

EMERGENCY RESPONSE PLAN (ERP) – ANNEX 9.13



Dufferin Oaks ERP

CODE GREEN	CODE BROWN
CODE YELLOW/AMBER	CODE SILVER
CODE ORANGE	CODE BLACK
CODE RED	CODE GREY
CODE WHITE	CODE BLUE
CODE PINK	

APPROVED FOR PUBLIC RELEASE

2022
DUFFERIN COUNTY

The Emergency plan for Dufferin Oaks is issued under the authority of the Administrator and is an annex of the County of Dufferin's Emergency Response Plan.

This plan supersedes all other emergency and fire plans published prior to this date. Suggestions for additions, deletions or amendments should be forwarded to the Administrator for action.

Preface:

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

An emergency situation could necessitate the evacuation of the premises, relocation of residents, survival in isolation or reception of persons from another facility. This plan is designed to deal with all of these situations and to provide resources to alleviate the effects of any abnormal event.

POLICY

The Emergency Planning Team will educate staff and clients on the contents of the Emergency Plan, update and revise the plan on an ongoing basis and organize mock exercises to prepare staff and clients to respond more effectively in a real emergency.

Emergency Planning will include Dufferin Oaks, McKelvie Burnside Village and the Mel Lloyd Centre.

RESPONSIBILITIES

- ✓ To review the Emergency Plan annually and to revise as necessary with the approval of the administrator
- ✓ To ensure fire drills are held on each shift each month.
- ✓ To ensure emergency plans are tested according to the time lines set out in the MOHLTCH Act and Regulations.
- ✓ To ensure all staff are aware of procedures to be followed in an emergency.
- ✓ To ensure letters of agreement with all external agencies are updated at least once every three years.
- ✓ To monitor staff attendance at fire drills and emergency exercises.
- ✓ To schedule an annual Fire Department Tour of the home.
- ✓ To ensure emergency procedures and required inspections/tests are in place for Dufferin Oaks, McKelvie Burnside Village and the Mel Lloyd Centre.

COMMITTEE MEMBERS

The Dufferin Oaks Management Committee will assume emergency planning responsibilities.

Other staff and representatives from external agencies may participate on an as needed basis.

COMMITTEE ACTIVITY

Meetings will be held as needed to fulfill responsibilities.

Implementation of Plan:

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

1. The Administrator
2. The Director of Care in the absence of the Administrator
3. The Assistant Director of Care in the absence of the Administrator and Director of Care.
4. The Charge RN (First Floor RN) in the absence of the Administrator, Director of Care and the Assistant Director of Care.

NOTE: To ensure consistency, the Charge RN will initiate action until relieved by the Administrator, Director of Care or the Assistant Director of Care.

In any emergency situation, the Charge Nurse (RN) will initiate action until relieved of his/her responsibilities by the Administrator or Director of Care or Assistant Director of Care. If there is more than one RN in the building, the first floor RN is the designated Charge RN, then the second floor and then the third.

Outside Agencies:

Outside agencies will assume authority as follows:

- Fire Chief: in complete charge in the event of a fire or chemical spill
- Police: in charge of coordinating activities-crowd, control, human safety and will recommend a course of action to the Administrator.
- Paramedics: in charge of medical aide to injured parties

CODE GREEN

SUBJECT:	Evacuation	Department:
Effective:		Manual:
Revision Date:		Approval:
Authority:		

Policy:

The Charge RN, Director of Care and Administrator, or in cases where they are unavailable, their appointed alternate may activate this procedure to protect life.

When an emergency situation requires the partial or full evacuation of the facility and fire is not the reason the following will occur:

- An announcement, specifying the area to be evacuated, will be made using the intercom system or, alternatively, the annunciator panel's paging system.
- Upon hearing the announcement all staff will prepare to relocate or evacuate the residents as instructed to a safe area beyond fire doors, outside of building, or to the Mel Lloyd Center in the following order:
 - 1.** Residents in immediate danger
 - 2.** Ambulatory residents
 - 3.** Non-ambulatory residents
- Each department will take the equipment and supplies required to meet the needs of residents including:
 - Resident census
 - Medical records
 - Emergency kit
- The Charge RN is responsible for taking the Resident List and Emergency Binder.

The first staff member to escort residents out of the unit will remain at the muster point to account for all subsequent residents and staff arriving at the muster point.

