are in your Resident Home Area at the time of activation:**

- Close windows and doors in your area.
- Clear hallways of assigned areas of housekeeping carts, utility carts, lifts, mobility devices, etc.
- Await further instructions.

**If you are the “Nature’s Trail” Housekeeper:**

- Monitor the centre first floor elevator door during 1115 hours to 1945 hours to ensure no one accesses them.

**If you are the “Forrest Heights” Housekeeper:**

- Monitor the centre second floor elevator during 1115 hours to 1945 hours to ensure no one accesses them.

**Support Services – Laundry**

- Shut down laundry equipment and lights.
- Close windows and doors in your area.
- Clear hallways of assigned areas of utility carts, laundry carts, etc.
- Monitor Spruce Court main entrance and first floor elevator. If staff available, monitor Willow Walk/Orchard Grove second floor elevator.
- Await further instructions.

**Program Services:**

- Remain with Residents in program area. Ensure visitors and volunteers remain with the Residents. Otherwise, respond to the fire area.
- Close all doors and windows in your location.
- Fire Warden, or designate, will direct assistance to your area, if deemed necessary.
- Await further direction.

**Facilities Services – Technicians:**

***Facilities Services staff are responsible for traffic control and giving direction to ambulances and utility vehicles for on-site services (after the Fire Chief arrives).***

**NOTE:**

1. ***Facilities Services Technicians are to report to the fire area immediately.***
2. ***Supervisor, Facilities Services and/or designate is responsible for staff actions in dealing with the fire until the Fire Chief arrives.***

- Report to the fire area immediately.
- Direct staff in fire confinement - in charge.
- Ensure fire alarm system is functioning (reset) following a situation.

**General:**

- The Fire Chief will assume full responsibility upon arrival.
- There is an element of common sense attached to any written instructions.
- The Fire Department is responsible for notifying Hydro One and Union Gas for emergency shutdowns when required.

**Facilities Services – Store Keeper:**

- Shut all doors in the Service Hallway.
- Await further instructions.

**Administration:**

- All telephone calls (except pertaining to the fire) must be terminated immediately.
- Close all doors and windows.
- Assist Residents in Great Room area to the nearest exit or fire separation doors.
- Do not permit anyone except the Fire Department to enter the building.
- Await further instructions.



## **Fire Procedures Education - Staff**

### **All New Employees' Orientation:**

- A tour by a Facilities Services Technician for purposes of identifying firefighting equipment, exit doors and layout of the building.
- Full instruction on what to do in case of fire, including their duties and responsibilities.
- Receive an Employee Information Booklet with commentary on Fire Drills and the Fire and Emergency Plan.

### **All Employees' Continuing Education:**

- Monthly fire drills are treated as a training session with input following the exercise as to the problems, questions, or concerns with that exercise or any procedure relating to fire and emergency.
- Fire Safety and Emergency Evacuation refresher courses are assigned annually in Surge Learning to all staff to review the Fire and Emergency Plan.

## **Fire Procedures for Volunteers**

### **Volunteers' Responsibilities:**

1. **Avoid Panic:** The greatest danger in most fires is panic. Never shout "FIRE"!! Residents look to you for protection. Appear calm and move with assurance.
2. **Prevent Fires:** No one is allowed to smoke in the home. Make a habit to watch for and report all fire hazards.
3. **Be Alert for Signs of Fire:** If you see or smell smoke, report it immediately for investigation. Early detection means prompt extinguishing of the fire.
4. **Know the Location of Fire Extinguishers** in your area. Be aware of all exits and all fire pull stations.

### **In the event of a Fire:**

When such an emergency occurs, all personnel have a procedure to follow in which they have been drilled routinely. This detailed procedure is found in our "Fire and Emergency Manual", available to volunteers on request. In the event of a fire please stay in the area you are in, remain calm and wait for further instruction from the staff.

### **If you discover the Fire:**

1. Assist anyone in immediate danger.
2. Pull the nearest fire alarm.

### **All clear signal:**

Staff will be notified by the P.A. system. After the "**ALL CLEAR**", everyone assists to take the Residents back to their area/rooms, open doors and windows and make the Residents comfortable.

### **Fire Procedure for Residents and Their Families**

Fire drills are conducted as required by law and are treated as a real situation.

#### **Residents:**

The staff have been trained to protect you, the home, and themselves. Trust staff direction.

If no staff member is present or available, there are two options:

- A. If fire or smoke is not evident, move to the nearest exit.
- B. If fire or smoke is evident, remain in your room, shut the doors tightly, and stop any seepage of smoke from under the door with bedding or clothing, if able.

**REMAIN CALM.**

#### **Family Members / Visitors**

Please be aware of fire procedures for your family member(s). We would ask that you follow the same instructions, and, if need be, to assist the staff and follow their instruction.

**NOTE:** Smoking is not allowed in the home.

**Bomb Threat**

**Code Black**

## **Bomb Threat**

It is the policy of Norview Lodge to conduct regular drills of emergency procedures to ensure staff are prepared to deal with these situations should they occur. This includes the Bomb Threat Procedure.

### **Procedure:**

1. At least annually, the Facilities Services Supervisor will arrange for a Bomb Threat Procedure drill in coordination with the Administrator/designate.
2. The attached evaluation form will be completed by the Facilities Services Supervisor/designate.
3. The results of these drills will be communicated to the Emergency Committee.
4. Any educational needs will be referred by the Facilities Services Supervisor to the Department Supervisors for follow-up.

**Bomb Threat Procedure Drill**

Date: \_\_\_\_\_ Time: \_\_\_\_\_

Situation: \_\_\_\_\_

Action Taken Upon Receipt of Threat:

- 1. Was attempt made to keep caller on the line?  
Yes \_\_\_\_\_ No \_\_\_\_\_
- 2. Was Bomb Threat form completed accurately?  
Yes \_\_\_\_\_ No \_\_\_\_\_
- 3. Was staff aware of "Bomb Threat Package" located by the telephones?  
Yes \_\_\_\_\_ No \_\_\_\_\_
- 4. How was, or were, staff notified of the threat?  
\_\_\_\_\_  
\_\_\_\_\_
- 5. What was staff response?  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
- 6. Was a Control Centre established?  
Yes \_\_\_\_\_ No \_\_\_\_\_ Where \_\_\_\_\_  
Was a search procedure undertaken? Yes \_\_\_\_\_ No \_\_\_\_\_  
Was "bomb" discovered? Yes \_\_\_\_\_ No \_\_\_\_\_ Time \_\_\_\_\_  
Was area evacuated? Yes \_\_\_\_\_ No \_\_\_\_\_  
Was O.P.P. notified? Yes \_\_\_\_\_ No \_\_\_\_\_
- 7. Identified Concerns:  
\_\_\_\_\_  
\_\_\_\_\_
- 7. Remedial Action (include who to do and time frames):  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signature \_\_\_\_\_ Date: \_\_\_\_\_

**c: Vault Fire & Emergency Log Book**

DATE: \_\_\_\_\_

TIME: \_\_\_\_\_

LINE RECEIVED ON: \_\_\_\_\_

OPP 911

**PLEASE TAKE NOTE OF:**

- 1) EXACT WORDS OF PERSON CALLING  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
- 2) MALE / FEMALE VOICE \_\_\_\_\_
- 3) APPROXIMATE AGE \_\_\_\_\_
- 4) ACCENT OF CALLER \_\_\_\_\_
- 5) DOES PERSON SOUND INTOXICATED? \_\_\_\_\_
- 6) BACKGROUND NOISES (i.e., traffic, music, etc.)  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
- 7) IS VOICE FAMILIAR? \_\_\_\_\_
- 8) TIME CALL WAS TERMINATED (Try to keep the caller on line as long as possible). \_\_\_\_\_

**ASK THESE QUESTIONS:**

- 1) WHEN IS BOMB GOING TO EXPLODE? \_\_\_\_\_
- 2) WHERE IS THE BOMB RIGHT NOW? \_\_\_\_\_
- 3) WHAT DOES IT LOOK LIKE? \_\_\_\_\_
- 4) WHAT KIND OF BOMB IS IT? \_\_\_\_\_
- 5) WHY DID YOU PLACE THE BOMB? \_\_\_\_\_
- 6) WHAT IS YOUR NAME? \_\_\_\_\_

**BOMB THREAT SEARCH PROCEDURE**

Area		Staff Assignment
<b>1<sup>st</sup> Floor</b>		
1. Nature's Trail (1101 to 1154)	1.	_____
	2.	_____
2. Maple Crescent (1201 to 1261)	1.	_____
	2.	_____
3. Evergreen Lane (1301 to 1357)	1.	_____
	2.	_____
4. Chestnut Hill (1401 to 1461)	1.	_____
	2.	_____
5. Spruce Court (1501 to 1557)	1.	_____
	2.	_____
<b>2<sup>nd</sup> Floor</b>		
6. Forest Heights (2101 to 2017)	1.	_____
	2.	_____
7. Poplar Heights (2201 to 2262)	1.	_____
	2.	_____
8. Norfolk Pinery (2301 to 2357)	1.	_____
	2.	_____
9. Orchard Grove (2401 to 2460)	1.	_____
	2.	_____
10. Willow Walk (2501 to 2557)	1.	_____
	2.	_____
<b>3<sup>rd</sup> Floor</b>		
11. Penthouse Area	1.	_____
	2.	_____



