

YEE HONG CENTRE FOR GERIATRIC CARE SCARBOROUGH FINCH

DISASTER MANUAL

**Revised
February
2026**

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SECTION 1 FOREWORD

A disaster is an event which affects the normal operation of a facility. Fire, explosion, chemical spills, loss of heat, water, light and power, bomb threats and severe weather are all events which may be classified as a disaster. The degree of disruption caused by those events may be minimal as in the case of loss of water for a brief time, or major, as in the case of fire requiring total evacuation. Additionally, the disruption may be created by the reception of individuals from another facility, which has undergone a disaster.

Yee Hong Centre-Scarborough Finch is a 6 story structure. There are 3 elevators servicing the long term care home, with one designated as a freight elevator.

There are 250 residents in the long-term care home. Approximately 25% of the residents are ambulatory while the others rely on various types of walking aides or assistance. Care and services are provided 24 hours a day, 7 days a week. Management and other administrative staff work regular business hours, i.e. Monday to Friday, 9:00a.m to 5:00p.m.

On the ground level on the southwest side of the building, we have a Hemodialysis Satellite Centre operated by The Scarborough Hospitals which has separate entrances/exits and their independent disaster plan. The Northeast side of the Ground floor of the Finch Centre is home to Yee Hong Peter K. Kwok Hospice, a 10-bed residential hospice facility. The ground level also consists of a hair salon that services residents of the long-term care home and clients from outside of Yee Hong. Volunteers also regularly visit Yee Hong during and outside business hours to support various Yee Hong programs. The ground floor also contains the Yee Hong Foundation and the Administration Office.

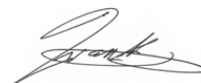
Although we live in the hope that disasters will never strike at our door, the truth is that they can and do occur. The purpose of this manual is to state the process of preparing for, responding to and recovery from any unplanned event that could have a negative effect on the organization so that we can:

- protect the health and safety of our residents, staff, and family members;
- minimize any inconvenience to the residents, staff, family members and community;
- minimize damage to the facilities and its contents;
- ensure continued operation as a health care facility and reduce damage to the building and or equipment so Yee Hong can recover fast and;
- recognize responsibility to the community we serve.

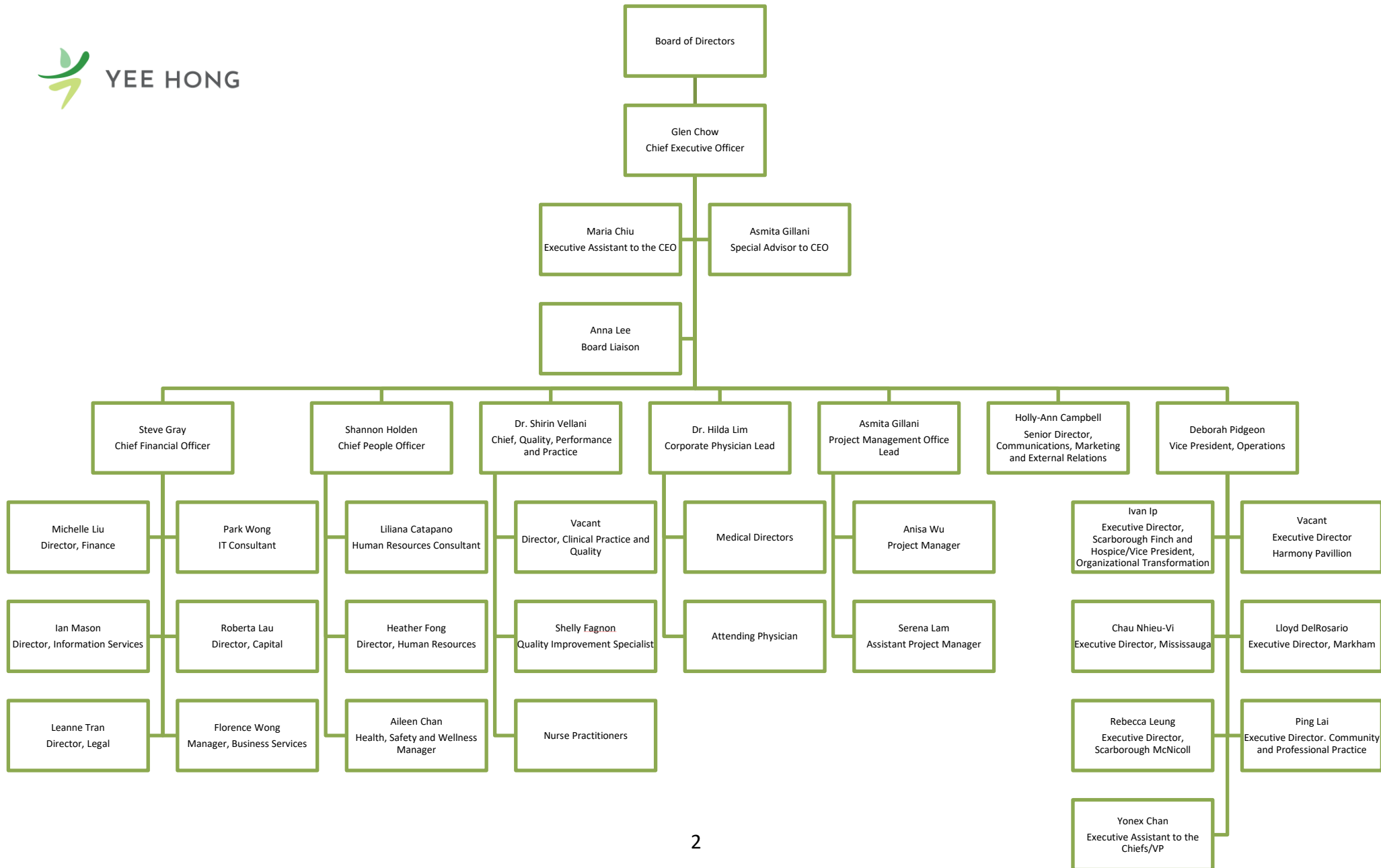
The effectiveness of the emergency and disaster plan described herein is dependent upon you. Your familiarity with your duties and responsibilities will determine how you respond should a disaster strike our facility. Your cooperation is not only necessary, but also essential.