Once residents and staff are evacuated out of the building, they will muster at the base of the tower from which they were evacuated, unless it is not safe to do so.

Staff is to remain with residents and await further instructions.

Each muster area will keep a complete list of residents, staff and visitors under their care (paper supplies in Emergency Kit).

The "Command Center" will be established as close to the front parking lot as possible. A representative of each Emergency Service and the Charge RN will position themselves in this area. Accounting for all residents and staff will be coordinated in this area.

Staff will advise the Command Centre of the following:

- Residents accounted for
- Visitors accounted for
- Staff accounted for
- Immediate needs for clothing, shelter, equipment, etc.

Those staff assigned to the Command Centre will:

- Ensure all residents, staff and visitors are accounted for using resident lists, visitor and staff sign-in books.
- Compile a list of residents/staff/visitors, unaccounted for.
- Circulate the list of those unaccounted for to all muster areas before commencing search procedure.

CODE YELLOW		
SUBJECT:	Missing Resident	Department:
Effective:		Manual:
Revision Date:		Approval:
Authority:		

Policy:

Dufferin Oaks will implement a systematic effort to locate missing residents and prevent or minimize harm to themselves and others.

It is assumed that, prior to initiating a "CODE YELLOW" procedure, reasonable efforts will have been made to ensure that the resident is actually "missing":

- check white board for appointments
- visiting with family (resident sign in/out binder).

Once it is determined that the resident is MISSING, staff will respond as follows.

- The missing resident is reported to the Charge RN.
- The Charge RN will page "CODE YELLOW, RESIDENT NAME, HOME AREA".
- Upon hearing the page staff will obtain the search area sheet(s) from the Emergency Binder and conduct a search of their assigned area, documenting the search.
- The Charge RN will go to the unit of the missing resident and coordinate search efforts.
- The registered staff on the unit will print the resident's photo and provide it to each search team member.
- When your assigned search is completed, notify the Charge RN and deliver the completed search sheet to the unit that is missing the resident.

- Charge RN will record the names of staff and the areas they are searching, on the "Search Summary Sheet".
- Staff performing the exterior search, should carry a cell phone, and confirm the phone # with the Charge RN, so they can be reached if needed.
- When staffing levels permit, interior and exterior searches will be conducted simultaneously.
- During periods of reduced staffing, the Charge RN will assign additional search areas to the available staff until all designated areas have been searched.
- The Charge RN is authorized to call in additional staff to assist in the search when staffing levels are lower. Additionally, the Charge RN can call upon the following for assistance;
 - Maintenance
 - Dufferin County Support Services
 - Mel Lloyd Centre (MLC) Housekeeping
- The photo of the missing resident(s) will be distributed to the following on-site partners:
 - Dufferin Area Family Health Team
 - McKelvie Burnside Village
 - EarlyON Centre
- When the resident is located the staff member will assess their wellbeing and notify the Charge RN.
- When the Charge RN verifies that the resident has been located they will page "CODE YELLOW, all clear, CODE YELLOW, all clear"

If missing resident is located within 10 minutes, complete incident report (under Risk Management Section of Point Click Care) and document in resident progress notes the sequence of events, with careful notation as to time and resident's condition.

If the resident is not located during the first search:

- Charge RN will call 911 for police assistance.
- The unit missing the resident will begin a second, documented search.
- The unit RPN will print the Resident Admission Profile from Point Click Care and begin documentation of the Missing Resident Information Gathering Tool attached to the policy.
- The Charge RN will page "Code Yellow, resident name, home area, all available staff report to the front lounge".
- The Charge RN will take all documentation to the Front lounge to meet police.
- Available staff will take direction from Charge RN and Police to continue the search.
- The Charge RN will notify the Administrator and the Director of Care.
- The Charge RN will notify the family. Document time of all phone calls and any other pertinent information on the Missing Resident Timeline.

If the search is unsuccessful after 60 minutes,

- the administrator or designate will notify the CAO of the County of Dufferin.

The Ministry of Long-Term Care must be notified in the following circumstances:

- Immediately - Resident missing for greater than 3 hours, OR a missing resident who sustains an injury.
- Within one (1) business day - Resident missing for less than 3 hours and returns with no injury or adverse change in condition.

Notify the searching personnel, family, management and the Ministry that the resident has been located.