**Area: 1 - Nature's Trail (1101 to 1154)**

Room #	Room Name	Search Completed
1101	Vestibule	
1126	Auditorium	
1127	Kitchenette	
1128	Storage	
1103	Office – coats	
1104	Office – mail	
1105	Office – General Administration	
1106	Office – Workstations	
1107	Administrator	
1108	Office	
1109	Office	
1110	Office	
1111	Office	
1112	Office – washroom	
1113	Office – file room	
1114	Meeting Room	
1115	Chapel	
1116	Great Room	
	Elevator #1	
1117	Vending Room	
1125	Public Washroom – Women	
1124	Public Washroom – Men	
1123	Gift Shop	
1122	Hair Salon	
1121	Social Worker	
1120	Library	
1119	Dietician	
1118	Therapy Room	

Room #	Room Name	Search Completed
1132	Central Food Services	
1135	Office	
1134	Dry Storage	
1133	Mop Room	
1138	Cooler	
1137	Freezer	
1136	Cooler	
1139	Alcove	
1140	Main Electrical Room	
1141	Garage	
1142	Receiving	
1143	Communication Room	
1144	Garbage / Recycle Room	
1145	Hazardous Waste Room	
1146	Chemical Storage Room	
1147	Office	
1148	Sprinkler / Water Meter Room	
1149	Housekeeping Equipment Room	
1150	Central Supply	
1151	Secure Storage Room	
1152	Office	
1131	Trunk Storage	
1130	Elevator Machine Room	
1153	Maintenance Shop	
1154	Office	

Area Checked by:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Signature

**Area: 2 - Maple Crescent (1201 to 1261)**

Room #	Room Name	Search Completed
1202	Dining Room	
1203	Nurses' Station	
1204	Drug Room	
1205	Activity Room	
1206	Clean Utility Rm	
1207	Electrical Room	
1208	Resident Room	
1209	Resident Washroom	
1210	Resident Room	
1211	Resident Washroom	
1212	Alcove	
1213	Equipment	
1214	Resident Room	
1215	Resident Washroom	
	Stairwell #2	
1216	Resident Room	
1217	Resident Washroom	
1218	Resident Room	
1219	Resident Washroom	
1220	Resident Room	
1221	Resident Washroom	
1222	Resident Room	
1223	Resident Washroom	
1224	Resident Room	
1225	Resident Washroom	
1226	Resident Room	
1227	Resident Washroom	
1228	Soiled Utility Room	
1229	Housekeeping Room	
1232	Spa - Shower Room	

Room #	Room Name	Search Completed
1233	Spa - Tub Room	
1234	Spa – Washroom	
1235	Resident Room	
1236	Resident Washroom	
1237	Alcove	
1238	Equipment	
1239	Resident Room	
1240	Resident Washroom	
	Stairwell #3	
1241	Resident Room	
1242	Resident Washroom	
1243	Resident Room	
1244	Resident Washroom	
1245	Resident Room	
1246	Resident Washroom	
1247	Resident Room	
1248	Resident Washroom	
1250	Public Washroom	
1251	Staff Storage Room	
1252	Staff Washroom	
1253	Family Room	
	Elevator #2	
	Stairwell #4	
1254	Home Kitchen	
1255	Galley Kitchen	
1256	Entry	
1257	Chute Room	
1258	Laundry – Wash	
1259	Laundry – Dry	
1260	Dryer Room	
1261	Housekeeping Rm	

Area Checked by:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Signature

**Area: 3 - Evergreen Lane (1301 to 1357)**

Room #	Room Name	Search Completed
1302	Dining Room	
1303	Nurses' Station	
1304	Drug Room	
1305	Activity Room	
1306	Resident Room	
1307	Resident Washroom	
1308	Resident Room	
1309	Resident Washroom	
1310	Resident Room	
1311	Resident Washroom	
1312	Resident Room	
1313	Resident Washroom	
	Stairwell #5	
1314	Resident Room	
1315	Resident Washroom	
1316	Equipment	
1317	Alcove	
1318	Resident Room	
1319	Resident Washroom	
1322	Spa – Shower	
1323	Spa – Tub	
1324	Spa – Washroom	
1325	Clean Utility	
1326	Housekeeping Room	
1327	Resident Room	
1328	Resident Washroom	
1329	Resident Room	
1330	Resident Washroom	

Room #	Room Name	Search Completed
1331	Resident Room	
1332	Resident Washroom	
1333	Resident Room	
1334	Resident Washroom	
1335	Resident Room	
1336	Resident Washroom	
1337	Resident Room	
1338	Resident Washroom	
	Stairwell #6	
1339	Resident Room	
1340	Resident Washroom	
1341	Equipment	
1342	Alcove	
1343	Resident Room	
1344	Resident Washroom	
1345	Resident Room	
1346	Resident Washroom	
1347	Electrical Room	
1348	Resident Room	
1349	Resident Washroom	
1351	Soiled Utility Room	
1352	Public Washroom	
1353	Staff Storage Room	
1354	Staff Washroom	
1355	Family Room	
1356	Home Kitchen	
1357	Dishwashing Room	

Area Checked by:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Signature

**Area: 4 - Chestnut Hill (1401 to 1461)**

Room #	Room Name	Search Completed
1402	Dining Room	
1403	Nurses' Station	
1404	Drug Room	
1405	Activity Room	
1406	Clean Utility Room	
1407	Electrical Room	
1408	Resident Room	
1409	Resident Washroom	
1410	Resident Room	
1411	Resident Washroom	
1412	Alcove	
1413	Equipment	
1414	Resident Room	
1415	Resident Washroom	
	Stairwell #7	
1416	Resident Room	
1417	Resident Washroom	
1418	Resident Room	
1419	Resident Washroom	
1420	Resident Room	
1421	Resident Washroom	
1422	Resident Room	
1423	Resident Washroom	
1424	Resident Room	
1425	Resident Washroom	
1426	Resident Room	
1427	Resident Washroom	
1428	Soiled Utility Room	
1429	Housekeeping Room	
1432	Spa – Shower	
1433	Spa – Tub	

Room #	Room Name	Search Completed
1434	Spa – Washroom	
1435	Resident Room	
1436	Resident Washroom	
1437	Alcove	
1438	Equipment	
1439	Resident Room	
1440	Resident Washroom	
	Stairwell #8	
1441	Resident Room	
1442	Resident Washroom	
1443	Resident Room	
1444	Resident Washroom	
1445	Resident Room	
1446	Resident Washroom	
1447	Resident Room	
1448	Resident Washroom	
1450	Public Washroom	
1451	Staff Storage Room	
1452	Staff Washroom	
1453	Family Room	
	Elevator #3	
	Stairwell #9	
1454	Home Kitchen	
1455	Galley Kitchen	
1456	Entry	
1457	Chute Room	
1458	Laundry – Wash	
1459	Laundry – Dry	
1460	Dryer Room	
1461	Housekeeping Room	

Area Checked by:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Signature

**Area: 5 - Spruce Court (1501 to 1557)**

Room #	Room Name	Search Completed
1502	Dining Room	
1503	Nurses' Station	
1504	Drug Room	
1505	Activity Room	
1506	Resident Room	
1507	Resident Washroom	
1508	Resident Room	
1509	Resident Washroom	
1510	Resident Room	
1511	Resident Washroom	
1512	Resident Room	
1513	Resident Washroom	
	Stairwell #10	
1514	Resident Room	
1515	Resident Washroom	
1516	Equipment	
1517	Alcove	
1518	Resident Room	
1519	Resident Washroom	
1522	Spa – Shower	
1523	Spa – Tub	
1524	Spa – Washroom	
1525	Clean Utility Room	
1526	Housekeeping Room	
1527	Resident Room	
1528	Resident Washroom	
1529	Resident Room	
1530	Resident Washroom	

Room #	Room Name	Search Completed
1531	Resident Room	
1532	Resident Washroom	
1533	Resident Room	
1534	Resident Washroom	
1535	Resident Room	
1536	Resident Washroom	
1537	Resident Room	
1538	Resident Washroom	
	Stairwell #11	
1539	Resident Room	
1540	Resident Washroom	
1541	Equipment	
1542	Alcove	
1543	Resident Room	
1544	Resident Washroom	
1545	Resident Room	
1546	Resident Washroom	
1547	Electrical Room	
1548	Resident Room	
1549	Resident Washroom	
1551	Soiled Utility Room	
1552	Public Washroom	
1553	Staff Storage Room	
1554	Staff Washroom	
1555	Family Room	
1556	Home Kitchen	
1557	Dishwashing Room	

Area Checked by:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Signature

**Area: 6 - Forest Heights (2101 to 2017)**

Room #	Room Name	Search Completed
2102	Staff Lounge	
2103	Entry	
2104	Change Room – Women	
2105	Entry	
2106	Change Room – Men	
2107	Dr. Office / First Aid/ Consultant	
2108	Supervisor, Nursing and Personal Care	
2109	Washroom	
2110	Supervisor, Nursing and Personal Care	
2111	Team Meeting Room/PPE	
2112	Unit Clerk	
	Elevator #1	
2113	Air Handling Unit	
2114	Chiller	
2115	Boilers	
2116	Generator	
2117	Supervisor, Infection Prevention & Control	
	Stairwell #1	

Area Checked by:

\_\_\_\_\_

Signature

\_\_\_\_\_

Signature

**Area: 7 - Poplar Heights (2201 to 2262)**

Room #	Room Name	Search Completed
2202	Dining Room	
2203	Nurses' Station	
2204	Drug Room	
2205	Activity Room	
2206	Clean Utility Rm	
2207	Electrical Room	
2208	Resident Room	
2209	Resident Washroom	
2210	Resident Room	
2211	Resident Washroom	
2212	Alcove	
2213	Equipment	
2214	Resident Room	
2215	Resident Washroom	
	Stairwell #2	
2216	Resident Room	
2217	Resident Washroom	
2218	Resident Room	
2219	Resident Washroom	
2220	Resident Room	
2221	Resident Washroom	
2222	Resident Room	
2223	Resident Washroom	
2224	Resident Room	
2225	Resident Washroom	
2226	Resident Room	
2227	Resident Washroom	
2228	Clean Utility Rm	
2229	Housekeeping Room	
2232	Spa - Shower Room	
2233	Spa - Tub Room	
2234	Spa - Washroom	

Room #	Room Name	Search Completed
2235	Resident Room	
2236	Resident Washroom	
2237	Alcove	
2238	Equipment	
2239	Resident Room	
2240	Resident Washroom	
	Stairwell #3	
2241	Resident Room	
2242	Resident Washroom	
2243	Resident Room	
2244	Resident Washroom	
2245	Resident Room	
2246	Resident Washroom	
2247	Resident Room	
2248	Resident Washroom	
2250	Public Washroom	
2251	Staff Storage Rm	
2252	Staff Washroom	
2253	Family Room	
	Elevator #2	
	Stairwell #4	
2254	Home Kitchen	
2255	Galley Kitchen	
2256	Entry	
2257	Chute Room	
2258	Electrical Room	
2259	Housekeeping Rm	
2260	Elevator Machine Room	
2261	CQI Lead	
2262	RAI Coordinator	

Area Checked by:

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Signature

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Signature

**Area: 8 - Norfolk Pinery (2301 to 2357)**

Room #	Room Name	Search Completed
2302	Dining Room	
2303	Nurses' Station	
2304	Drug Room	
2305	Activity Room	
2306	Resident Room	
2307	Resident Washroom	
2308	Resident Room	
2309	Resident Washroom	
2310	Resident Room	
2311	Resident Washroom	
2312	Resident Room	
2313	Resident Washroom	
	Stairwell #5	
2314	Resident Room	
2315	Resident Washroom	
2316	Equipment	
2317	Alcove	
2318	Resident Room	
2319	Resident Washroom	
2322	Spa – Shower	
2323	Spa – Tub	
2324	Spa – Washroom	
2325	Clean Utility	
2326	Housekeeping Room	
2327	Resident Room	
2328	Resident Washroom	
2329	Resident Room	
2330	Resident Washroom	

Room #	Room Name	Search Completed
2331	Resident Room	
2332	Resident Washroom	
2333	Resident Room	
2334	Resident Washroom	
2335	Resident Room	
2336	Resident Washroom	
2337	Resident Room	
2338	Resident Washroom	
	Stairwell #6	
2339	Resident Room	
2340	Resident Washroom	
2341	Equipment	
2342	Alcove	
2343	Resident Room	
2344	Resident Washroom	
2345	Resident Room	
2346	Resident Washroom	
2347	Electrical Room	
2348	Resident Room	
2349	Resident Washroom	
2351	Soiled Utility Room	
2352	Public Washroom	
2353	Staff Storage Room	
2354	Staff Washroom	
2355	Family Room	
2356	Home Kitchen	
2357	Dishwashing Room	

Area Checked by:

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Signature

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Signature



**Area: 9 - Orchard Grove (2401 to 2460)**

Room #	Room Name	Search Completed
2402	Dining Room	
2403	Nurses' Station	
2404	Drug Room	
2405	Activity Room	
2406	Clean Utility Room	
2407	Electrical Room	
2408	Resident Room	
2409	Resident Washroom	
2410	Resident Room	
2411	Resident Washroom	
2412	Alcove	
2413	Equipment	
2414	Resident Room	
2415	Resident Washroom	
	Stairwell #7	
2416	Resident Room	
2417	Resident Washroom	
2418	Resident Room	
2419	Resident Washroom	
2420	Resident Room	
2421	Resident Washroom	
2422	Resident Room	
2423	Resident Washroom	
2424	Resident Room	
2425	Resident Washroom	
2426	Resident Room	
2427	Resident Washroom	
2428	Soiled Utility Room	
2429	Housekeeping Room	
2432	Spa – Shower	

Room #	Room Name	Search Completed
2433	Spa – Tub	
2434	Spa – Washroom	
2435	Resident Room	
2436	Resident Washroom	
2437	Alcove	
2438	Equipment	
2439	Resident Room	
2440	Resident Washroom	
	Stairwell #8	
2441	Resident Room	
2442	Resident Washroom	
2443	Resident Room	
2444	Resident Washroom	
2445	Resident Room	
2446	Resident Washroom	
2447	Resident Room	
2448	Resident Washroom	
2450	Public Washroom	
2451	Staff Storage Room	
2452	Staff Washroom	
2453	Family Room	
	Elevator #3	
	Stairwell #9	
2454	Home Kitchen	
2455	Galley Kitchen	
2456	Entry	
2457	Chute Room	
2458	Electrical Room	
2459	Housekeeping Room	
2460	Elevator Machine Room	

Area Checked by:

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Signature

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Signature

**Area: 10 - Willow Walk (2501 to 2557)**

Room #	Room Name	Search Completed
2502	Dining Room	
2503	Nurses' Station	
2504	Drug Room	
2505	Activity Room	
2506	Resident Room	
2507	Resident Washroom	
2508	Resident Room	
2509	Resident Washroom	
2510	Resident Room	
2511	Resident Washroom	
2512	Resident Room	
2513	Resident Washroom	
	Stairwell #10	
2514	Resident Room	
2515	Resident Washroom	
2516	Equipment	
2517	Alcove	
2518	Resident Room	
2519	Resident Washroom	
2522	Spa – Shower	
2523	Spa – Tub	
2524	Spa – Washroom	
2525	Clean Utility Room	
2526	Housekeeping Room	
2527	Resident Room	
2528	Resident Washroom	
2529	Resident Room	
2530	Resident Washroom	

Room #	Room Name	Search Completed
2531	Resident Room	
2532	Resident Washroom	
2533	Resident Room	
2534	Resident Washroom	
2535	Resident Room	
2536	Resident Washroom	
2537	Resident Room	
2538	Resident Washroom	
	Stairwell #11	
2539	Resident Room	
2540	Resident Washroom	
2541	Equipment	
2542	Alcove	
2543	Resident Room	
2544	Resident Washroom	
2545	Resident Room	
2546	Resident Washroom	
2547	Electrical Room	
2548	Resident Room	
2549	Resident Washroom	
2551	Soiled Utility Room	
2552	Public Washroom	
2553	Staff Storage Room	
2554	Staff Washroom	
2555	Family Room	
2556	Home Kitchen	
2557	Dishwashing Room	

Area Checked by:

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Signature

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Signature

**Area: 11 - Penthouse (3201 to 3501)**

Room #	Room Name	Search Completed
Stairwell #2		
3201		
3301		
3401		
3501		
Stairwell #7		

Area Checked by:

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Signature

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Signature

**Evacuation  
Partial and Total**

**Code Green & Code Green STAT**

### **Evacuation – Partial and Total**

1. Horizontal
  - Same floor
  - Beyond smoke barrier doors
  - Keep hallways clear, place Residents at perimeter

To signify an evacuated room:

- i. Lift cover flap on flexi-vac and attach to metal door or plate to expose vacant sign.
- ii. If room is re-entered, flexi-vac will automatically cover up vacant sign.

2. Vertical
  - down stairwells beyond smoke barrier doors
  - ensure the stairwell is clear of hazards (smoke etc.)

To signify an evacuated room:

- i. Lift cover flap on flexi-vac and attach to metal door or plate to expose vacant sign.
- ii. If room is re-entered, flexi-vac will automatically cover up vacant sign.
- iii. Wrap a blanket around shoulders of each Resident during evacuation for:
  - a) Protection against inclement weather
  - b) Evacuation assistance if required
- iv. Do a Resident count upon completion of the area evacuation

2. External Evacuation - consider weather conditions and internal situation

The O.P.P. building and the Court House are both close to Norview Lodge.

It is the responsibility of the Administrator/designate to determine the necessary evacuation stages. Generally, a horizontal evacuation would be the initial evacuation response, followed by vertical (where applicable) followed by external (if required).

The Court House is the preferred location for emergency use as it has easy access for wheelchairs through the main south entrance and has internal ramps. There are many small rooms on the first and second levels with comfortable seating and are equipped with tables to accommodate Norview Residents and staff temporarily. There is a small cafeteria, washrooms, and telephones available.

If a lengthy stay is anticipated, the Court House could be considered a staging area until Residents could be moved to accommodations that provides overnight facilities.

The staff of Norview Lodge are responsible for the continuous appropriate care and attention during the move in their new accommodations. This includes directions regarding medications and diets and the provision, where possible, of supplies to accompany the Resident.

The Medical Director, or alternate, will designate the Resident(s) who should be sent to special accommodation such as the hospital or nursing Home.

