

## GENERAL MANUAL POLICY

APPROVED BY:

  
Executive Director

CATEGORY: Health & Safety

TOPIC: Emergency Preparedness & Response Plan

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### POLICY

An emergency is a situation that adversely affects the health and safety of people & staff in the work-place or the community. Emergency preparedness provides a clearly defined and systematic approach to the control of emergency situations. Community Living Thunder Bay is committed to an Emergency Preparedness and Response Plan that serves to minimize any threat to the health and safety of the people we support; staff who work in our organization; and as well to minimize damage to property.

The emergency preparedness plan applies to every site at which services are provided. Not all procedures may apply depending on the site ie Administration, Monty Parks, Griffis Centre.

The emergency preparedness and response plan includes the following four components:

1. Identify potential emergency and disaster situations;
2. Assess the hazards i.e. consequences, associated with each situation;
3. Plan measures to control each hazard;
4. Evaluate the plan's effectiveness.

For our purposes emergency situations and the actions taken to deal with their potential consequences are categorized as either those having:

- a. local effects confined to a single location i.e. furnace breakdown in winter
  - b. systemic effects impacting on more than one location i.e. flu pandemic
5. A list of emergency service phone numbers shall be posted in a visible place at each location (Appendix A).

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**Power Outage**

The declaration and subsequent response to an “emergency situation” is always the end product of an assessment of a number of factors. Factors that may not, on their own, necessarily result in a situation that would be categorized as an “emergency”. For example a situation where the power goes out on a warm summer’s day for an hour would not have the same impact as having the power go out for more than a few hours on a winter’s evening with the temperature at – 30 degrees. Although in the two situations the causative factor i.e. power outage, is the same, one would be determined to be an “emergency” while the other more likely would not be.

**PROCEDURE:**

1. Determine whether the power outage is limited to the location or is more widespread in the neighbourhood. If limited to the location contact the electrician or if the location is not owned by CLTB contact the landlord. If more widespread, call Thunder Bay Hydro to determine how serious the power outage is and when a resumption of power can be expected.
2. If the power is out for more than 15 minutes: phone the Team Leader/Supervisor or On Call Supervisor after hours, using a cell phone.
3. Discuss with the Team Leader/Supervisor: what back up lighting systems are in place; what if any necessary equipment is running that is not battery operated i.e. feeding pumps.
4. Determine with the Team Leader/Supervisor whether an additional staff member is required.
5. Depending on a number of factors including: weather conditions; needs of the people supported in the location; availability of backup resources, the Team Leader/Supervisor or On Call Supervisor will contact the Director of that area or designate within a reasonable time period to discuss the severity of the situation.
6. If the circumstances warrant an aggressive response then the Director of that area or designate will initiate an evacuation procedure and contact the Executive Director.
7. A serious occurrence notification will be initiated.

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**Furnace Breakdown**

Depending on the location; the people supported's needs at the location; staffing at the location and the temperature outside; a loss of heat due to a malfunction of the furnace can quickly become a serious safety concern. It is important that prompt action be taken whenever it becomes apparent that the furnace at the location is not working.

**PROCEDURE:**

1. Call the Team Leader/Supervisor or On-Call Supervisor to let them know the situation including status of people supported living at the location and what resources are available i.e. the number of staff on duty; whether extra blankets are sufficient for the people supported' needs; how long the heat has been out.
2. The Team Leader/Supervisor or On-Call Supervisor will direct the staff to phone the landlord or furnace provider if they haven't done so already.
3. The Team Leader/Supervisor or On-Call Supervisor will call the Director of that area or designate to inform them of the situation. If required, extra blankets and space heaters can be brought in.
4. After a reasonable amount of time without heat depending on a lot of factors, (people supported; resources; severity of temperature; estimate from the contractor of the time it will take before the heat can be restored) the staff at the location will contact the Team Leader/Supervisor and discuss the need for relocating the supported people to another location.
5. The Team Leader/Supervisor or On-Call Supervisor will contact the Director of that area or designate and inform them of the need to relocate the people supported and the evacuation procedure will be initiated.
6. The Director of that area or designate will inform the Executive Director.
7. A serious occurrence notification will be initiated.