CODE ORANGE		
SUBJECT:	External Emergency	Department:
Effective:		Manual:
Revision Date:		Approval:
Authority:		

Policy:

External hazards may include, but are not limited to, the following:

- Tornado
- Hazardous Materials
- Wildfire
- Structure Fire
- Flooding
- Power Outage
- Gas leak
- Severe Weather
- Police Activity

When notified that an external hazard, with the potential to have an impact on Dufferin Oaks, is imminent or occurring the following steps will be taken:

- The Charge RN will page, "CODE ORANGE – insert type of hazard, CODE ORANGE – insert type of hazard"
- Upon hearing the page staff will take immediate action to protect residents and visitors by:
 - Moving them away from exterior windows and doors
 - Closing doors to all rooms and corridors
 - Not allowing elevators to be used

- Preparing for possible evacuation or shelter-in-place
- All management team members will report to administration
- Management team will coordinate efforts to protect lives, property and the environment.
- Dufferin Oaks Administrator/designate, will contact the Dufferin County Emergency Coordinator/designate.
- Dufferin County Emergency Coordinator/designate will notify the County's Emergency Control Group and, if necessary, activate the County's Emergency Operations Centre in support of efforts by Dufferin Oaks.
- Facilities staff, will initiate the "Code Grey – Button Down" procedure if external air exclusion is required.

For incidents occurring after regular business hours,

- The Charge RN is to initiate the management notification system.
- Dufferin Oaks Administrator/designate, will contact the Dufferin County Emergency Coordinator/designate.
- Dufferin County Emergency Coordinator/designate will notify the County's Emergency Control Group and, if necessary, activate the County's Emergency Operations Centre in support of efforts by Dufferin Oaks.

CODE RED			
SUBJECT:	Fire/Explosion	Department:	Dufferin Oaks
Effective:	1979	Manual:	Fire Safety Plan
Revision Date:	2022-04-01	Approval:	
Authority:			
<ul style="list-style-type: none"> • <i>Dufferin Oaks Fire Emergency Plan 2022</i> • <i>Fire Protection and Prevention Act R.S.O. 1997</i> • <i>Emergency Management and Civil Protection Act R.S.O. 1990</i> • <i>Fixing Long Term Care Act S.O. 2021</i> 			

Policy:

Dufferin Oaks will meet or exceed the requirements established under law to ensure the safety of all residents, visitors and staff in regard to incidents involving smoke, fire and/or explosion.

In the event one of these incidents occur the Charge RN is the designated fire coordinator with all necessary authority to fulfill the responsibilities of the position. The Administrator-Dufferin Oaks or their designated alternate may relieve the Charge RN and assume responsibility for coordinating any response.

For events that exceed the scheduled shift of the Charge RN the outgoing Charge RN will thoroughly brief the incoming Charge RN who will assume the responsibilities of Fire Coordinator. The fire service's Incident Commander will be advised when responsibilities of any key personnel are transferred to another staff member.

All new staff will receive a copy of the Fire Safety Plan and trained on their roles and responsibilities during a fire emergency prior to commencing their first scheduled shift.

Upon arrival the Fire Service will designate one of their personnel to be the Incident Commander. This person is responsible for all activity in and around the scene and will liaise with the Charge RN and/or Administrator to ensure the safety of the people, property and the environment.

The responding fire service may not have the necessary personnel to conduct an evacuation of the facility. Dufferin Oaks staff will ensure the safe and effective evacuation of residents, visitors, volunteers and others in accordance with the Fire Emergency Plan.

Upon the discovery of a fire staff members will R.A.C.E.:

- Remove - Have all people exit the area
- Alarm – Activate the nearest fire alarm pull station
- Contain – Close doors/windows to slow the spread
- Extinguish – If safe to do so, attempt to put out the fire with an extinguisher

When activated the fire alarm system will sound a slow tone indicating that there may be a fire emergency. An automated alarm will announce the location of concern. When a fire is confirmed to be present the alarm will go to the second stage and sound a faster tone indicating that an evacuation of the affected area is to be conducted (see Code Green) laterally beyond two (2) sets of fire doors. If a lateral evacuation is not possible a vertical evacuation will be required.

When a room (including the washroom) has been thoroughly searched and residents have been removed the staff member will move the evacuation door marker to display the word VACANT as shown in the image below.