Records should be removed from the Home that identify the following:

- Name and address of the Resident
- Date of birth
- Drug benefit number
- Names of relatives, significant others
- Allergies

It is the responsibility of the Charge Nurse to ensure the M.A.R. (Medication Administration Record) and Resident Care Plans are removed using the emergency containers provided for this purpose located on the back of each nursing unit station door.

#### **Authority to Order Evacuation**

The decision to implement a partial or complete evacuation will be made by the Administrator or, in their absence, Manager of Nursing and Personal Care, Supervisor of Facilities Services, Supervisor of Nursing and Personal Care, R.N. Shift Supervisor. In the event of an evacuation, notification will be provided by announcing over the facility intercom **three times** "Attention All Staff CODE GREEN" for a partial evacuation or "Attention All Staff CODE GREEN STAT" for total evacuation.

#### **Total Evacuation**

If the entire building has to be evacuated to the outside, ALL Residents, staff and visitors have to be cleared from the building. Evacuation carry methods will be utilized. Relocation to another facility may be required.

#### **Circumstances Forcing Evacuation**

Any emergency situation and/or fire that could result in a decision to partially evacuate or fully evacuate all Residents from Norview Lodge.

### **Contacting Key Staff and Outside Resources**

The fan out system will be used by the Team after hours. The Registered Nurse in charge will follow fan out system directive for contacting key staff. Upon being informed of a disaster, it is the responsibility of the listed Department Heads, or their designates, to notify their staff of the disaster; therefore, departmental fan out system begins.

### **Contacting Families**

As soon as time permits, OFFICE STAFF AND NURSING ADMINISTRATION will contact families to inform them of the situation and where their family member is relocated.

### **Temporary Discharge**

If circumstances permit, as many Residents as possible will be discharged to the care of families and friends.

The Administrator, Medical Director, Manager of Nursing and Personal Care or Supervisor of Nursing and Personal Care will be responsible for considering/coordinating Residents who are physically and mentally able to be temporarily discharged. Accurate documentation is kept for Resident relocation.

### **Feeding**

Feeding of Residents and staff at relocation centres will be coordinated by the Administrator/designate through the Supervisor of Nutritional Services. All food provisions transferred from storage will be utilized along with disposable dishes, glasses and cutlery.

The menus will be adapted to available facilities and time availability. Local restaurants may be called upon for prepared food.

All available staff and volunteers will assist in preparation, feeding of Residents, and cleaning-up operations as requested by the Supervisor of Nutritional Services.

### **Transportation**

In the event that Residents are transported to hospital via Norview Lodge vehicles, ensure prior notification to the hospital that casualties are on route. When possible, send the appropriate staff with Residents.

The Norview Lodge minibus and minivan are available for transporting Residents to alternate locations. Keys to these vehicles are located in the Stores Department.

# **Missing Resident Code Yellow**



### Missing Resident

In the event of a missing Resident, the following procedure will be implemented:

- ❑ Gather available staff and instruct them to search the entire Resident Home Area.
- ❑ Establish a Control Centre for centralizing communications (e.g. Gathering Place).
- ❑ Announce “Attention All Staff Code Yellow” three times over the intercom system.
- ❑ Initiate a search of the entire home using the maps.
- ❑ Search all areas of the home (i.e. locked areas, stairwells, etc).
- ❑ Contact family members or known contacts and/or taxi to see if the Resident is on a LOA.
- ❑ Upon conclusion of the internal search, the Registered Nurse shall contact the O.P.P. (911) and request an officer on site.
- ❑ Provide officer with a photograph of the Resident, attire, known contacts and pertinent information.
- ❑ Contact Norview Lodge Administrator or designate.
- ❑ Administrator/designate will notify Medical Director, Power of Attorney for Personal Care/relatives, General Manager Health and Social Services and the Ministry of Health and Long-Term Care as required.
- ❑ Initiate external search of the immediate grounds as follows:
  - South – Around the Courthouse
  - West – To the County garage
  - North – To Highway 3
  - East – To Cedarwood Village and area

O.P.P. will provide assistance to extend the search.

Administrator or designate will be the media contact.

Upon locating the missing Resident, announce “**Attention All Staff Code Yellow – All Clear**” over the intercom three times. Ensure all parties are notified as required. (e.g. O.P.P., family).

**Missing Resident Search Lists**

Area		Staff Assignment
<b>1<sup>st</sup> Floor</b>		
1. Nature's Trail (1101 to 1154)	1.	_____
	2.	_____
2. Maple Crescent (1201 to 1261)	1.	_____
	2.	_____
3. Evergreen Lane (1301 to 1357)	1.	_____
	2.	_____
4. Chestnut Hill (1401 to 1461)	1.	_____
	2.	_____
5. Spruce Court (1501 to 1557)	1.	_____
	2.	_____
<b>2<sup>nd</sup> Floor</b>		
6. Forest Heights (2101 to 2017)	1.	_____
	2.	_____
7. Poplar Heights (2201 to 2262)	1.	_____
	2.	_____
8. Norfolk Pinery (2301 to 2357)	1.	_____
	2.	_____
9. Orchard Grove (2401 to 2460)	1.	_____
	2.	_____
10. Willow Walk (2501 to 2557)	1.	_____
	2.	_____
<b>3<sup>rd</sup> Floor</b>		
11. Penthouse Area	1.	_____
	2.	_____

**Area: 1 - Nature's Trail (1101 to 1154)**

Room #	Room Name	Search Completed
1101	Vestibule	
1126	Auditorium	
1127	Kitchenette	
1128	Storage	
1103	Office – coats	
1104	Office – mail	
1105	Office – General Administration	
1106	Office – Workstations	
1107	Administrator	
1108	Office	
1109	Office	
1110	Office	
1111	Office	
1112	Office – washroom	
1113	Office – file room	
1114	Meeting Room	
1115	Chapel	
1116	Great Room	
	Elevator #1	
1117	Vending Room	
1125	Public Washroom – Women	
1124	Public Washroom – Men	
1123	Gift Shop	
1122	Hair Salon	
1121	Social Worker	
1120	Library	
1119	Detician	
1118	Therapy Room	

Room #	Room Name	Search Completed
1132	Central Food Services	
1135	Office	
1134	Dry Storage	
1133	Mop Room	
1138	Cooler	
1137	Freezer	
1136	Cooler	
1139	Alcove	
1140	Main Electrical Room	
1141	Garage	
1142	Receiving	
1143	Communication Room	
1144	Garbage / Recycle Room	
1145	Hazardous Waste Room	
1146	Chemical Storage Room	
1147	Office	
1148	Sprinkler / Water Meter Room	
1149	Housekeeping Equipment Room	
1150	Central Supply	
1151	Secure Storage Room	
1152	Office	
1131	Trunk Storage	
1130	Elevator Machine Room	
1153	Maintenance Shop	
1154	Office	

Area checked by:

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Signature

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Signature

**Area: 2 - Maple Crescent (1201 to 1261)**

Room #	Room Name	Search Completed
1202	Dining Room	
1203	Nurses' Station	
1204	Drug Room	
1205	Activity Room	
1206	Clean Utility Rm	
1207	Electrical Room	
1208	Resident Room	
1209	Resident Washroom	
1210	Resident Room	
1211	Resident Washroom	
1212	Alcove	
1213	Equipment	
1214	Resident Room	
1215	Resident Washroom	
	Stairwell #2	
1216	Resident Room	
1217	Resident Washroom	
1218	Resident Room	
1219	Resident Washroom	
1220	Resident Room	
1221	Resident Washroom	
1222	Resident Room	
1223	Resident Washroom	
1224	Resident Room	
1225	Resident Washroom	
1226	Resident Room	
1227	Resident Washroom	
1228	Soiled Utility Room	
1229	Housekeeping Room	
1232	Spa - Shower Room	
1233	Spa - Tub Room	

Room #	Room Name	Search Completed
1234	Spa – Washroom	
1235	Resident Room	
1236	Resident Washroom	
1237	Alcove	
1238	Equipment	
1239	Resident Room	
1240	Resident Washroom	
	Stairwell #3	
1241	Resident Room	
1242	Resident Washroom	
1243	Resident Room	
1244	Resident Washroom	
1245	Resident Room	
1246	Resident Washroom	
1247	Resident Room	
1248	Resident Washroom	
1250	Public Washroom	
1251	Staff Storage Room	
1252	Staff Washroom	
1253	Family Room	
	Elevator #2	
	Stairwell #4	
1254	Home Kitchen	
1255	Galley Kitchen	
1256	Entry	
1257	Chute Room	
1258	Laundry – Wash	
1259	Laundry – Dry	
1260	Dryer Room	
1261	Housekeeping Rm	

Area checked by:

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Signature

\_\_\_\_\_  
Signature

**Area: 3 - Evergreen Lane (1301 to 1357)**

Room #	Room Name	Search Completed
1302	Dining Room	
1303	Nurses' Station	
1304	Drug Room	
1305	Activity Room	
1306	Resident Room	
1307	Resident Washroom	
1308	Resident Room	
1309	Resident Washroom	
1310	Resident Room	
1311	Resident Washroom	
1312	Resident Room	
1313	Resident Washroom	
	Stairwell #5	
1314	Resident Room	
1315	Resident Washroom	
1316	Equipment	
1317	Alcove	
1318	Resident Room	
1319	Resident Washroom	
1322	Spa – Shower	
1323	Spa – Tub	
1324	Spa – Washroom	
1325	Clean Utility	
1326	Housekeeping Room	
1327	Resident Room	
1328	Resident Washroom	
1329	Resident Room	
1330	Resident Washroom	