February 11, 2026

Date



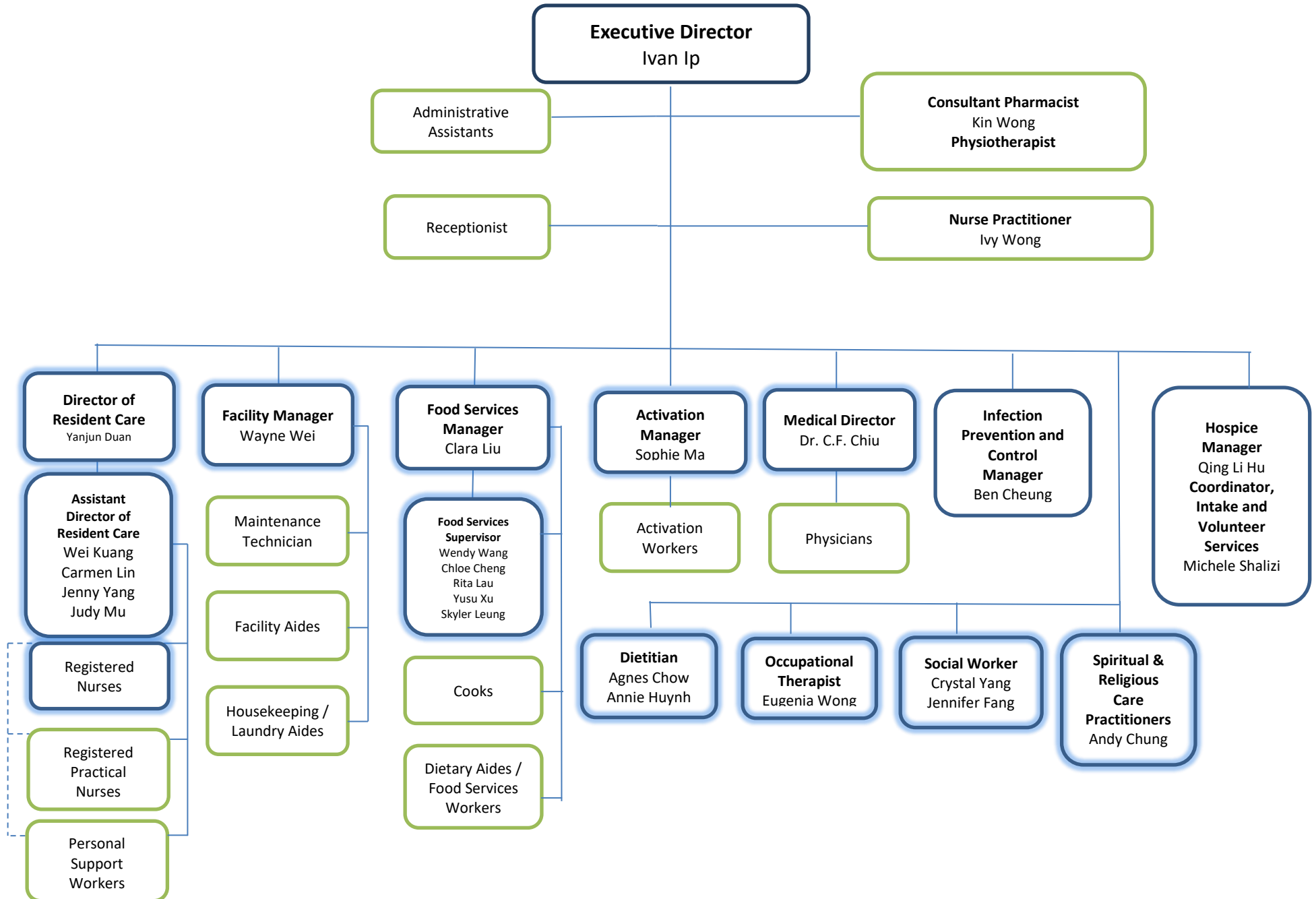
Executive Director, Ivan Ip



Yee Hong Centre for Geriatric Care

Scarborough Finch Long Term Care Home and Hospice Organization Chart

February 2026



SECTION 3 KEY PERSONNEL AND EMERGENCY EXTERNAL NUMBERS

3-A Environmental Nurse

- Within the long term care home, all environment-related emergency situations such as a flood, power outage, gas leak, etc. will be **declared and response initiated by the Environmental Nurse which is a Registered Nurse (R.N.)**

The Environmental Nurse Schedule is as follows:

- 2024: 2nd Floor
- In the case of an emergency when an immediate response is required, the Environmental Nurse should call 911
- For all emergencies, immediately contact the Facility Manager and the Executive Director (refer to phone list below)
- The Environmental Nurse **MUST** always carry his/her PWT phone to respond to incoming calls during an emergency

3-B Key Personnel

<u>POSITION</u>	<u>NAME</u>	<u>OFFICE EXT</u>
Chief Executive Officer	Glen Chow	1108
Vice President, Operations, Corporate Services	Deborah Pidgeon	1116
Executive Director	Ivan Ip	5100
DRC	Yanjun Duan	5200
ADRC	Wei Kuang	5204
ADRC	Carmen Lin	5202
ADRC	Jenny Yang	5210
ADRC	Judy Mu	5208
IPAC Manager	Tsz Fung Ben Cheung	5106
Facility Manager	Wayne Wei	5290
Social Worker/FT	Crystal Yang	5632
Social Worker/PT	Jennifer Fang	5630
Activation Manager	Sophie Ma	5620
Administrative Assistant	Rico Chan	5105