In very rare circumstances the Incident Commander may order a total facility evacuation, in this case the alarm system will broadcast a verbal message directing a total evacuation.

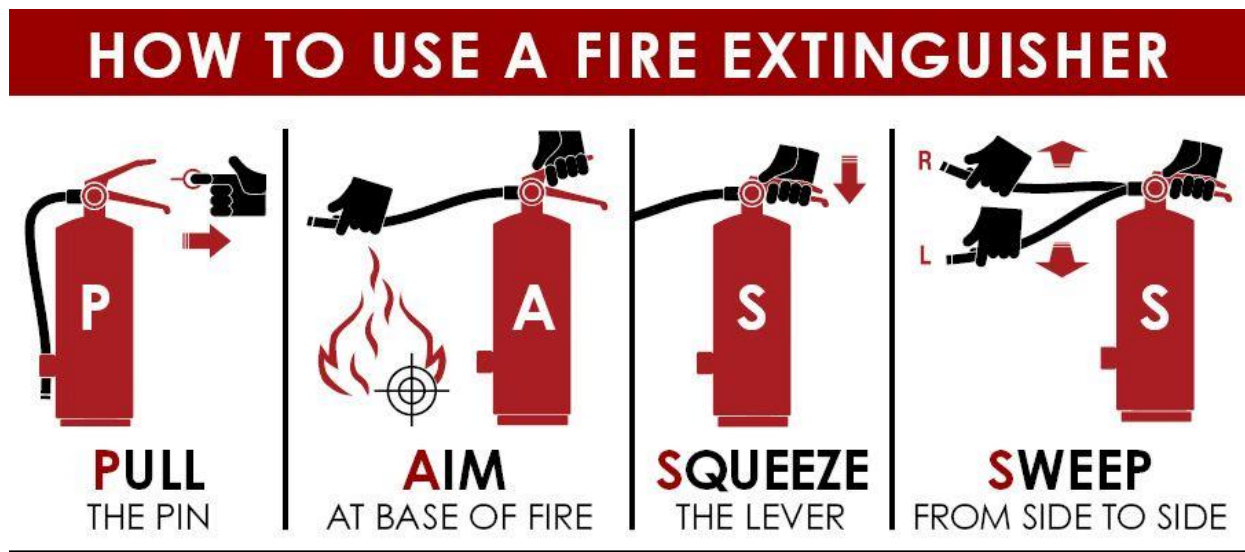
Dufferin Oaks is equipped with heat and smoke detectors as well as an automatic sprinkler system. When any of these devices are triggered the fire alarm system will sound.

Fire doors are used to separate the different fire zones within the facility. Some of these doors are held open by a magnetic catch mechanism which will automatically release when the alarm system sounds.

Controlled access doors (with keypads) automatically unlock when the fire alarm pull station nearest the door is pulled. When the alarm is upgraded to the second stage all controlled access doors will unlock.

Fire extinguishers are located throughout the facility. These extinguishers are dry chemical (ABC) for use on all types of fires. A type "K" extinguisher is located in the kitchen for use on grease fires.

All staff will be trained on the proper use of the 'ABC' type extinguishers and Dietary staff will also be trained on the use of the type 'K' extinguishers.



A fire suppression system is incorporated into the exhaust hood in the kitchen and will release a wet chemical extinguishing agent should fire erupt in/on cooking appliances.

Fire blankets are located in many areas of the facility and can be used to smother a small fire or to wrap and roll a person whose clothing has caught fire.

All staff are to be familiar with the operation of fire extinguishers. On-duty maintenance staff are responsible for responding to the fire area and, if safe to do so, attempting to extinguish the fire.

Full details of the facility's fire prevention, response and recovery planning is contained in the Fire Emergency Plan which has been filed with and approved by the Fire Chief.

CODE WHITE

SUBJECT:	Violent Behaviour	Department:
Effective:		Manual:
Revision Date:		Approval:
Authority:		

Policy:

Dufferin County is committed to a safe workplace for staff. A Code White may be a necessary response to a situation in which any individual within Dufferin Oaks boundaries is behaving in a potentially dangerous manner towards themselves or others, and indicates a potential for escalating, or is escalating, beyond the abilities of the present staff to manage the situation.