Room #	Room Name	Search Completed
1331	Resident Room	
1332	Resident Washroom	
1333	Resident Room	
1334	Resident Washroom	
1335	Resident Room	
1336	Resident Washroom	
1337	Resident Room	
1338	Resident Washroom	
	Stairwell #6	
1339	Resident Room	
1340	Resident Washroom	
1341	Equipment	
1342	Alcove	
1343	Resident Room	
1344	Resident Washroom	
1345	Resident Room	
1346	Resident Washroom	
1347	Electrical Room	
1348	Resident Room	
1349	Resident Washroom	
1351	Soiled Utility Room	
1352	Public Washroom	
1353	Staff Storage Room	
1354	Staff Washroom	
1355	Family Room	
1356	Home Kitchen	
1357	Dishwashing Room	

Area checked by:

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Signature

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Signature

**Area: 4 - Chestnut Hill (1401 to 1461)**

Room #	Room Name	Search Completed
1402	Dining Room	
1403	Nurses' Station	
1404	Drug Room	
1405	Activity Room	
1406	Clean Utility Room	
1407	Electrical Room	
1408	Resident Room	
1409	Resident Washroom	
1410	Resident Room	
1411	Resident Washroom	
1412	Alcove	
1413	Equipment	
1414	Resident Room	
1415	Resident Washroom	
	Stairwell #7	
1416	Resident Room	
1417	Resident Washroom	
1418	Resident Room	
1419	Resident Washroom	
1420	Resident Room	
1421	Resident Washroom	
1422	Resident Room	
1423	Resident Washroom	
1424	Resident Room	
1425	Resident Washroom	
1426	Resident Room	
1427	Resident Washroom	
1428	Soiled Utility Room	
1429	Housekeeping Room	
1432	Spa – Shower	
1433	Spa – Tub	

Room #	Room Name	Search Completed
1434	Spa – Washroom	
1435	Resident Room	
1436	Resident Washroom	
1437	Alcove	
1438	Equipment	
1439	Resident Room	
1440	Resident Washroom	
	Stairwell #8	
1441	Resident Room	
1442	Resident Washroom	
1443	Resident Room	
1444	Resident Washroom	
1445	Resident Room	
1446	Resident Washroom	
1447	Resident Room	
1448	Resident Washroom	
1450	Public Washroom	
1451	Staff Storage Room	
1452	Staff Washroom	
1453	Family Room	
	Elevator #3	
	Stairwell #9	
1454	Home Kitchen	
1455	Galley Kitchen	
1456	Entry	
1457	Chute Room	
1458	Laundry – Wash	
1459	Laundry – Dry	
1460	Dryer Room	
1461	Housekeeping Room	

Area checked by:

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Signature

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Signature

**Area: 5 - Spruce Court (1501 to 1557)**

Room #	Room Name	Search Completed
1502	Dining Room	
1503	Nurses' Station	
1504	Drug Room	
1505	Activity Room	
1506	Resident Room	
1507	Resident Washroom	
1508	Resident Room	
1509	Resident Washroom	
1510	Resident Room	
1511	Resident Washroom	
1512	Resident Room	
1513	Resident Washroom	
	Stairwell #10	
1514	Resident Room	
1515	Resident Washroom	
1516	Equipment	
1517	Alcove	
1518	Resident Room	
1519	Resident Washroom	
1522	Spa – Shower	
1523	Spa – Tub	
1524	Spa – Washroom	
1525	Clean Utility Room	
1526	Housekeeping Room	
1527	Resident Room	
1528	Resident Washroom	
1529	Resident Room	
1530	Resident Washroom	

Room #	Room Name	Search Completed
1531	Resident Room	
1532	Resident Washroom	
1533	Resident Room	
1534	Resident Washroom	
1535	Resident Room	
1536	Resident Washroom	
1537	Resident Room	
1538	Resident Washroom	
	Stairwell #11	
1539	Resident Room	
1540	Resident Washroom	
1541	Equipment	
1542	Alcove	
1543	Resident Room	
1544	Resident Washroom	
1545	Resident Room	
1546	Resident Washroom	
1547	Electrical Room	
1548	Resident Room	
1549	Resident Washroom	
1551	Soiled Utility Room	
1552	Public Washroom	
1553	Staff Storage Room	
1554	Staff Washroom	
1555	Family Room	
1556	Home Kitchen	
1557	Dishwashing Room	

Area checked by:

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Signature

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Signature

**Area: 6 - Forest Heights (2101 to 2017)**

Room #	Room Name	Search Completed
2102	Staff Lounge	
2103	Entry	
2104	Change Room – Women	
2105	Entry	
2106	Change Room – Men	
2107	Dr. Office/First Aid/Consultant	
2108	Supervisor, Nursing & Personal Care	
2109	Washroom	
2110	Supervisor, Nursing & Personal Care	
2111	Team Meeting Room/PPE	
2112	Unit Clerk	
	Elevator #1	
2113	Air Handling Unit	
2114	Chiller	
2115	Boilers	
2116	Generator	
2117	Supervisor, Infection Prevention and Control	
	Stairwell #1	

Area checked by:

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Signature

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Signature



**Area: 7 - Poplar Heights (2201 to 2262)**

Room #	Room Name	Search Completed
2202	Dining Room	
2203	Nurses' Station	
2204	Drug Room	
2205	Activity Room	
2206	Clean Utility Rm	
2207	Electrical Room	
2208	Resident Room	
2209	Resident Washroom	
2210	Resident Room	
2211	Resident Washroom	
2212	Alcove	
2213	Equipment	
2214	Resident Room	
2215	Resident Washroom	
	Stairwell #2	
2216	Resident Room	
2217	Resident Washroom	
2218	Resident Room	
2219	Resident Washroom	
2220	Resident Room	
2221	Resident Washroom	
2222	Resident Room	
2223	Resident Washroom	
2224	Resident Room	
2225	Resident Washroom	
2226	Resident Room	
2227	Resident Washroom	
2228	Clean Utility Rm	
2229	Housekeeping Room	
2232	Spa - Shower Room	
2233	Spa - Tub Room	
2234	Spa – Washroom	

Room #	Room Name	Search Completed
2235	Resident Room	
2236	Resident Washroom	
2237	Alcove	
2238	Equipment	
2239	Resident Room	
2240	Resident Washroom	
	Stairwell #3	
2241	Resident Room	
2242	Resident Washroom	
2243	Resident Room	
2244	Resident Washroom	
2245	Resident Room	
2246	Resident Washroom	
2247	Resident Room	
2248	Resident Washroom	
2250	Public Washroom	
2251	Staff Storage Rm	
2252	Staff Washroom	
2253	Family Room	
	Elevator #2	
	Stairwell #4	
2254	Home Kitchen	
2255	Galley Kitchen	
2256	Entry	
2257	Chute Room	
2258	Electrical Room	
2259	Housekeeping Rm	
2260	Elevator Machine Room	
2261	CQI Lead	
2262	RAI Coordinator	

Area checked by:

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**Area: 8 - Norfolk Pinery (2301 to 2357)**

Room #	Room Name	Search Completed
2302	Dining Room	
2303	Nurses' Station	
2304	Drug Room	
2305	Activity Room	
2306	Resident Room	
2307	Resident Washroom	
2308	Resident Room	
2309	Resident Washroom	
2310	Resident Room	
2311	Resident Washroom	
2312	Resident Room	
2313	Resident Washroom	
	Stairwell #5	
2314	Resident Room	
2315	Resident Washroom	
2316	Equipment	
2317	Alcove	
2318	Resident Room	
2319	Resident Washroom	
2322	Spa – Shower	
2323	Spa – Tub	
2324	Spa – Washroom	
2325	Clean Utility	
2326	Housekeeping Room	
2327	Resident Room	
2328	Resident Washroom	
2329	Resident Room	
2330	Resident Washroom	

Room #	Room Name	Search Completed
2331	Resident Room	
2332	Resident Washroom	
2333	Resident Room	
2334	Resident Washroom	
2335	Resident Room	
2336	Resident Washroom	
2337	Resident Room	
2338	Resident Washroom	
	Stairwell #6	
2339	Resident Room	
2340	Resident Washroom	
2341	Equipment	
2342	Alcove	
2343	Resident Room	
2344	Resident Washroom	
2345	Resident Room	
2346	Resident Washroom	
2347	Electrical Room	
2348	Resident Room	
2349	Resident Washroom	
2351	Soiled Utility Room	
2352	Public Washroom	
2353	Staff Storage Room	
2354	Staff Washroom	
2355	Family Room	
2356	Home Kitchen	
2357	Dishwashing Room	

Area checked by:

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**Area: 9 - Orchard Grove (2401 to 2460)**

