



Emergency Plan

SEPTEMBER 2022

Background

Foyer Hearst-Mattice Soins de Santé operating as Foyer des Pionniers is a 67 bed non-profit long term care home, owned by The Town of Hearst. It opened in its current location in 2004. The primary purpose of our Home has always been and continues to be the provision of high quality care and services to elderly persons, people with disabilities, and those who have a chronic or prolonged illness.

Our long term care home is primarily the Home of the residents. As such it is operated in a way that physical, psychological, social, cultural, and spiritual needs of each resident are met. Each resident is to be given the opportunity to contribute to care decisions, in accordance with his or her ability.

The home sits on a picturesque landscape along the Mattawishkwia River and serves a population of approximately 10,000 people from Hearst and the surrounding communities.



Our mission is to provide a secure and warm home where the focus is placed on the needs of the residents, a devoted team ensuring the delivery of superior care and services featured with human attention.

Purpose

Foyer des Pionniers is committed to the safety and security of our residents' families and our staff. To ensure our staff is prepared in an emergency, we have developed a comprehensive emergency plan in collaboration with our emergency service partners, systems partners, residents, family councils and others. Our emergency plan includes but is not limited to, the areas that have been set out by the Ministry of Long-Term Care:

- **CODE RED** - Fires (also required as part of the Ontario Fire Code),
- **CODE ORANGE** - Community disasters, loss of one or more essential services, gas leaks, natural disasters and extreme weather events, boil water advisories and floods.
- **CODE WHITE** - Violent outbursts or aggression and Intruder,
- **CODE BLACK** - Bomb threats,
- **CODE BLUE** - Medical emergencies,
- **CODE BROWN** - Hazardous/Chemical Spills,
- **CODE YELLOW** - Situations involving a missing resident,
- **CODE GREEN** - Evacuation
- Outbreaks of communicable diseases, outbreaks of a disease of public health significance, epidemics, and pandemics,
- Outages (hydro, water disruption, gas)

We have a communication strategy for announcing Emergency Codes and we practice our response to these codes on a regular basis so that we can analyze our response and adjust our plans.

The purpose of this document is to provide Foyer des Pionniers with immediate available contacts and preparedness for any emergency situation.

CODE RED

FIRE

Code Red is the designated phrase used to alert staff to smoke and or fire and to initiate an appropriate response in the case of a fire, fire alarm or smell of smoke.

Purpose

Foyer des Pionniers is equipped with a 2-stage fire system:

- Stage 1 will warn of smoke or fire present. The system will determine the area and zone affected.
- Stage 2 will alarm the home to evacuate as required and in a manner established according to the Fire Plan.

At the sound of the alarm:

1. Immediately go the reception area to determine the exact location of fire. The location will be written on the screen of the panel.
2. Nurse in charge (wearing orange vest) will call 911 and direct employees on site where to go. One employee is needed on each wing to count the residents. A resident list can be found in the red emergency binders located at the reception and at each nursing stations.
3. Lights need to be turned on, windows and doors closed.
4. Employees directed to the location of fire need to evacuate residents to the closest exit without passing in front of the fire location. Insert a red tag found at each of the nursing station in the door jam indicating room is vacant. If door is open, tag will fall and indicate someone has return to the room.
5. Be prepared for a full evacuation and wait for next directives. Stage 2 alarm will be initiated by the firefighters if total evacuation is deemed necessary.

Fire discovery:

1. Help immediate people in danger. Turn on lights, close windows and door.
2. Pull fire alarm if not already in alarm.
3. Return to fire location if possible and try to confine (contain/extinguish) fire with extinguisher.
4. Place a towel at the bottom of the doors to prevent smoke from coming out.
5. Ensure oxygen tanks are turned off.
6. Reassure and direct residents to a secure area, outside the fire zone. Insert a red tag found at each of the nursing station in the door jam indicating room is vacant. If door is open, tag will fall and indicate someone has return to the room.
7. Be prepared for a full evacuation and wait for next directives. Stage 2 alarm will be initiated by the firefighters if total evacuation is deemed necessary.



*Please refer the fire procedures in the **Red Emergency Binders** located at the reception and the nursing stations for role specific responsibilities.*

CODE ORANGE

COMMUNITY DISASTERS OR LOSS OF ONE OR MORE ESSENTIAL SERVICES

Emergencies resulting in the relocation of residents to alternate locations – either in our building, to other facilities or to their families' home.