When to Call a Code White:

- ✓ The person is verbally and/or physically threatening towards themselves, staff, patients/clients, and/or visitors; and,
- ✓ The person is not responding to verbal de-escalation techniques, negotiating, redirection, limit setting, and problem-solving techniques by the staff; and/or,
- ✓ The person may require restraint (chemical and/or physical) and is anticipated to be resistive to the restraining procedure; and/or,
- ✓ Urgent assistance is required.

Note: For aggressive behaviour and/or acts of violence or threat in any area, staff should contact the Charge RN and request a Code White. Requesting staff shall give the exact location (site, building, floor, room) to ensure support is rapidly deployed to the location.

When the Charge RN is notified of a Code White the following actions will be taken:

- Charge RN will page "CODE WHITE *insert incident location here*, CODE WHITE, *insert incident location here*"
- Upon hearing the page nursing and facilities staff will proceed to the area cautiously.
- One staff person will attempt to establish rapport with the person, if safe to do so.
- If rapport cannot be established staff will await arrival of police.
- Staff will not restrain the person unless such action is necessary to protect the aggressor, a resident, visitor or staff member from imminent harm.

When to Call 911:

- ✓ Whenever there is a real or perceived threat to life.
- ✓ When the initial staff or the Charge RN determines the situation is beyond their abilities.
- ✓ When an aggressor is brandishing or claiming to possess a weapon.
- ✓ When an aggressor is actively attacking.
- ✓ When an individual is taken hostage.
- ✓ When the aggressor is not a resident and threatens staff and/or resident safety.

CODE BROWN

SUBJECT:	Hazardous Spill - Internal	Department:
Effective:		Manual:
Revision Date:		Approval:
Authority:		

Policy:

To provide guidelines on how to contain and clean up spills of liquids, how to provide safe disposal of the materials, and whom to notify in the event of a spill.

When a spill occurs, or is suspected to have occurred any staff member can initiate a response by:

- Paging "Code Brown *insert incident location here*, Code Brown *insert incident location here*".
- Upon hearing the page management, the Charge RN, and all maintenance personnel will respond to the area.
- The Charge RN will ensure the area is secured and everyone is accounted for.
- The senior Maintenance person will assume the lead and will investigate from a distance to determine the chemical that has been spilled.
- The nearest Master WHMIS binder will be retrieved to ensure the correct Personal Protective Equipment (PPE) and procedure for providing care and containing the emergency.
- Registered staff will assess any person who was exposed to the spilled substance and provide appropriate first aid.
- For large spills or when anyone is injured staff will call 911 for assistance.
- Maintenance staff will shut down ventilation for the area if needed to prevent the spread of any chemical vapors; refer to Code Grey.
- Maintenance staff will clean up the spill if able. PPE as per MSDS to be worn, and follow proper procedures for containment, neutralization and cleanup of chemical spills (See appropriate SDS/MSDS Sheet).

Spill kits are provided at Dufferin Oaks receiving area, the Laundry Room and the Maintenance shop in the MLC. Each Spill Kit will contain the following items:

- 2 pair Goggles or face shields
- 2 pair Chemical gloves
- 2 pair Rubber boots
- 2 Rubber aprons
- 1 bag of absorbent material
- Non sparking shovel
- Drain cover

These items are stored in a plastic container that will serve as the disposal containment unit for the waste.

Additional bags of absorbent material, if required, are stored in the maintenance shop.

If a respirator is needed in the area for clean-up, we will require the assistance of the Fire Department until the area is safe for us to enter.

CODE SILVER		
SUBJECT:	Person with a Weapon	Department:
Effective:		Manual:
Revision Date:		Approval:
Authority:		

Policy:

Code Silver is a planned response to ensure the safety of all staff, residents and visitors at Dufferin Oaks when an individual is in possession of a weapon and an enhanced police response is required.

Code Silver should be called if there is a threat, attempt, or active use of a weapon to cause harm, regardless of the type of weapon.

Code Silver will not result in other hospital workers coming to assist, as it is designed to keep people away from harm. Police will be contacted as soon as Code Silver is called.

Any staff member may initiate a Code Silver when they become aware of a person who is (or persons who are):

- ✓ Attempting to harm or injure people with any weapon; or
- ✓ Carrying a weapon on or near Dufferin Oaks property.

When a Code Silver is initiated, all staff will make every reasonable effort to protect themselves, patients, visitors, and others in their immediate area, following the procedures set out in this document.