Food Service Manager	Clara Liu	5260
Maintenance Technician	Alex Lo	5299
Maintenance Technician/PT	Winston Chan	5299
IT Emergency Contact		5999
2F Nursing Station	2/F	5229
3F Nursing Station	3/F	5239
4F Nursing Station	4/F	5249
5F Nursing Station	5/F	5259
6F Nursing Station	6/F	5269
Hospice		5300
Hospice Manager	LiQing Hu	5121
Scarb. Hospital Dialysis		8700
Hair Salon		5808
Adult Day Program		5612
Volunteer Services		5641

3-C Emergency External Resource Agencies

The Ministry of Health and Long Term Care (MOHLTC) – Emergency pager, after hours	1-800-268-6060
Yee Hong Garden Terrace	416-940-4820
Hallelujah Chinese Evangelical Free Church	416-297-8197
Central East LHIN – Ontario Health atHome : Regular business hours After hours contact	416-750-2444 1-866-804-5446
Fire Department (Toronto Scarborough)	416-396-8350
Ambulance Service - Emergency Non-emergency	416-489-2111 416-638-7301
Police (Toronto Scarborough) Tyssen	416-808-2222
Krupp (Elevator Service) Toronto	416-291-2000
Hydro	416-542-3000
Water Supply (Toronto Scarborough) - Call 311 for water pipe burst	416-392-7737 416-542-3000
Consumer Gas (Enbridge)	1-866-763-5427
Environmental Spill	416-338-8888
Poison Control Centre	416-598-5900
Radiation	1-800-265-7672
Toronto Transit Commission	416-497-9105
Ministry of Labor (to report a critical injury or fatality of staff) Daytime (8:30 am to 5:00 pm):	416-314-5421 or 1-800-991-7454 416-325-3000 or 1-800-268-6060