The following items are normally on hand and the list serves as an on-going reminder for restocking:

Food supply	Paper towels
Garbage bags	Disposable wipes
Disposable bibs	Extra disposable incontinence products
Medical supplies	Batteries for flash lights
Spare linens and blankets	Disinfectant waterless hand wash
Disposable dishes	Disposable aprons
Extra propane tanks	Battery operated smoke detectors

FOOD SUPPLY

The home currently stocks food supply for 14-30 days. Should the emergency last longer than this, then the following plan is activated:

- Access the supply of non-perishable food items.
- Immediately contact local food market to place emergency order of products:

Brian's Independent Grocers
Brian
(705) 362-1168

Fresh Off the Block
Luc Romain
(705) 362-4517

The Bargain! Shop
Carole Girard
(705) 362-4852

Sam's Mini Mart
Natasha Tremblay
(705) 372-1111

- Immediately contact local restaurants for food preparation and supplies:

Pizza Place
Lina Lamontagne
(705) 362-7005

Companion
Gino Bourdages
(705) 362-4304

John's Pizzeria
Caroline Sylvain
(705) 372-1050

King's Café
(705) 362-4432

Resto Pub Notre-Place

(705) 372-1781

MEDICATION SUPPLY

In order to prepare for circumstances that may limit or prevent medication to be delivered at the Home, the Home must prepare and ensure timely access to such in order to meet the needs of our residents.

As part of our on-going medication management and review, the Home:

- Ensures that medication reconciliation are up-to-date.
- List of medication and descriptions are accurate.
- Assistive devices such as oxygen therapy are properly labelled and available during emergencies. Also, ensure back-up stock is available.
- Ensure that floor lifts are available on all floors should power failure exists.

Pharmacy Novena has implemented an emergency plan to ensure consistent and uninterrupted supply of medication.

WATER DISRUPTION / CONTAMINATION

Water is provided by the Municipality of Hearst from the Mattawishkwia River. The water is treated and pumped into the system as well as a water storage tank. Pumps are hooked up to emergency generator.

Administration

The administrative assistant will announce that there is a water disruption with the town supplied water over the PA system.

Residents and staff are restrained from drinking and using tap water.

Remind residents not to be alarmed as we are well prepared to handle such emergency.

Administrator to meet with residents and advise them of the situation to reassure them that we are handling the situation and ask their full cooperation.

Maintenance Department

In the event of a sudden loss of service from the water plant for more than three (3) hours with an indefinite length of time, Foyer can look at the possibility of switching water line so that water is supplied from the water line that feeds Notre-Dame Hospital. If not feasible, maintenance will go get bottled drinking water from the following:

All North Plumbing & Heating
1405 Front Street

Brian's Independent Grocers
1521 Hwy 11 West

CODE WHITE

VIOLENT OUTBURSTS OR AGGRESSION AND INTRUDER

The purpose of the plan is to respond promptly and efficiently to a crisis situation and to assure the safety of the residents, employees and the general public and to prevent self-injury or injury to another person.

The CODE WHITE alert system will be used for employees to indicate that a potentially dangerous situation is occurring in the workplace, which has the potential to escalate, or is escalating beyond the employee's ability to control.

Procedure

CODE WHITE is initiated by the nurse in charge or his/her delegate in any situation where a resident, visitor or any other person puts in danger the health and safety of others or himself.

To initiate the CODE WHITE:

1. Announce CODE WHITE by using the telephone and dialing 55.
2. Say: "Attention, Attention, CODE WHITE and specify the location" three (3) times.
3. Call the police by dialing 911.
4. Press on the button of your badge for the available personnel to go immediately to the location mentioned.
5. Advise the Administrator.
6. Complete the CODE WHITE record.
- 7.

CODE WHITE Team

- Team Leader:
 - First person to arrive or is already there.
 - Rapport with the acting-out person.
 - Most confident or competent person.

Duties:

- Assess the situation.
- Plan the intervention.
- Cue team members.
- Communicate with the acting-out person.

- Auxiliary Team Members:
 - Check for signs of distress.
 - Address what need to happen to de-escalate the crisis, safety concerns.

- Recognize time to change intervention.
- Engage in verbal de-escalation with acting-out individual, if directed by team leader, and support other team members.