Room #	Room Name	Search Completed
2402	Dining Room	
2403	Nurses' Station	
2404	Drug Room	
2405	Activity Room	
2406	Clean Utility Room	
2407	Electrical Room	
2408	Resident Room	
2409	Resident Washroom	
2410	Resident Room	
2411	Resident Washroom	
2412	Alcove	
2413	Equipment	
2414	Resident Room	
2415	Resident Washroom	
	Stairwell #7	
2416	Resident Room	
2417	Resident Washroom	
2418	Resident Room	
2419	Resident Washroom	
2420	Resident Room	
2421	Resident Washroom	
2422	Resident Room	
2423	Resident Washroom	
2424	Resident Room	
2425	Resident Washroom	
2426	Resident Room	
2427	Resident Washroom	
2428	Soiled Utility Room	
2429	Housekeeping Room	
2432	Spa – Shower	

Room #	Room Name	Search Completed
2433	Spa – Tub	
2434	Spa – Washroom	
2435	Resident Room	
2436	Resident Washroom	
2437	Alcove	
2438	Equipment	
2439	Resident Room	
2440	Resident Washroom	
	Stairwell #8	
2441	Resident Room	
2442	Resident Washroom	
2443	Resident Room	
2444	Resident Washroom	
2445	Resident Room	
2446	Resident Washroom	
2447	Resident Room	
2448	Resident Washroom	
2450	Public Washroom	
2451	Staff Storage Room	
2452	Staff Washroom	
2453	Family Room	
	Elevator #3	
	Stairwell #9	
2454	Home Kitchen	
2455	Galley Kitchen	
2456	Entry	
2457	Chute Room	
2458	Electrical Room	
2459	Housekeeping Room	
2460	Elevator Machine Room	

Area checked by:

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**Area: 10 - Willow Walk (2501 to 2557)**

Room #	Room Name	Search Completed
2502	Dining Room	
2503	Nurses' Station	
2504	Drug Room	
2505	Activity Room	
2506	Resident Room	
2507	Resident Washroom	
2508	Resident Room	
2509	Resident Washroom	
2510	Resident Room	
2511	Resident Washroom	
2512	Resident Room	
2513	Resident Washroom	
	Stairwell #10	
2514	Resident Room	
2515	Resident Washroom	
2516	Equipment	
2517	Alcove	
2518	Resident Room	
2519	Resident Washroom	
2522	Spa – Shower	
2523	Spa – Tub	
2524	Spa – Washroom	
2525	Clean Utility Room	
2526	Housekeeping Room	
2527	Resident Room	
2528	Resident Washroom	
2529	Resident Room	
2530	Resident Washroom	
2531	Resident Room	

Room #	Room Name	Search Completed
2532	Resident Washroom	
2533	Resident Room	
2534	Resident Washroom	
2535	Resident Room	
2536	Resident Washroom	
hjgh2537	Resident Room	
2538	Resident Washroom	
	Stairwell #11	
2539	Resident Room	
2540	Resident Washroom	
2541	Equipment	
2542	Alcove	
2543	Resident Room	
2544	Resident Washroom	
2545	Resident Room	
2546	Resident Washroom	
2547	Electrical Room	
2548	Resident Room	
2549	Resident Washroom	
2551	Soiled Utility Room	
2552	Public Washroom	
2553	Staff Storage Room	
2554	Staff Washroom	
2555	Family Room	
2556	Home Kitchen	
2557	Dishwashing Room	

Area checked by:

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Signature

**Area: 11 - Penthouse (3201 to 3501)**

Room #	Room Name	Search Completed
Stairwell #2		
3201		
3301		
3401		
3501		
Stairwell #7		

Area checked by:

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# **Emergency Assistance Code White**

Norview Lodge

**Code White  
Emergency Assistance**

**If you encounter an aggressive Resident and require emergency assistance:**

- 1. If available, pull call bell cord from the wall.**
2. Announce “**Attention All Staff Code White**” three times over the intercom system and identify location (i.e. room number, home area).
3. Registered Staff, Facilities Services Staff (during regular hours) will respond to the identified area.
4. If additional staff is required, use the intercom system to request additional response.
5. Call 911 if required for police assistance.

**\*After hours any available staff should respond\***

**(note Spruce Court to remain fully staffed in HCA/PSW complement)**

6. The Registered Staff person in the area will give direction to responding staff.
7. Staff with specialized training should be given priority to respond.

**\*\*\* STAY CALM \*\*\***



# **Medical Alert**

## **Code Blue**

## Medical Alert (Medical Emergencies)

### FIRST Person on scene:

- Obtain assistance by:
  1. Calling out.
  2. Pulling call bell out from the wall in the area or getting someone else to pull the call bell out from the wall.
  3. Going for help.

Registered staff (if CPR has been requested):

- Open airway, check for breathing, begin rescue breathing and initiate chest compressions (if no pulse)
- Determine appropriate action (e.g. notify 911, physician, etc).

### SECOND Person:

- Announce “**Attention All Staff Code Blue**” three times over the intercom system and identify location (i.e. room number, home area).
- Assist the first person.
- **Other Registered staff to respond – record events.**

\*\* Staff not actively engaged with resuscitation procedure continue with regular assignments and only assist when required.\*\*

# **Chemical Accidents / Gas Leaks**

## **Code Brown**

## **Chemical Accidents / Gas Leaks**

### 1) Chemical Spill, Gas or Toxic Fumes, Nuclear Accident

In the event of such a disaster, immediate reaction would be directed by the Fire Department as they would be the best equipped to determine the type of chemical.

#### **What to Know**

- a) The rate it is spreading;
- b) The method to control it;
- c) The damage it poses to the Home;
- d) The appropriate action, and where, if necessary, to relocate.

If you are the centre that discovers the chemical spill, call immediately:

**POLICE 911**

**FIRE DEPARTMENT 911**

**ACTIVATE FIRE ALARM**

ANNOUNCE VIA EMERGENCY VOICE COMMUNICATION THREE TIMES  
"ATTENTION ALL STAFF **CODE BROWN**".

If evacuation is required, follow established evacuation procedures. If it is the intent to remain in the building, certain preventive actions can be taken, depending upon the properties of the chemical involved. Some possible reactions might include:

- a) If it is a gas that is outside and airborne, seal all doors and windows.
- b) Shut off all ventilation systems.
- c) Prohibit the use of food and water until it has been tested.
- d) If there is a potential for explosion:
  - a. No smoking
  - b. Shut off all open flames in the kitchen, laundry, boiler room, etc.
- e) If feasible, locate oxygen and oxygen masks for those affected by a gas (under the direction of the Fire Department).
- f) Other steps may be required depending upon the chemical involved.

2) External Natural Gas Leak

- a) Pull alarm system.
- b) In case of a gas leak or fumes, area should be evacuated.
- c) Close ALL DOORS.
- d) Do not touch light switches in area due to danger of a spark causing the gas to explode.
- e) Do not smoke.

3) Internal Natural Gas Leak

- a) Open doors and windows to permit fresh air into the building.
- b) Do not touch light switches in area due to danger of a spark causing the gas to explode.
- c) Do not smoke.
- d) Call 911 to alert the Fire Department.
- e) Call Enbridge 1-866-763-5427.
- f) Call Maintenance on call 519-427-7216.

**Environmental Problem**  
**Natural Disaster**  
**Extreme Weather Event**

**Code Grey**

### **Environmental Problem – Button Down**

Upon hearing a Code Grey announcement:

- Shut all windows and exterior doors
- Shut off all air conditioners and fans to the building exterior
- Use telephones with discretion
- Do not leave the Home except through the main front entry
- Continue these processes until “Code Grey – All Clear” is announced
- Await further instruction from Supervisors

### **Environmental Problem – Tornado Watch**

In the event a tornado watch is issued by Environment Canada:

- Do not alarm the Residents
- “Code Grey Watch” will be announced three times over the telephone system by Administration during core business hours and by the Charge Nurse or designate outside of core business hours.
- Normal activity can still occur during a “Code Grey Watch” but staff may wish to close blinds and curtains at this time. During a tornado watch, watch for danger signs:
  - Dark, often greenish or orange-grey skies
  - Large hail
  - Large, dark, low-lying, rotating or funnel-shaped clouds
  - Roaring noise – similar to the sound of freight train
- If possible, secure outside objects (e.g. tables, umbrellas, chairs, etc.) which could become airborne if blown by a high-speed wind.
- All staff should be prepared to implement emergency procedures should a “Code Grey Warning” be announced.
- When the tornado watch has been lifted by Environment Canada, “All Clear” will be announced three times over the telephone system.
- Once the “All Clear” is declared, Registered staff will complete a Resident census.