3- D Other External Resource Agencies

Red Cross	416-480-2500
<u>Acute Care – Scarborough Health Network</u>	
General Campus	416-438-2911
Birchmount Campus	416-495-2400
Centenary Campus	416-284-8131
<u>Other Long Term Care Homes -</u>	
Altamont	416-284-4781
Bendale Acres	416-397-7000
Mon Sheong Richmond Hill Long Term Care Centre	905-883-9288
Mon Sheong Scarborough Long Term Care Centre	416-291-3898
Shepherd Village	416-609-5700
Tender Care Trilogy	416-499-2020
Yee Hong Centre – Markham	905-471-3232
Yee Hong Centre - Mississauga	905-568-0026
Yee Hong Centre – Scarborough McNicoll	416-321-6333
Valleyview Residence	416-398-0554

3-E *Command Centre*

During Regular Business Hours

In the event of emergency, a Command Centre will be set up as determined by management. The Executive Director/Director of Resident Care/Assistant Director of Resident Care will be in charge of the Command Centre. The Environmental Nurse will report to the **Control Panel room** to await the arrival of Emergency Support Services (such as Fire Department, Police, etc.)

Outside Regular Business Hours

The Environmental Nurse will be in charge of the Command Centre which will be set up on the unit of the Environmental Nurse or in the **Control Panel room** in the event of a fire. The command responsibility will be transferred over to the Executive Director/Director of Resident Care/Assistant Director of Resident Care who arrives on site. The Command Centre will be determined by the appropriate management staff taking leadership of the incident response.

SECTION 4 EVACUATION (CODE GREEN)

4-A CIRCUMSTANCES NECESSITATING EVACUATION:

- Fire
- Natural Disasters --floods, tornados, etc.
- Bomb Threat/Explosions
- Loss of Heat/Water for an extended period of time
- Community disasters, such as toxic spill, train derailment, gas leak, etc.

4-B TYPES OF EVACUATION

1. CODE GREEN - Precautionary

Simple evacuation:

A person discovers a disastrous situation in a confined area which can be contained and managed, such as a small fire or chemical spill in a room; and removes person/people from that room.

Partial evacuation:

- a. Horizontal evacuation – involves residents being removed from an area affected by a disastrous situation such as a fire, to another area on the same floor, preferably behind fire-rated doors.
- b. Vertical evacuation – involves moving residents downwards to another floor.

The situation may escalate if the disaster cannot be managed

2. CODE GREEN STAT – CRISIS

Involves a total evacuation of the building to the outside and would be carried out only in an extreme emergency. Everyone must leave the building via the nearest exit.

4-C DECISION TO EVACUATE (CODE GREEN STAT)

The decision to enact a total evacuation shall be made by the Chief Executive Officer/Chief Operating Officer/ Executive Director /Director of Resident Care/Assistant Director of Resident Care or the Environmental Nurse , in collaboration with the Police, Fire and Ambulance Services.

4-D RESPONSIBILITY DURING EVACUATION

Executive Director

1. Implement the Disaster Evacuation Procedures.
2. Notify the Central East LHIN – Ontario Health atHome and the MOHLTC.
3. Determine
 - a. Number of residents to be evacuated
 - b. Number of residents in wheelchairs
 - c. Number of ambulatory residents
4. Direct the activities of all personnel until the arrival of the police, fire department and/or ambulance service.
5. Receive all communications from the police, fire department and ambulance service and will participate in assessing the situation with these agencies.

Note: In the absence of the Executive Director, these duties will be performed by the Director of Resident Care, Assistant Director of Resident Care, and then the Environmental Nurse

Director of Resident Care/ Assistant Director of Resident Care

1. Direct the removal of residents.
2. Maintenance of record of evacuees and ensuring all residents has an identification bracelet or other means of identification.
3. Transportation of the “Emergency Box” to a secure location where the medication will be accessible.
4. Contact Medisystem to initiate pharmacy emergency response
5. Decide on an evacuation route and confirm that it is safe. Coordinate Moving people at least 100M always from the building in a safe location.

Environmental Nurse

1. Maintain resident head count.
2. Maintain list identifying relocation of residents.
3. Carry out the duties of the Executive Director/Director of Resident Care/Assistant Director of Resident Care in their absence.