Assessment

For the disruptive, assaultive and out-of-control individuals, use the non-violent crisis intervention approach:

BEHAVIOR LEVELS	RESPONDENT ATTITUDES
Anxiety <i>(Noticeable change or increase in behavior)</i>	Supportive <i>(Empathic and non-judgmental approach designed to alleviate the anxiety)</i>
Defensive <i>(The beginning stage of loss of rationality. At this point, an individual often becomes belligerent and challenges authority)</i>	Directive <i>(An approach in which a staff member takes control of a potentially escalating situation by setting limits)</i>
Acting-out person <i>(The total loss of control which often results in a physical acting-out episode)</i>	Non-violent physical crisis intervention <i>(Safe, non-harmful control and restraint techniques used to control an individual until he can regain control of his behavior. These techniques should be utilized as a last resort, when individual presents a danger to self or others)</i>
Tension reduction <i>(Decrease in physical and emotional energy, which occurs after a person has acted-out, characterized by the regaining of rationality)</i>	Therapeutic rapport <i>(An attempt to reestablish communication with an individual who is experiencing tension reduction. By going through the process of therapeutic rapport, we are better able to build relationships with the individual in our care)</i>

It is advisable to intervene as a team of two or more unless the situation dictates or demand solo intervention. Team intervention is more professional. Solo interventions have the tendency to precipitate a confrontational atmosphere. Team intervention give you added protection in a court of law due to the fact that witnesses can testify as to what actually occurred.

CODE WHITE remains in effect until the nurse in charge concludes that the situation is back to normal and/or under control. Once CODE WHITE is cleared, announce "CODE WHITE ALL CLEAR" over the public announcement system three (3) times.

The nurse in charge must fill out the CODE WHITE record form for each CODE WHITE initiated. A Responsive Behavior Incident Report also needs to be filled when CODE WHITE relates to a resident.

CODE BLACK

BOMB THREAT/SUSPICIOUS PACKAGE

CODE BLACK is the designated phrase to alert staff of a verbal/written bomb threat or discovery of a suspicious letter or package.

PURPOSE

A CODE BLACK is not to be ignored at any time. All staff members must familiarize themselves with the CODE BLACK to respond in an efficient manner without causing undue concern to residents and visitors.

PROCEDURE

All personnel must be prepared to document the information in the event that they receive a call. A CODE BLACK checklist should be kept in all Emergency Binders.

Telephone Threat:

- Try to attract the attention of a colleague and have them call 911.
- Remain calm and courteous. Do not argue or hang up.
- Gather as much information from the caller as possible. Record call display number.
- Complete the CODE BLACK checklist and hand deliver to the Administrator or designate immediately.

Electronic Threat:

- Do not reply to, forward, delete or destroy email/text message/fax.
- Notify the Administrator or designate.
- Administrator or designate will call 911.

Letter/Suspicious Package:

Charge Nurse or Designate will announce "Attention, Attention, CODE BLACK 3 (three) times over the public announcement system.

- Do not touch, move or open.
- Resident, staff and others must be cleared from the area and the area secured. This includes the areas immediately above and below the location of the suspicious package.
- Follow the instructions of the CODE BLACK plan in the Emergency binder.

When all clear, Charge Nurse or Designate will announce "Attention, Attention, CODE BLACK ALL CLEAR 3 (three) times over the public announcement system.

CODE BLUE

ACUTE MEDICAL EMERGENCY, AIRWAY THREAT, RESPIRATORY OR CARDIAC ARREST

CODE BLUE is the designated phrase to alert personnel and provide clear guidelines and direction on how to respond to any person experiencing an acute medical emergency, airway threat, respiratory and or cardiac arrest.

CODE BLUE Team Members:

The first person to arrive at the site will initiate the "CODE BLUE" by:

- pressing the button on their badge;
- announcing the CODE BLUE using the telephone and dialling 55;
- say: "Attention, Attention, CODE BLUE in room #" three (3) times.

First person arriving at the scene starts CPR until relieved.

Second person arriving at the scene calls the ambulance at 911.

The CODE BLUE Team consists of

- Member 1 – Airway (Staff from A wing)
- Member 2 – Ventilation (Staff from B wing)
- Member 3 – Chest compressions (Staff from C wing)
- Member 4 - Recorder
- Assistant

1. Airway: (Staff from A wing)

- Bring emergency cart to site if required; set up equipment (suction, oxygen)

2. Pulmonary Ventilation: (Staff from B wing)

- If someone is ventilating when you reach the room, call 911 for paramedics. Make sure the resident is a level 4 (meaning he or she wants to be reanimated). Relieve with pulmonary ventilation. Make sure to press on the red button of your badge for more assistance.
- If first person at the scene:
 - a) Check for resident's unresponsiveness.
 - b) Open airway using "head-tilt-chin" lift. (If suspicion of a neck fracture, use the modified jaw thrust).
 - c) Look, listen and feel for signs of breathing. If the resident does not begin breathing, then artificial ventilation must be started with Ambu bag.