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**Structural Damage**

Depending on the severity of the structural damage, the physical location of the structural damage and the duration to have the structural damage repaired, will determine if the situation is deemed an emergency.

**PROCEDURE:**

1. Call the Team Leader/Supervisor or On-Call Supervisor to let them know of the situation including status of people supported living in the location and what resources are available i.e. the number of staff on duty; and whether damage is an immediate threat.
2. If the circumstances warrant an aggressive response then the Director of the area or designate will be notified and will initiate an evacuation procedure.
3. The Director of the area or designate will advise the Executive Director and a serious occurrence notification will be initiated.
4. If the location is not owned by CLTB, the landlord will be advised of the situation.

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### Fire

As in the accordance with policy H&S 23.2, in the case of fire:

#### GENERAL PROCEDURE: – ensure you are aware of location specific evacuation plans

1. Remain calm.
2. **Call 911** or sound alarm.
3. Use extinguisher, if possible.
4. Close all doors, windows, etc if possible without putting oneself in danger.
5. Evacuate the building according to the evacuation plan.
6. Congregate outside to the safe zone meeting location.

#### Staff Duties

1. All staff are responsible for the safety of the people supported; assist where needed.
2. Follow the site specific fire evacuation plan. If the site specific plan recommends the fire department evacuate people supported, ensure a staff is available to give details or answer questions from the fire department.
3. Staff will ensure all people supported and staff are accounted for in the safety zone meeting location.
4. After 911 has been called; and everyone is safely evacuated; staff will contact the Team Leader/Supervisor to advise of the situation.
5. The Team Leader/Supervisor will contact the Director of the area or designate who will notify the Executive Director. Depending on the severity of the fire and recommendations from the fire department, the Director will initiate an evacuation procedure.
6. A serious occurrence notification will be initiated.

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**Snow Storm**

Although infrequent, a major snow fall that creates conditions where travel to and from the locations is precarious if not impossible, would certainly lead to an emergency situation (as witnessed in January of 1996 in Thunder Bay). In these circumstances the obvious things that need to be considered are: getting relief staff to and from work; availability of food for people supported and staff; ensuring that all fire exits are cleared and ensuring that power and heat remain in working order.

**PROCEDURE:**

1. During a severe storm the Supervisor/Team Leader or On Call Supervisor would be alerted to the fact that a high number of staff are unable to make it into work because of the road conditions.
2. The Supervisor/Team Leader will alert the Director or designate to the situation.
  1. The Director or designate will notify the Executive Director and depending on the severity of the storm the Management Emergency Team including the following: Senior Management Team; Team Leaders/Supervisors; On Call Supervisors; and Schedulers will be initiated to coordinate the movement of staff to and from work.
3. If needed, and if the snowstorm is prolonged and evacuation is required for a number of locations – transportation and assistance may be available through the city emergency plan. i.e. St. John Ambulance; Fire Department; Armed Forces; Red Cross; Lakehead Search and Rescue.
4. Staff are not to leave work until relieved.
5. A serious occurrence notification will be initiated.

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**Client Security (Also Policy SS # 13.0)**

Community Living Thunder Bay will provide for the security of people supported through appropriate support, supervision and monitoring. In the event a supported individual becomes lost the following procedure shall be followed:

**PROCEDURE:**

1. When a person supported is unusually late returning from a scheduled activity staff are to phone the last known location or transportation provider to determine if there is a reason for the delay. If, after these calls, the persons unusual lateness remains unexplained then the Team Leader/Supervisor or On Call Supervisor will be notified and an Incident Report completed.
2. At the discretion of the Team Leader/Supervisor, extra staff may be called in and a search for the person conducted.
3. If the person cannot be located after the initial search period, then it will be determined that the person is missing. At this point, the family will be notified of the persons missing status, the Director of the area or designate will be contacted and the Serious Occurrences Procedures may be implemented. NOTE: What constitutes a reasonable initial search period: will vary by individual circumstances and considerations such as weather conditions or health concerns, and so will be determined by the Team Leader/Supervisor/ Director of that area when they initiate the search.
4. If the person is not located during the initial search period, the Thunder Bay Police will be notified and provided with a full description of the missing person.
5. The Team Leader/Supervisor will keep family and the Director of the area or designate informed of as to the progress of the search activities.
6. The Director of the area or designate will keep the Executive Director informed.
7. All Community Living Thunder Bay staff involved in the search will document their observations fully prior to going off duty.
8. The Team Leader will debrief staff in order to identify measures which might prevent the repetition of similar occurrences.