STAFF WHO ARE IN THE IMMEDIATE AREA OF ASSAILANT

DO NOT attempt to engage the assailant. This includes verbal and physical attempts to deescalate the situation.

1. **RUN**

- Do not confront a person with a weapon
- Do not attempt to remove wounded persons from the scene
- If possible, assist others to leave the area and redirect those trying to enter
- Evacuate if able and safe to proceed
 - Only evacuate if you are close to an exit and can get there safely, without attracting attention
 - While evacuating keep hands visible at all times (not to be mistaken for the shooter)
 - Leave any belongings behind

2. **HIDE** if you cannot evacuate.

- Use rooms with doors that lock
- Barricade the door with heavy furniture
- Silence your cell phone and turn off any sources of noise (e.g. radios, televisions, etc.)
- Hide behind large objects (e.g. cabinets, desks, walls, etc.)
- Remain quiet and low to the ground

3. **DEFEND** yourself as a last resort.

- Fight only as a last resort and only if your life is in imminent danger
- Attempt to incapacitate the assailant by:
 - Acting as aggressively as possible against him/her, throw items and improvising weapons, yelling, commit to your actions
- If others are available, work together to attack the assailant as fiercely as possible

STAFF AWAY FROM THE IMMEDIATE AREA OF ASSAILANT

Call 911 – When any staff member becomes aware of an active attacker, and provided it is safe to do so, they will call 911 and provide as much detail as possible to the police dispatcher.

- Do not attempt to return to your unit
- Follow the instructions of the Area Charge Person/Supervisor in your current location
- Lock down all external doors and doors between areas
- Stay where you are, protecting yourself and assisting others in your area, if possible
- Advise patients, visitors and others to hide; ask them to remain calm, quiet, and to avoid using their phones, any other electronic device, or posting to social media
- Divide into small mixed groups of staff, patients and visitors. Hide in patient rooms, meeting rooms, bathrooms, offices, etc.
- Move away from exposed windows, walls, and doors. Cover interior windows if able. Lay on floor, under/behind furniture. If possible, hide against the wall that is on the same side as the door into the room. The room must appear empty.

UPON ARRIVAL OF POLICE

Staff are reminded that law enforcement personnel are the primary responders and will assume control in any Code Silver response. Do not interfere with the Police Officers by delaying or impeding their movements. The Police are there to stop the threat. Officers will proceed directly to the area the assailant was last seen or heard.

Note: The first officers at the scene will not stop to assist injured individuals. Police Officers will be responding with the intent to use force to diffuse the situation. Ensure you do not present yourself as a threat to them:

- Drop any items in your hands (e.g. bags, jackets, etc.)
- Immediately raise hands and keep them visible at all times
- Remain calm and follow Officers' instructions; avoid screaming and/or yelling
- Avoid making quick movements toward Officers
- Do not attempt to grab hold of an Officer
- Do not stop to ask Officers for help or direction when evacuating
- Proceed in the direction from which Officers are entering the area

Police Officers may:

- Be wearing normal uniforms or tactical gear, helmets, etc.
- Be armed with rifles, shotguns and/or handguns
- Use chemical irritants or incapacitating devices (e.g. pepper spray, stun grenades, tasers, etc.) to control the situation
- Shout commands and may push individuals to the ground for their safety

Rescue teams comprised of additional Officers and emergency medical personnel may follow the initial Officers when it is safe to do so. These rescue teams will treat and remove any injured persons. They may also call upon able bodied individuals to assist in removing the wounded from the area.

Police must approve all movement throughout the hospital, until the Code Silver has been cleared. This includes responding to other codes and patient care needs.

CODE BLACK

SUBJECT:	Bomb Threat	Department:	Dufferin Oaks
Effective:	1979	Manual:	Emergency Response Plan
Revision Date:	2022-05-28	Approval:	
Authority:			

Policy:

Bomb threats may be received by direct (telephone, email, instant messaging, written) or indirect (social media, website posts, third party) means. Regardless of how you become aware of a threat it must always be taken seriously. How quickly and safely you respond to a bomb threat could save lives.

The procedures for either bomb threats or suspicious items/packages will help you prepare and respond appropriately during these events.

When you receive a bomb threat, stay calm and try to get as much information as possible.

If the threat you receive is verbal, try to note any unique features about the person's voice and any background sounds you hear.