- d) Check for carotid pulse
- e) If no pulse detected, start chest compressions.

Please note:

To insert an airway:

Insert the airway upside down so that the convex portion is against the tongue. Advance the airway toward the back of the pharynx following the soft palate. Gently rotate the tip 180 degrees and slide the airway into position, following the curvature of the pharynx. The flange should rest easily against the resident's lips. If it does not, the airway is the incorrect size and should be removed and a new one inserted.

When Ambu bag is being used:

Apply Ambu bag mask, make tight seal around mouth and nose and connect to oxygen. Make sure the airbag is inflated and compress it at regular interval (Laerdal bag must be disposed of after use and be replaced with a new one).

3. Chest Compressions: (Staff from C wing)

- Determine if the resident is in cardiac arrest by trying to wake him up.
- Make sure the board is under the resident if resident is in bed (or soft surface). The board can be found behind crash cart.
- Commence with chest compressions:

Stand close to the resident's side and feel the tip of the xiphoid process. Place the heel of the hand two (2) fingers above the xiphoid process. Then place the other hand on top of the first one, bring your shoulders directly over the resident's sternum and keeping your arms straight exert almost vertical downward pressure to depress the lower sternum to 2 inches. The heel of you hand should not be removed form the chest during relaxation. The compression rate for two rescuers should be 100-120 per minute. Ventilation should be slowly interposed after each thirty compressions.



4. Recorder: (RN or RPN)

If first person at the scene, immediately establish an airway and start chest compressions until someone else replaces you.

- Record all pertinent facts
- Control traffic in room
- Monitor and document vital signs and observations
- Print transfer care plan
- Photocopy the medication profile
- Give Health Card to paramedics

5. Assistant: (a PSW from wing of code)

- Remove other resident(s).
- Remove furniture.
- Assist with control of traffic at site.
- Go for supplies as needed.
- Make sure someone is attending to family.

CODE BROWN

HAZARDOUS/CHEMICAL SPILLS

CODE BROWN is the phrase used to alert staff to a spill or leak involving a chemical, biological, or radioactive material that may pose a threat to your health or to the environment. This includes noxious odours/vapours.

PURPOSE

To provide prompt and efficient clean-up for any chemical spills to ensure the safety of residents, staff and the public.

PROCEDURE

On the authorization of the Administrator, his/her designate, the Administrative Assistant will announce the hazardous or chemical spill codes over the paging system by dialing 55 on the telephone.

CODES

The following codes will be used during various stages of the plan:

CODE BROWN Alert

CODE BROWN Confirmed

CODE BROWN Cancelled Please resume normal duties.

“Attention, Attention, CODE BROWN + stage” three (3) times.

The announcement will be repeated after five (5) minutes and then every fifteen (15) minutes thereafter until cancelled.


PROCEDURE

1. Evacuate all persons from the spill site.
2. If the spill occurs in a high traffic area, avoid contamination of other areas by walking through or towards the spill.
3. Barricade the affected area.
4. Contact the manager of department or the person in charge of the department.
5. The Administrator will also notify:
 - a) Housekeeping
 - b) Maintenance

EMERGENCY TELEPHONE NUMBERS

CANUTEC 24 hours 613-996-6666 - COLLECT. CANUTEC will advise on product, clean up and first aid precautions.

Hearst Fire Department 911



Ontario Provincial Police
Spills Action Centre

705-362-4245 or 1-800-661-6777
1-800-268-6060

CODE YELLOW

MISSING RESIDENT

CODE YELLOW is used to alert staff to an incident in which a resident is considered missing. A resident is considered missing when he/she is not in the location where staff expect to find them.


Procedure:

The nurse in charge will be the "Search Coordinator". The nurse in charge is to keep a log of all Search and Rescue Activities. RPN working in the missing resident's wing assigns and reviews the results of searches.

- Search common areas
 - Check Leave of Absence Book/check to see if resident is signed out
 - Contact family/determine if resident is with family
1. The nurse in charge will initiate the "CODE YELLOW" by:
 - announcing the CODE YELLOW using the telephone and dialling 55;
 - say: "Attention, Attention, CODE YELLOW + Resident's name and last known location three (3) times.

During evening and night shifts, the nurse in charge will implement the disaster fan out to call in extra staff as needed to search.