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**Pandemic Plan**

Community Living Thunder Bay is responsible for providing continued support in its 24 hour operated locations in the event of a pandemic. Community Living Thunder Bay will take the necessary measures to establish safeguards for people supported and staff in the event of a pandemic.

**PROCEDURE:**

1. The Minister of Health and Long Term Care will declare the pandemic.
2. Once a pandemic has been declared then the Management Emergency Fan out list will be initiated including the following: Senior Management Team; Team Leaders/Supervisors; On Call Supervisors; Human Resources advisor (H&S); and Schedulers.
3. The Management Emergency team will convene to determine status of health of people supported and staff. Reports on health of people supported and staff, as well as resources available will be obtained from each Team Leader/Supervisor; Human Resources Advisor (H&S); and the daytime scheduler.
4. Once a location has been identified as having people supported who have influenza-like symptoms then visitors may be restricted and staff movements from one location to another may be limited. A decision will be made to determine if Day programs will continue to be open during the pandemic and where staff from these programs will be re-deployed.
5. A member of the Management Emergency team will be delegated to maintain accurate statistical information for all employees and people supported to include such things as: which locations are affected; signs and symptoms – yes or no ( confidentiality maintained by the Human Resources Advisor (H&S); date of onset of symptoms for each individual; duration to date in days; Infectious – yes or no; fit to work yes or no – restrictions?; date of return to work; date symptoms no longer present;
6. The Management Emergency team will meet every morning to review the status of the outbreak; the numbers of people supported affected; their current status; staffing availability; supplies needed if any;
7. Communication lines between locations and the Management Emergency team will remain open and active 24 hrs a day.
8. Once the symptoms and numbers of people supported affected has subsided, consultations with the District Health unit will determine whether the pandemic wave is over or not.

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9. A debriefing will take place with the Management Emergency team. A report will be generated including statistics; significant events; recommendations for preparation for the inevitable next wave of the pandemic.

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**Evacuation Procedure:**

During the course of any of the emergencies identified within this plan, as well as for other situations that may not have been covered here, a point may be reached where it is no longer safe or practical to continue to provide support for people supported at their current location. I.e. fire in the near vicinity; power outage for extensive period of time. If this were to occur then the prudent course of action would be to move the people supported along with their essentials (medications, charts, treatments, assistive devices, wheelchairs), to an alternate location. The determination as to whether an evacuation is to proceed or not will be at the discretion of the Executive Director/or Designate.

**PROCEDURE:**

1. The Supervisor/Team Leader or On Call Supervisor, once notified by the staff working at the location of an unsafe situation, will contact the Director of that area or designate and apprise them of the situation.
2. The Director of that area or designate will in turn notify the Executive Director and make recommendations as to whether to evacuate or not. The Executive Director will determine if evacuation is needed.
3. If evacuation is the course of action, then staff will be notified as to whether to come in or to be available if needed.
4. The Executive Director, Director, Team Leader/Supervisor of that area will meet at the location to determine how many staff need to come in to help with the evacuation.
5. If needed, the Management Emergency Team will be initiated.
6. Depending on their needs a determination will be made as to where people supported can be evacuated. I.e. another location that has extra room for mattresses, cots, tracking for lifts etc. or to a hotel that has appropriate facilities.
7. A staff member will be assigned to arrange for transportation – using our own vehicles; HAGI; taxis; Red Cross; or even the armed forces and E.M.O Thunder Bay.
8. In consultation with the staff and Team Leader/Supervisor of the location a check list (Appendix B) will be developed listing all the essential items that need to be transported with the individual. This would include: charts; face sheets; medications; treatments; assistive devices; clothing; and any other item that would be determined to be necessary for the safe evacuation of the individual.
9. Once the evacuation of people supported has proceeded in an orderly fashion and they have settled in their new location, the vacated location will be locked.
10. The Team Leader/Supervisor of the location will make regular daily visits to the location (if safe to do so) to ensure that no damage is done.
11. Once the crisis is determined to be over and it is safe for people supported and staff to return to the location then resources will be accessed again to assist with the return location.
12. A serious occurrence notification will be initiated.
13. The Thunder Bay Police may need to be notified that the location has been evacuated.