Never open any attachments or click on any links that are part of a threat received by email or other electronic means.

Notify the on-duty charge nurse and police.

Do not touch any suspicious package. If a suspicious package is found, leave the area and notify the police immediately.

If you have been evacuated from a building, avoid standing in front of windows or other potentially hazardous areas. Do not block the sidewalk or street. It will need to be kept clear for emergency officials.

In the case of an explosion, get out of the building as quickly and calmly as possible. Ensure your own safety before trying to help others.

Making a bomb threat is a criminal offence. Do not try to guess whether the threat is real or a hoax. Always call the police.

Staff will be requested to assist in the search for any suspicious items for the following reasons:

- 1) Responding police may not be familiar with our facility.
- 2) Employees are most familiar with the contents and layout of building and therefore more likely to recognize any suspicious items.

CODE GREY

SUBJECT:	Infrastructure - Telephone	Department:	Dufferin Oaks
Effective:	February 1997	Manual:	Emergency Plan
Revision Date:	Sep 2017	Approval:	
Reference & Authority: EM 4-180			

Dufferin Oaks relies on a complex and robust telecommunications network for internal and external communications. The critical extensions are connected to the emergency generator and will function during power outages.

In the event of a telephone outage of unknown origin the analog telephone unit shall be retrieved from the 'Emergency Supplies' locker and plug into the fax machine jack at the First Floor Nursing Station.

During normal business hours the Office Manager will contact Information Technology staff and advise of the telephone outage. After hours the Charge RN will contact IT Support which is on-call 24/7. Details can be found on the contact list.

Alternatively, personal mobile phones may be used for emergency communications until the system is restored.

For internal communications Dufferin County EM has a cache of two-way radios that may be deployed as required.

SUBJECT:	Infrastructure - Water	Department:	Dufferin Oaks
Effective:	February 1997	Manual:	Emergency Plan
Revision Date:	July 2019	Approval:	
Reference & Authority: EM 4-200			

Dufferin Oaks uses, on average, 20,000 gallons of water per day for dietary and hygienic purposes (bathing, flushing toilets, laundry, etc.).

In the event of a water supply disruption, the following alternatives would be considered.

In conjunction with the County of Dufferin Emergency Plan, should a water supply disruption occur, Dufferin Oaks to contact the "County Emergency Management Coordinator/designate" for access to emergency resources.

Water from this source is suitable for human consumption and cooking and may be stored indefinitely in a cool place.

For the fire sprinkler system, a Fire Service pumper truck or contracted water hauler can be hooked up to the external connection to provide pressure to the fire sprinkler systems.

For all other requirements a large water tanker can be connected to the water main to supply water throughout the facility.

SUBJECT:	Infrastructure - Heating	Department:	Dufferin Oaks
Effective:	February 1997	Manual:	Emergency Plan
Revision Date:	September 2016	Approval:	
Reference & Authority: EM 4-205			

Dufferin Oaks is reliant on electricity and natural gas for its heating system. Should an electrical outage occur the emergency generator will supply power to essential heating infrastructure.

Natural gas fuels the majority of the heating units at Dufferin Oaks. In the event of a natural gas outage for an extended period of time it may be necessary to evacuate residents, see Code Green for evacuation details.

In either case staff will ensure that the following steps are taken to reduce heat loss

- Shut off air exchangers
- Limit opening of exit doors

SUBJECT:	Infrastructure - Electricity	Department:	Dufferin Oaks
Effective:	February 1997	Manual:	Emergency Plan
Revision Date:	January 2019	Approval:	
Reference & Authority: EM 4-210			

Dufferin Oaks is equipped with a diesel fueled emergency generator system. This generator will produce adequate electrical power to supply the critical systems for Dufferin Oaks and the Mel Lloyd Center.

The generator will be tested every week and serviced annually by a contractor to ensure maximum dependability.

When it is known that the power will not be restored by Hydro One for an extended period of time (>24 hours) a towable generator will be sourced to ensure adequate redundancy.