2. The administrative front desk becomes the command post. The nurse in charge will station him/herself at this desk. The RPN in the wing coordinates and maintains records related to searching.
3. The telephone extension of the administrative front desk is 2980. All calls related to search and rescue should be directed to the appropriate nursing station.
4. The following staff will respond to a CODE YELLOW:
 - a. All supervisors
 - b. All staff from the missing resident's wing
 - c. Staff from other departments and wings as requested by nurse in charge.
5. Nurse in charge will assign staff working in pairs to search the wing from which the resident is missing and adjoining wing and report back their findings. Searching teams are to use Appendix B – "Guidelines for Searching" included in this policy.



6. If the resident is not found, then a facility wide search will be implemented including all wings, all rooms including areas of the Home that residents are not expected to enter. All staff assigned to search must report back to the nurse in charge within 10 minutes of being assigned.

7. During this time frame, the nurse in charge will gather all available information on the resident including:

- a. The most current picture of the resident.
- b. Full description of the clothing the resident was wearing.
- c. Information regarding the last time the resident was seen.
- d. Any previous missing person incidents and location found.

8. If resident remains missing after a search of the entire building the nurse in charge will:

- a. Send staff looking in the gazebo outside and walking in the fitness trail starting from 15th Street toward 12th Street with a cellular.
- b. Notify the Police and request their assistance. Complete the information in APPENDIX C – Resident Identification Form prior to police arrival at home. Police will need a floor plan, picture of resident, description of clothing, time and location of last time resident was seen.
- c. Notify the hospital staff at 0 or 2145 so they could start a search of their building.
- d. Notify the Administrator.
- e. Notify the resident's family. Nurse in charge remains the contact person for the family.
- f. Repeat the search to the entire facility every hour.

11. When the resident has been found, the nurse in charge will:

- a. When possible, select a staff to accompany the Ambulance attendants for resident's pick up.
- b. Make the announcement that the resident has been found and that the CODE YELLOW is all clear by dialing 55 on the telephone and announcing: "Attention, Attention, CODE YELLOW + Resident's name, ALL CLEAR three (3) times.
- c. Notify police, family, DOC and Administrator
- d. Assess the condition of the resident, provide reassurance and care.
- e. Document the incident.
- f. Modify the resident's care plan with strategies to manage wandering/exit-seeking.

CODE GREEN

EVACUATION

Foyer des Pionniers is built to ensure a slowdown in the spread of fire. Each region is separated from another by walls and doors that can contain the fire for a while.

The possibility of partial or complete evacuation remains minimal but may become necessary. That is why it is important to know the procedures to follow in order to be able to act quickly and safely.

Procedure

At the sound of the alarm (first stage, intermittent ringing) and when it has been determined that the origin of the fire is in your section, the resident can be brought horizontally (sideways) to another section or to the nearest exit that leads directly to the outside. Use the most suitable method while being safe.

At the sound of the alarm (first stage, intermittent ringing) and when it has been determined that the origin of the fire is not in your section, keep residents calm while preparing for a potential evacuation. Make sure the corridor fire doors are closed.

At the sound of the alarm (second stage, rapid intermittent ringing) a complete evacuation is necessary and all residents must be brought outside the building using the nearest and safest exit. Then, go to the main entrance of the Hôpital Notre-Dame.

Responsibility for the decision

The decision is made by the Administrator, the Director of Care, the fire chief or the nurse in charge assuming the absence of the Administrator or Director of Care. If it is a bomb call, the Administrator or Director of Care is responsible for the decision.

Steps

- 1) Move residents in immediate danger starting with those who can walk.
- 2) Then move residents who are wheelchair bound.
- 3) Move all residents who are in their beds using the emergency transfer technique, which is to move the resident from bed to floor by sliding him/her on the floor with the help of a blanket. The bed has to be lowered to its lowest.

*Refer to the **Red Emergency Binder** located at the reception and each of the nursing stations for role specific responsibilities.*

OUTBREAKS

Appropriate planning for an outbreak can reduce:

- The number of people infected (i.e. the extent of the outbreak);
- The amount of illness;
- The number of deaths; and,
- The level of disruption for residents and the Home as a whole.

Foyer des Pionniers must be prepared to mobilize resources quickly and effectively to either prevent outbreaks from occurring, identify and isolate cases to prevent the spread of disease, and respond to and manage outbreaks to limit their impact, should they occur.

Please refer to Foyer's Outbreak and Pandemic Response Plan.

OUTAGES

NURSE CALL SYSTEM

Our CALL BELL system is VERSUS. In the event of a CALL BELL system not functioning, the following action will be implemented:

- Portable bedside bells purchased and stored in each of the med rooms.