### **Environmental Problem – Tornado Warning**

In the event a tornado warning is issued by Environment Canada:

- Do not alarm the Residents
- “Code Grey Warning” will be announced three times over the telephone system by Administration during core business hours and by the Charge Nurse or designate outside of core business hours.
- Staff will ensure:
  - Residents take shelter in their resident home area
  - All doors and windows are closed
  - All shades, blinds or curtains are drawn
- Use a calm, reassuring manner when moving Residents.
  - Ambulatory Residents will be moved into the bathrooms of their rooms; however, space constraints in basic rooms may require one of the Residents to be moved into the corridor
  - Bathroom doors may be left partially open to minimize Residents’ anxiety
  - Bedridden Residents will be laid in a flat (supine) position, as tolerated, with the bed turned so the headboard is between the Resident and the window. Blankets and pillows will be used to protect the Residents from flying debris
  - Staff will remain with the Residents
- Upon direction from staff, visitors and volunteers will take shelter in the corridors in Resident home areas
- Staff will listen to the local radio station and/or smart technology for weather updates from Environment Canada
- Wait for the “All Clear” to be announce before leaving the safe location
- When the tornado warning has been lifted by Environment Canada, “All Clear” will be announced three times over the telephone system
- Once the “All Clear” is declared, Registered staff will complete a Resident census
- Assess the surrounding area for damage and if it is safe to do so, assist Residents back to their rooms. If damage is observed, contact Facilities Services



### **Environmental Problem - Flood**

In the event a flood in the Home:

8. Do not alarm the Residents.
9. Rescue anyone in immediate danger while protecting the safety of the rescuing staff members.
10. If the flood poses danger to Residents, staff or visitors, call 911 immediately.
11. If warranted, activate the Home's Emergency Plan and appoint a Facility Incident Commander.
12. Unplug all non-essential appliances, equipment and computers.
13. Check for gas leaks, water line ruptures, sewage contamination, etc. If you smell gas, and it is safe to do so, shut off the gas. Report utility problems to the appropriate company.
14. If the water lines are disrupted, consider the water supply to be contaminated and follow the Home's procedures for emergency water.
15. If needed, activate your emergency water procedures.
16. Gather critical supplies to take to higher ground/evacuation.
17. Do not allow electrical devices to come into contact with water.
18. If the decision is made to evacuate the Home, follow the Emergency Evacuation procedures.

## **Disruption / Loss of Services**

## **Disruption / Loss of Services Disruption**

### **Energy Conservation Plan**

Under no circumstances is Resident, visitor or staff safety to be compromised when applying energy conservation methods.

- Staff to use stairs rather than the elevator unless transporting equipment or supplies.
- Where possible, load elevators with several Residents rather than one at a time.
- Turn off lights when not required.
- Shut down unnecessary external light use.
- Conserve supplies where possible.
- Set air conditioners and temperature control at 24/24.5° C. or higher.
- Avoid unnecessary use of electrical appliances e.g. radios, televisions, etc.
- Shut off computers when away from work stations, including monitors. Put equipment on standby if able.
- Avoid using photocopier for large jobs.
- Avoid using heat lamps in tub rooms.

#### **Note:**

- Do not call power company, as they are unaware of duration of outage.
- Do not call 911 unless an emergency exists.

### **Loss of Air Conditioning Services (High Heat)**

#### Administration

- Set up central communications with all departments

#### Facilities Services

- Determine length of outage or estimated duration of heat wave
- Provide fans for Resident care areas, where possible
- Provide direction to staff on use of fans for extended periods regarding overheating

## Nursing Services

- Keep Residents out of direct sunlight
- Do not allow Residents to go outdoors
- Dress Residents in light, loose, non-restrictive, cotton clothing
- Maintain and encourage adequate fluid intake
- Avoid caffeine containing fluids (i.e. - coffee, colas)
- Use popsicles, freezies, water, etc.
- Monitor vital signs as required
- Administer sponge baths as necessary

## Nutritional Services

- Minimize hot food cooking

## General - All Staff

- Ensure accessibility to water and other liquids
- Monitor vital signs as required
- Relaxed dress codes in effect
- Frequent breaks and rotating schedules to provide relief from high heat areas (i.e. - laundry, kitchen, tub rooms, etc.)
- Do essential duties of the job only

**\*\* Implement the Ministry of Health Heat Stress Guidelines, as applicable**

### **Loss of Cooking**

#### Administration

- Set up central communications with all departments

#### Nutritional Services

- Consider contracting for food preparation
- Follow established emergency, non-cooked menu
- Utilize pre-planned emergency supplies
- Priority service is to the Residents

#### General - All Staff

- Assist with food preparation as required

### **Loss of Electric Services**

#### Pre-planning

- A diesel-powered generator (located in the Mechanical Electrical Room – 2<sup>nd</sup> floor) is utilized for emergency power to provide adequate lighting and electrical service to the Home in the event of a disruption in service. The generator automatically activates within one minute of a power failure.
- Outlets that are powered by the emergency generator are red in colour.
- Awareness of availability of emergency generators in the event of need.
- Contact Pritchard Power Systems at 905-564-6608. This on-site service would be

- available within four hours of notification to contractor.
- **Maintain** stock of required batteries.
- All Resident rooms have an emergency powered outlet.

**Commented [SM1]:** Update for new contract

#### Administration

- Set up central communications with all departments

#### Facilities Services

- Attempt to determine duration of outage.
- Ensure generator is functioning properly. Weekly tests are conducted.
- Confirm availability of back-up generators, should they be needed.
- Secure additional lighting (flashlights, etc.) from available resources.

#### Nursing Services

- Ensure all staff know which medical equipment is working via the emergency generator and the location of the emergency power outlets.
- Staff should be aware that all oxygen concentrators are to have an extension cord available on the unit for access to the nearest emergency outlet.
- Ensure operation and availability of flashlights.

#### Nutritional Services

- Keep refrigerator doors closed as much as possible.
- If perishable items begin to thaw, cook as soon as possible.
- If dish washing machine is not operable, plan to use disposable dishes and utensils.
- Follow emergency non-cooking menu, as necessary.

#### Laundry

- Provide a linen and clothing inventory to the central communications in the event of an extended outage.
- Be prepared to utilize commercial laundries or other facilities laundry service or linen.
- If power outage affects geographic area, may need to access linen service.
- Coordinate a reduction of linen changes with Nursing Services.
- Follow any established agreements with other facilities.

## **Loss of Water Services**

### Administration

- Set up central communications with all departments

### General Guidelines

- Secure available water from community and use according to the following priorities:
  - Personal consumption
  - Personal hygiene
  - Cooking
  - Housekeeping

### Facilities Services

- Contact the water department to determine expected duration of loss
- Obtain stored water and deliver to areas for liquid consumption using sanitary dietary containers
- Coordinate with other departments regarding liquids for force flushing toilets
- Assess possible impact on other water dependent systems

### Nutritional Services

- Advise the communications post of liquids available for consumption
- Use emergency non-cooking menus as necessary
- Use disposable dishes and utensils
- Shut down dishwasher

### Nursing Services

- Restrict Resident bathing
- Use waterless hand cleaners
- Coordinate with laundry regarding a linen reduction and clothing reduction program

### Laundry

- Provide a linen and clothing inventory to the Communications Centre
- Coordinate a reduction of linen changes with Nursing Services
- Follow established agreements for linen supplies and laundry service

## **Loss of Sewage Services**

### Administration

- Set up central communications with all departments

### Facilities Services

- Attempt to determine the length of outage
- Contact the Environmental Services Division of Norfolk County at 428-0020 ext. 100
- Determine availability of portable toilets from outside vendors, if required

- Establish an area outside to store waste

#### Nursing

- In coordination with Facilities Services, determine which toilets in each RHA will be used for force flushing, if possible. Determine what containers will be used to carry water for force flushing and keep these pails at each toilet to be used.
- Set up urine collection stations.

### **Loss of Elevator Services**

There are three (3) elevators available for use as follows:

- #1 Nature's Trail
- #2 Maple Crescent
- #3 Chestnut Hill

#### General - All Staff

- Be prepared to assist Residents in using the stairs, if appropriate
- Off hours – notify Facilities Services on-call staff

#### Facilities Services

- Notify elevator service contractor
- Determine duration of loss of service
- Post signage and alternate elevator for use

#### Nutritional Services

- In coordination with Nursing Services, determine if any tray service is required for Residents on the second floor and prepare for delivery

#### Nursing Services

- Assist capable Residents to utilize the stairs, if required
- Assist in the delivery of meal service

### **Loss of Heating**

#### Administration

- Set up central communications with all departments

#### Facilities Services

- Attempt to determine the duration of the outage and weather forecast
- Ensure windows and doors are closed
- Consider heat conservation methods where possible

### Nursing Services

- Dress Residents in several layers of loose fitting clothing
- Group Residents in rooms where heat is still available, if applicable
- Establish activities for Residents to keep people moving
- Provide extra blankets, linens, etc.

### Laundry

- Provide blankets and extra linens to nursing

### Nutritional Services

- Provide warm liquids for Residents and staff

## Loss of Natural Gas Services

### Administration

- Set up central communications with all departments

### Facilities Services

- Attempt to determine the length of outage
- Ensure that the gas company is aware of the interruption by calling 1-866-763-5427 as the gas fired boilers will not operate
- There will be a loss of hot water for space heating and domestic hot water for laundry (refer to disruption of services plan for water loss)
- In the event of a gas leak, notify Enbridge immediately at 1-866-763-5427

### Summer Season

- During this season, a service interruption will cause an inconvenience due to lack of domestic water
- Small quantities of hot water may be obtained from electrically operated appliances

### Winter Season

- A service interruption at this time would most seriously affect space heating. It is anticipated that the building would be reasonably warm for approximately six hours, depending upon weather conditions outside.
- Contact the Facilities Services Department of Norfolk County at 519-426-5780 ext. 2252 or the After hours Answering Service at 1-877-298-5888

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### Nursing Services

- See the Loss of Water procedures regarding bathing policies

### Nutritional Services

- Use disposable dishes and utensils
- See Loss of Cooking procedures regarding loss of hot water for dish washing



Laundry

- See Loss of Water procedures regarding the inability to wash clothes

### **Loss of Telephone and Internal Communications Services**

The phone system is continually supported by a battery back-up system. The generator provides a further back up to this system. The battery back-up will sustain the system for thirty minutes.