SUBJECT:	Infrastructure – IT Systems	Department:	Dufferin Oaks
Effective:		Manual:	Emergency Plan
Revision Date:		Approval:	
Reference & Authority:			

1. During normal office hours, the Office Manager or designate will call IT Service Desk for required assistance.
2. After normal business hours, the Charge RN will contact IT in the same manner.
3. Should an interruption of services for computers occur due to loss of power, the following computer systems are connected to the emergency generator:
 - Dufferin Oaks Server Room – servicing all servers within the room
 - Accounting Clerk Office – providing Administration availability to access resident & personnel information electronically
 - Account Clerk Closet – servicing IT switch racks
 - Nursing Station work area computer systems, on all home units on each floor
 - Point of Care System – charting system on each floor
 - Maintenance – Electronic Monitoring System for HVAC
4. If the computer system remains down at the end of your shift, all hand written resident documentation made by Registered Staff to be filed under “Flow Charts” in their chart as part of their file.

SUBJECT:	Infrastructure – Elevator	Department:	Dufferin Oaks
Effective:	February 1997	Manual:	Emergency Plan
Revision Date:	July 2019	Approval:	
Reference & Authority:			
EM 4-200			

Both the public and staff elevators in our buildings are equipped with phones so that anyone who may become trapped in them may call for help.

CODE GREY

SUBJECT:	External Air Exclusion	Department:
Effective:		Manual:
Revision Date:		Approval:
Authority:		

Policy:

External air contamination may occur as a result of a gas leak, fire etc. Dufferin Oaks would be notified by an external source such as police, fire departments or Ministry of the Environment of the necessity to shut down air intake. Immediate action is required to prevent the entrance of contaminated external air into the building.

Upon notification of a possible external air contamination event the Charge RN will page "Code Grey – Button Down, Code Grey – Button Down".

- Maintenance staff will shut down all fresh air intake fans and exhaust fans.
- Unit staff are to close all doors and windows and lock balcony/patio doors.
- Account for residents on your unit, and clients attending programs. If any residents/clients are outside, assign a minimum number of staff to look for and bring them in.
- Alert Mel Lloyd Centre (MLC) staff of the emergency:
 - Facilities Manager
 - Maintenance
 - Dufferin County Community Support Services (DCCSS)
 - Mel Lloyd Centre (MLC) Evening Housekeeper
 - DO Evening Housekeeper/Housekeeper Receiver
 - March of Dimes Staff
- Assign staff to alert other users of the MLC if the emergency occurs during business hours.
- Residents, clients, volunteers and staff are to shelter-in-place.
- Designate one entrance and exit to the home, (usually the front entrance) to minimize unnecessary movement into or out of the building.
- Assign staff to monitor all other exits/entrances.
- Administrator or designate to confer with Fire Department, Ministry and other authorities to determine the need to relocate.
- On receiving an all clear, notify staff with an emergency page and at all of the above extensions.

CODE BLUE

SUBJECT:	Medical Emergency - Adult	Department:
Effective:		Manual:
Revision Date:		Approval:
Authority:		

Policy:

- A medical emergency exists when a visitor/staff/volunteer or student requires immediate medical attention. Dufferin Oaks registered staff need to summon ambulance assistance relating to resident care, routinely. If the Registered Nurse needs additional staff to attend for a resident medical emergency, a Code Blue may be called.
- Alert Staff by paging "Code Blue *insert incident location here*, Code Blue *insert incident location here*".
- All available Registered Nursing staff is to respond.
- Registered staff will assess the individual and provide treatment as required. Assign an individual to call 911 if required. Provide treatment as required until ambulance arrives.
- Complete an incident report. For a staff member, complete the "Employee Incident Report", for a visitor complete the "Resident/Visitor Incident Report", and for a resident, complete the on-line Critical Incident Report.
- For an injury to a staff member or visitor, refer to the Incident Decision Tree posted at each nursing station to determine if the medical emergency meets the definition by the Ministry of Labour of a "Critical Injury".

If the staff or visitor incident is deemed to be a Critical Injury:

- a) Refer to the Accident Investigation Kit located at the 1st floor Nursing Station under the desk. This will guide staff through the requirements necessary to secure the scene. The kit includes a camera and batteries, also included is caution tape to secure the scene, and additional supplies and forms.
- b) Contact the Dufferin County Health and Safety Officer, Dufferin Oaks Administrator, Assistant Director of Care, and Department Manager to notify of the incident and for further direction.
- c) The Joint Health and Safety Committee will conduct an investigation with the County Health and Safety Officer to identify the root cause of the incident and make recommendations as necessary to prevent similar injuries.