Each wing has a predetermined number of bells:

- A Wing: 33
- B Wing: 20
- C Wing: 14

Bells are to be distributed to each room.

Nurse in charge is responsible to have distribution executed.

POWER OUTAGES

Administration

Administration's computer system including the Home's server, payroll unit, accounts payable and residents' trust unit work on our generator power. There should not be any disruption as it relates to computerized payroll system as well as residents' and general accounting.

Our telephone system works on generator power and thus no interruption in communication is anticipated.

Building Resources

In the event of power failure, power is restored automatically in 30 seconds by our fuel powered generator.

The generator powers:

- (a) the heating system;
- (b) emergency lighting in hallways, corridors, stairways and exits;
- (c) essential services, including dietary services equipment required to store food at safe temperatures and prepare and deliver meals and snacks, the resident-staff communication and response system, elevators and life support, safety and emergency equipment; and
- (d) all electrical plugs that are red.

An emergency kit can be found at every nursing station including an extension cord, a flashlight and batteries can be found at the reception area.

The Home shall have monthly test of generator by shutting power. Responsible maintenance staff reviews the checklist of all equipment on the generator to ensure proper functioning.

Contingency

In the event that there is a power failure and the generator does not start, Villeneuve Construction will be on site within 2 hours with a portable generator to ensure power is restored. Existing generator will be fixed promptly and issues evaluated to ensure it does not happen again.

Villeneuve Construction
1533 Hwy 11 West
Stéphane Dillon
(705) 372-3407

Generator

The generator is located in the basement storage room and uses a mechanical system for auto system start-up upon failure of electricity. No system software is used to operate the generator. The generator is powered by a diesel engine that can run between 5-7 hours when full, depending on load. Our local supplier, Pepco, is available for immediate fuel delivery.

Pepco
Luc Pépin
844-362-4523

Elevator

There is one (1) elevator in use situated at the entrance of the Home and it is powered by generator should there be a power outage. The elevator does not use system software for operation.

For Emergencies call:

Otis Canada
705-673-7481

Heating Equipment

The building is equipped with in-floor heating controlled by wall thermostats. Notre-Dame hospital sources the hot water boilers for the in-floor heating. In the event of a power outage, the boilers will continue to operate and the home including residents' bedrooms will continue to be heated.

HVAC System

Air units are controlled by a Honeywell Control system which monitors air temperature, to provide heated air in the winter and tempered or cooled air in the summer. In the event of a power outage, this air supply system will continue to operate on generator power.

Door Alarms and Nurse Call System

The door alarm system is a mechanical operated system. No computer system involved. The door alarms and the nurse call system operate under generator power.

In the event power outage and generator failure, the Home will provide additional staff:

- to monitor exits and doors leading to stairwells, as magnetic locking devices will not be in operation and residents could leave the building. Staff to place tape across the doorways as a preventive measure and a way to determine if someone has exited the building.
- implement the nurse call system emergency procedure.

Fire Alarm

No computer system is used for activation of fire alarms. Fire alarm will work on generator service and also has an emergency battery back-up.

Dietary Services

All food is prepared on site. A two-week supply of food is maintained in dry storage, freezers and walk-in coolers.

In the event of a power outage, the generator will operate all freezers and refrigeration equipment, any electric stove and selected equipment.

In the event of disruption in power with no generators available, the following will be performed:

1) Refrigerators / Freezers

- 1.1 Evaluate stock, use perishable items first.
- 1.2 Weather permitting (4°C colder), store items outside.
- 1.3 Keep doors closed as much as possible.
- 1.4 Store food in portable coolers.
- 1.5 Monitor temperature of food closely.

2) Lights

- 2.1 Emergency lighting.
- 2.2 Use of flashlights and batteries.

3) Meals

- 3.1 Switch to contingency menu (Appendix A)
- 3.2 Cooking equipment available: gas stove, BBQ.
- 3.3 Use pre-prepared products for pureed diets.
- 3.4 Ensure safe temperatures are maintained of foods that will be consumed.

4) Dishwashing

- 4.1 Manual washing with chemical sanitizer in rinse water.
- 4.2 Use disposable dishes and cutlery.

5) Resident Fridges and Fridges in Staff Rooms

In the event of a power failure in relation to refrigeration equipment outside the Dietary department that is not connected to the generator, the following will be done:

5.1 Food Service Supervisor will notify Nursing to empty resident refrigerators of perishable products. The products will have to be put in garbage bags and brought to garbage room.