In the event of failure of one or both back-up systems, there are two alternatives available. The Resident phone system is independent of the Home phone system and therefore may remain accessible if the Home system is down.

In addition, cell phones are available in the Facilities Services Department.

Internal portable radios used in the Facilities Services Department can be used for internal communications.

### **Loss of Pharmacy Services**

Medications are to be given out as long as they last. This may require sharing of some drugs. Documentation of drugs used, should be kept.

The pharmacy provider will have copies of each Resident's prescribed medications. The pharmacy can have medications prepared and delivered within 24 hours.

In the event that the pharmacy provider experiences a situation interrupting their ability to provide medications to the Home, medications will be provided by another pharmacy.

In the event that the emergency precludes the above arrangement, other local pharmacies could be contacted.

### **Rotating Electrical Supply Blackouts or Power Failure**

A diesel-powered generator (located in the Mechanical Electrical Room on the 2<sup>nd</sup> floor) is utilized for emergency power to provide emergency lighting and electrical service to the Home in the event of a disruption of service. The generator automatically activates within one minute of a power failure.

Emergency power outlets are identified with red faceplates.

The Access Control system remains effective in the event of a power failure.

In the event of a blackout, turn off all unnecessary equipment (e.g. appliances) to avoid an overload at restart.

In the event of a rotating blackout, it is assumed that we will not receive any advance notice of the blackout and the estimated duration is 2 hours. The following is to serve as guidelines in dealing with a power failure.

## Administration

- Set up central communications with all departments.
- Arrange for necessary media releases.
- Notify Ministry of Health Long-Term Care office of situation 1-866-434-0144 from 0800 -1900hrs & days a week and after hours call 1-866-999-6973 ask for the Duty Officer.
- **Notify** General Manager, Health and Social Services, of situation.
- Liaise with County staff as required for assistance and information.
- Authorize additional staff resources as required.

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## Facilities Services

- Ensure generator is functioning properly.
- Confirm availability of back-up generator if required.
- Shut down any unnecessary outdoor lighting.
- Shut down any unnecessary exhaust systems.
- Secure additional lighting (flashlights, etc.), extension cords for emergency outlet access if required.
- Home security as required.
- Arrange for a refrigerated truck (if required) in the event of a generator failure.
- Post appropriate signage – e.g. elevator out of use, door access.
- If available, maintain gas levels in vehicles at minimum half tank.

## Nursing Services

- Utilizing the extension cords located on the back of each oxygen concentrator, hook up to the nearest emergency power outlet (one in every Resident room). Arrange for taping down of extension cord if required for safety reasons.
- Utilize flashlights to assist with emergency lighting.
- Fill tubs with hot water and keep tub room doors closed for safety reasons.
- Utilize linen resources sparingly to conserve.

## Nutritional Services

- Conduct regular checks of refrigerators and freezers to ensure working.
- Keep fridge and freezer doors closed as much as possible.
- Utilize paper supplies for meal service.
- Utilize emergency non-cooking menu/adjust menu to accommodate power outage situation.
- Maintain appropriate level of supply to support emergency menu.
- Due to elevator outage, may be required to transport and serve meals in Norfolk Pinery.

## Laundry Services

- Provide linen and clothing inventory to the communications centre as soon as available.
- Coordinate a reduction of linen changes with Nursing Services

- Schedule changes may be inevitable to ensure adequate laundry service e.g. evening or night shift outside of outage hours.
- Laundry may be done off-site (if appropriate facilities can be located).

#### Housekeeping Services

- Affected by availability of water – will depend on expected duration of outage.

#### Programs

- Assist where required e.g. feeding, tray delivery, assistance to Residents to rooms, etc.

Outside Normal Work Hours and Work Week (after 4:30 and on weekends): In addition to the above noted procedures, please:

- Notify the on-call Facilities Services staff.
- Notify the on-call Management staff.

\* Seasonal considerations required.

## **Boil Water Advisory**

## **Boil Water Advisory**

### **Reasons for a boil water advisory:**

1. A boil water advisory is based on information other than bacteriological examination indicating that the water is not safe to drink (e.g. the lack or absence of disinfection residual in the drinking water).
2. A boil water advisory may be based on bacteriological (microbial) examination, including the finding of bacteria or parasites.
3. A boil water advisory may follow the occurrence of an outbreak of illness in the community that has been linked to consumption of the water.

The extent of restriction on water use depends on the situation and the reason for issuing a boil water advisory. Always follow the health unit's recommendations on water use.

### **Procedure:**

1. The Public Health Department alerts the Long Term Care Home/Public that the water in the Municipality is contaminated and a "Boil Water Advisory" is enforced until further notice.
2. All departments are notified via e-mail regarding the "Boil Water Advisory".
3. The Nursing/Programs Department will notify the Residents/POAs regarding the "Boil Water Advisory".
4. A Boil Advisory Alert notice will be placed at the entrance of the Home to alert visitors.

### **The Facilities Services Department will:**

1. Shut off water to sinks or remove tap handles
2. Obtain supplies of drinking water from other sources. (ex: bottled water)

### **The Nutritional Services Department will:**

1. Boil water used for cooking. Water used for soups, porridge, stew, etc. must come to a full rolling boil for approximately 3 minutes. The water should reach a temperature of 100<sup>o</sup> C or 212<sup>o</sup> F.
2. Canned juices will be used in place of juice machines.
3. Ice machines will be shut down for use. **"DO NOT USE"** signs to be placed on machines. All ice made previously is discarded and the ice machine is disinfected.
4. Use milk in recipes, where appropriate.
5. Steam food as much as possible in STEAMER.

6. Bottled water/boiled water to be used to clean vegetables, to mix juice crystals and as drinking water for staff and Residents.
7. Dishes may be washed in the dishwasher as long as final rinse temperature reaches 180 degrees F or above.
8. Pots may be washed as normal. Ensure the sanitizer "bleaching system" is used. Ensure water is changed frequently. Let pots air dry.
9. Coffee/tea machines will be shut down for use "DO NOT USE" signs to be placed on machines. Boiled water or bottled water will be used to prepare instant coffee and tea.
10. Counter tops/chopping boards should be washed with soap and bottled water first then disinfected with a bleach solution of ¼ cup (approximately 60ml) bleach in 1 gallon (4.5L) of water. Do not reuse or store this solution, make it fresh as needed.

**The Laundry Department will:**

- Continue to wash as per guidelines.

**The Nursing Department will:**

1. Follow guidelines specific to Public Health orders.
2. Obtain boiled water from dietary for washing / bathing purposes, if necessary. Adults can bath / shower in untreated water. Avoid face and/ or swallowing water. Sponge bath as needed.
3. Obtain boiled/bottled water for drinking purposes.
4. Obtain boiled/bottled water for brushing Resident's teeth/oral care.
5. Contact all Residents and/or POAs to notify of activation of emergency plan and at the end of the emergency.

**Hand Hygiene**

For hand hygiene, antimicrobial products that do not require water (e.g. alcohol-based hand rubs) can be used until the boil water advisory is cancelled. If hands are visibly contaminated, bottled water and soap should be used for handwashing; if bottled water is not immediately available, an antiseptic towelette should be used.

If the boil water advisory has been issued because of an outbreak, water can be used for handwashing after the emergency water treatment: Place 1.5oz (about 45ml) liquid household bleach in 10 gallons (45L) water. Mix and let stand for 10 minutes prior to use.

**Note**

\*All water that has the potential of being ingested should be boiled and/or use bottled water.

**After “Boil Water Advisory” is lifted:**

- An email will be sent out to notify all departments of the public health “safe to use” order that has been issued.
- Run cold water faucets for 2-3 minutes before using water.
- Drain and refill hot water heaters set below 45° C.
- Drain and flush all ice-making machines.
- Flush all garden hoses by running cold water through them for 1 minute.
- Run water softeners through a regeneration cycle.

Staff/Residents/Students/Volunteers will be debriefed following the end of the emergency.

# Hostage Taking



### Hostage Taking

1. The staff member who observes the event taking place should proceed with the following:
  - a. DO NOT take the role of the police.
  - b. Give guidance for first crucial minutes.
  - c. Use common sense and GOOD JUDGEMENT.
  
2. Hostage Taking Management - General Rules:
  - a. Clear and contain area.
  - b. Interrupt phone link. Notify O.P.P. immediately 911. The police will take charge immediately upon arrival.
  - c. Maintain dialogue - calmly talk to the hostage taker.
  - d. Stall for time - NEVER say NO - Always comply with their wish, if able.
  - e. Summon staff who may know the hostage taker.
  - f. Refuse to provide drugs. The hostage taker might be on other medications and could become violent.
  - g. Do **NOT** give foods or drinks that have been altered to the hostage taker.
  - h. If possible, evacuate all Residents from the area. If evacuation is not possible, all Residents should remain in their rooms, closing their doors and go to the furthest corner from the door.
  
3. Guidelines for the Hostage:
  - a. Try to remain calm and relaxed.
  - b. AVOID aggressive behaviour, stance, or body language.
  - c. Remain ALERT for opportunities for rapport with the hostage taker and for escape.
  - d. AVOID food or drink provided by the hostage taker or negotiators.
  - e. STAY CLEAR OF WINDOWS AND DOORS.

**NOTE: ENSURE ALL DOORS ARE LOCKED ON ROUNDS**