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### Emergency Response Kit

In preparation for a potential loss of services due to a declared emergency the Team Leader/Supervisor of each location shall ensure that the following items are available in each location:

- At least one phone that is not dependent on electrical power i.e. cell phone
- A Red Cross Emergency Response Kit
- A list of staff and their contact phone numbers that have been orientated to that location so that they may be quickly called to come in to work to assist with the situation.
- Extra blankets or sleeping bags for each individual – the furnace will not work without power.
- Ensure water and ready to eat food is available. Choose foods that: keep well in the cupboard; are economical; are easy to prepare; come in smaller packages and containers. Make sure you store the food in a cool, dry place and date them when you store them. Use foods within 6 months to a year. The supplies should be sufficient enough to last for approximately 72 hours.
- A manual can opener.

Propane tanks on Barbeques should be full. **Never to be used indoors!**

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**Continuity of Operations**

1. When there is a service disruption on agency owned or operated premises, such as those listed previously, CLTB will ensure the safety of those we support by continuing our operations in alternative ways.
2. Each situation will be assessed on an individual basis and when others means of continuing operations are not possible, CLTB will move those affected into a hotel or other pre-arranged accommodation and continue operations from there until it is safe for them to return.

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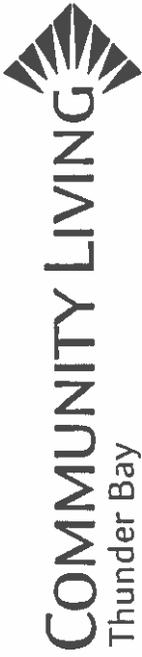
**Emergency Phone Numbers – Appendix A**

**Emergency Service:**

**Phone Numbers:**

Fire Department	Dial 911
Ambulance Service	Dial 911
Police emergency	Dial 911
Non emergency police	684-1200
Ontario Poison Centre (24 hrs)	1-800-268-9017
Thunder Bay Hydro	343-1193 regular 343-1002 (after hours)
Union Gas	1-800-400-2255
Thunder Bay Regional Health Sciences Centre	684-6000
Telehealth Ontario (nurse on call 24rs)	1-866-797-0000
O.P.P.	1-888-310-1122
Emergency Measures Organization	935-1944
On Call Supervisor	622-1099
Janzens Pharmacy	345-1335 daytime 472-4141
Shopper's Drug Mart Pharmacy	623-3601

This list would not have the CLTB logo when posted at someone's home.



Number: H&S 28.0  
 Date: March 28, 2016  
 Supersedes: December 2011

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**Evacuation Checklist:**      **Appendix: B**

Location: \_\_\_\_\_

\* Enter all supported individual's names in spaces provided. Check off which items listed are required to go with the individual in the event of an evacuation.

<b>Name</b>							
<b>Personal Log</b>							
<b>Medications</b>							
<b>Treatments</b>							
<b>Clothing/ Toiletries</b>							
<b>Special Diet</b>							
<b>Attends, Gloves, Wipes</b>							
<b>Blender</b>							
<b>Soaker Pads</b>							



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Appendix: B

Evacuation Checklist:

Location: \_\_\_\_\_

Name						
Wheelchair						
Individual feeding utensils						
Contact Lists: (Personal, Staff, Team Leader)						
Money, Financial Ledgers						
Personal Information (Face sheet, ID, Health Card)						
Other: (Please specify)						