5.2 Food Service Supervisor will empty fridges in staff rooms. Supplies may be returned to staff and Food Service Supervisor will determine which will be disposed.

Activity Programs

In the event of a power outage, residents could become restless, agitated, aggressive, bored or frightened. Alter programming to include activities that can be conducted on each wing; use exercise programs that increase body heat (winter emergency). Call in Volunteers to assist with one-on-one programs.

Maintenance and Housekeeping Services

During the disruption of normal delivery of services and accommodation, the shift will ensure resident safety by providing a safe, clean and comfortable environment. Staff routine and staffing will be adjusted accordingly.

Staff will utilize back-up supplies and equipment to maintain a comfortable environment (i.e. back-up heaters, emergency lighting, ensure resident washrooms are functional and safe, on-going sanitation of resident areas).

Laundry Services

Laundry Services operate seven days a week. Equipment will run on generator power.

In the event of a power failure or more than 2 days, operate the equipment in the evenings and during the night when less load is on the generator (in off hours to kitchen equipment use).


Nursing Services

Computers at the nursing stations run on generator power. Some resident records and documentation will be done manually and records to be kept at the Nursing Station.

Equipment use for transporting and lifting residents is serviced regularly and does not use system software. All ceiling lifts are on the generator.

In the event of a power failure, ensure that residents are safe and comfortable. Adjust staffing ratios and procedures to ensure residents' basic needs are met.

As a result of loss of power, oxygen concentrators will not function unless plugged into a red outlet. Portable oxygen will be filled and used for all residents on O2. Supplier will be called to deliver refilling tanks until power service is resumed.



Medication rooms are all on generator.

NATURAL GAS OUTAGES

Building Resources

The heating systems in our building are in-floor and HVAC heating controlled by wall thermostat. In the event of a natural gas outage in the winter, the building temperature will drop.

Provide residents with additional bedding and appropriate clothing; close all doors to unoccupied areas; determine if any resident could go home; investigate moving residents to central areas or sitting rooms; provide warm nourishment.

Additional portable electric heaters can be utilized in common areas to help maintain building temperature.

Laundry Services

In the event of natural gas failure, there would be no hot water or gas dryers. Laundry would be taken to local laundromat Neway Cleaners and Launderers:

Neway Cleaners and Launderers
3, 15th Street
Hearst, ON POL 1N0
Conrad Morin (705) 362-4808


Dietary Services

The following guidelines are to be followed in the event of disruption in gas service:

- a) Manual and mechanical dish washing
 - i) Disposable dishes and cutlery will be used where possible.
 - ii) Menu may be modified to decrease amounts of pots and pans.
 - iii) Soup kettle or hot water dispenser can be used to heat water.
 - iv) Chemical sanitizer to be used in rinse water.
- b) Food preparation equipment: gas range, steamer, griddle, fryers.
 - i) Electric ranges available in activity and family rooms.
 - ii) One (1) BBQ stored in gazebo can be used.
 - iii) Modify menu, limit food preparation.
 - iv) Use of instant mashed potatoes and scalloped potatoes.
 - v) Vegetables can be cooked in pans in oven (allow extra time).
 - vi) No hot cereal preparation unless instant is available.
 - vii) Pureed diets – double servings of Marsan pureed pudding or instant hot cereal at breakfast.

Nursing Department

Loss of heat will expose residents and staff to health and safety hazards.



To keep residents warm, the following actions will be taken:

- a) All extra clothing such as heavy sweaters and pants, socks, jackets and coats will be used.
- b) Extra blankets are stored in Utility rooms.
- c) Frequent checks will be done to ensure normal body temperatures.
- d) Dressing residents will prepare them for an evacuation.
- e) Gathering of residents and exercise will increase body temperatures

Appendix A

Sysco 7-Day Emergency Menu - WEEK 1						
Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Breakfast						
Orange Juice	Cranberry Juice	Apple Juice	Orange Juice	Cranberry Juice	Orange Juice	Apple Juice
Banana Half	Pineapple Tidbits	Chilled Peach Slices	Banana Half	Mandarin Oranges	Chilled Diced Pears	Mango
High Fibre Oatmeal	Cream of Wheat with Bran	High Fibre Cinnamon Oatmeal	High Fibre Oatmeal	Cream of Wheat with Bran	High Fibre Oatmeal	High Fibre Cinnamon Oatmeal
Sausage Patty	Cheddar Cheese Slice	Hard Boiled Egg	Scrambled Eggs	Cheddar Cheese Slice	Creamy Yogurt	Hard Boiled Egg
Whole Wheat Toast	Whole Wheat Toast	Whole Wheat Toast	Whole Wheat Toast	Whole Wheat Toast	Whole Wheat Toast	Whole Wheat Toast
Margarine	Margarine	Margarine	Margarine	Margarine	Margarine	Margarine
2% Milk	2% Milk	2% Milk	2% Milk	2% Milk	2% Milk	2% Milk
Coffee	Coffee	Coffee	Coffee	Coffee	Coffee	Coffee
Special K Cereal	Honey Nut Cheerios Cereal	Rice Krispies Cereal	Special K Cereal	Honey Nut Cheerios Cereal	Special K Cereal	Rice Krispies Cereal
Peanut Butter	Peanut Butter	Peanut Butter	Peanut Butter	Peanut Butter	Peanut Butter	Peanut Butter
White Toast	White Toast	White Toast	White Toast	White Toast	White Toast	White Toast
Raspberry Jam	Grape Jelly	Strawberry Jam	Raspberry Jam	Grape Jelly	Raspberry Jam	Strawberry Jam
Hot Tea	Hot Tea	Hot Tea	Hot Tea	Hot Tea	Hot Tea	Hot Tea
Lunch						
Chicken Noodle Soup	Cream of Broccoli Soup	Tomato Bisque with Basil	Minestrone Soup	Cream of Mushroom Soup	Chicken Noodle Soup	Vegetable Barley Soup
Unsalted Crackers	Unsalted Crackers	Unsalted Crackers	Unsalted Crackers	Unsalted Crackers	Unsalted Crackers	Unsalted Crackers
Sliced Beef Sndw on Wheat	Turkey Salad on Wheat	Cheddar Cheese Sndw on WW	Ham Salad on WW Bun	Turkey Salad on Wheat	Egg Salad Sndw on Wheat	Sliced Chicken Sndw on WW
Coleslaw	Four Bean Salad	Cauliflower	Sliced Carrots	Coleslaw	Sliced Carrots	Italian Mixed Vegetables
Chilled Tropical Fruit	Chilled Diced Pears	Applesauce	Chilled Peach Slices	Fresh Apple Slices	Chilled Tropical Fruit	Fruit Cocktail
Coffee	Coffee	Coffee	Coffee	Coffee	Coffee	Coffee
Macaroni & Cheese	Vegetarian Frittata	Chicken Pie	Roasted Vegetable Lasagna	Breaded Pollock	Cabbage Rolls	Spinach & Cheese Cannelloni
Chocolate Pudding Cup	Multi Grain Roll	Multi Grain Roll	Orange Gelatin	French Fries	Multi Grain Roll	Raspberry Gelatin
2% Milk	Margarine	Margarine	2% Milk	Tartar Sauce	Margarine	2% Milk
Hot Tea	Lime Gelatin	Arrowroot Cookie	Hot Tea	Strawberry Ice Cream	Vanilla Pudding Cup	Hot Tea
	2% Milk	2% Milk		2% Milk	2% Milk	
	Hot Tea	Hot Tea		Hot Tea	Hot Tea	
Dinner						
Chicken Kiev	Meatballs w/Tomato Sc	Baked Sole Fillet	Chicken Dippers	Roast Beef	Turkey Schnitzel	Baked Ham
Mashed Potatoes	Rotini	Mashed Potatoes	Barbecue Sauce	Beef Gravy	Baked Potato Wedges	Mashed Potatoes
Green Beans	Diced Carrots	Broccoli Florets	Baked Potato Wedges	Mashed Potatoes	Broccoli Florets	Wax Beans
Buttertart Square	Mandarin Oranges	Tartar Sauce	Four Bean Salad	Creamed Corn	Banana Cake	Apple Pie Slice
Coffee	Vanilla Ice Cream	Lemon Meringue Pie	Van Caramel Swirl Cake	Carrot Cake	Coffee	Coffee
	Coffee	Coffee	Coffee	Coffee		
Egg Salad Sndw on Wheat	Chicken Salad Sndw on WW	Corned Beef on Wheat	Tuna Salad Sndw on WW	Egg Salad Sndw on Wheat	Cheddar Cheese Sndw on WW	Salmon Salad on WW
Applesauce	2% Milk	Fruit Cocktail	Chilled Diced Pears	Pineapple Tidbits	Chilled Peach Slices	Mandarin Oranges
2% Milk	Hot Tea	2% Milk	2% Milk	2% Milk	2% Milk	2% Milk
Hot Tea		Hot Tea	Hot Tea	Hot Tea	Hot Tea	Hot Tea