Facility Manager

1. Depending on circumstances, responsible for traffic control until the arrival of the police.
2. Ensure the building is left in a secure condition if possible.
3. Secure extra bedding and linen.
4. Assist with evacuation as needed.

Housekeeping/Laundry Staff

1. Secure extra bedding and linen, if needed.
2. Assist with evacuation, as needed.

Administrative Assistant/Receptionist

(Or staff on duty outside Office Hours)

1. Keep all outside lines available.
2. Accept only emergency in-coming and out-going calls.
3. Access to a computer for the following:
 - a. Up-to-date list of employees and their telephone numbers.
 - b. Up-to-date list of residents.
 - c. Up-to-date list of residents' next-of-kin.

Food Services Manager

1. Arrange for the provision of hot/cold beverages and snacks to residents
2. Assign staff to assist with evacuation.

Activation Manager/Social Worker

1. Obtain volunteers and Social Services staff for emotional support if necessary.
2. Report to the Executive Director or designate for assignment of duties.
3. Obtain transportation for the residents being evacuated, preference for family to take residents home.
4. Assist in the notification of the next-of-kin.

The charts below summarize the distribution of responsibilities during and outside normal business hours.

Evacuation Procedures and Detailed Roles and Responsibilities of Staff

1. Notice from Authorities to evacuate
2. Environmental RN (ERN)
 - a. Assign RPN in charge of ERN's Floor
 - b. Goes to ground floor Control Panel Room
 - c. Announce "Code Green" (Total evacuation) in English and Chinese at least two times each
 - d. Announce which floor to be evacuated (start from 6/F if situation warrants)

3. Floor Charge Nurse (RN or RPN) (**carry PWT**)

RN/RPN
a. Acknowledge Code Green by calling control room b. Set up Command Centre at South side Nursing Station c. Wear the vest as a floor warden d. Distribute the resident name list to RPN and PSWs e. Assign pairs of PSW's to begin room searches f. Assign the helpers to assist residents to activity room or stay with residents in activity room g. Conduct head count according to the resident name list after resident gather in activity room (Head count include residents, visitors, staffs) h. Inform environmental nurse with PWT your floor is ready to evacuate i. Wait for environmental nurse instruction to move residents to G/F Lobby j. Begin evacuation after received instruction k. Inform environmental nurse your floor is clear l. Pass the current head count list to Command Centre m. Assist residents to get on the bus/evacuate to a safe area n. Inform Finch Command Centre after arrival o. Report to designated relocation centre

4. PSW

PSW
a. Report to RN at Nursing Station b. Conduct room to room search in pairs; - Conduct room search clockwise - Check washroom, closet(s), under bed(s) - Check TV room, Spa room, offices etc. c. Ensure rooms are clear of human life and ensure VACANT sign is visible d. Assist the residents wear appropriate clothes and move to activity room (easier resident first) e. Do a head count with the resident name list and report RN f. Wait for instruction to evacuate g. Do a second sweep, ensure the floor is clear of human life (residents, staff, visitors, volunteers) h. Use elevator (if fire department has deemed safe) to move residents down to G/F Lobby designated color area. Use stairs (if instructions are provided). i. Keep residents calm during evacuation

5. PSW's in G/F Lobby (Temporary Collection Centre)

- a. stay with the residents
- b. do head count and keep adding to list as new residents come in
- c. start loading the bus when they arrive

6. Maintenance Technician and Facility Aide Staff

Maintenance Technician and Facility Aide Staff
a. Report to RN at Ground floor Fire Control Room b. Shut down Fresh Air Fan (FA-1, FA-2 & FA-3) in the case of Code Grey c. Close the doors and roller shutter and post "Evacuation in Progress" sign immediately (including ground and basement roller shutter and rear doors) d. Set up the table for Command centre as directed and wait for instructions e. To clear up the Lobby and set up more chairs f. Post the "Completed Evacuation" sign to all entrance doors after evacuation of all is completed

Evacuation Floor Non-nursing Staff	Non-Evacuation Floor Non-nursing Staff	Receptionist/ Administrative Assistant	Food Services Staff
Report to RN at Nursing station of evacuation floor and wait for instructions	Report to Main Lobby near reception and wait for instructions from Environmental Nurse/Executive Director	Relay Code message to ED or Designate	Move drinks and snacks and report to Command Centre
If asked to assist in room search and evacuation: Conduct room to room search in pairs Conduct room search clockwise Check washroom, closet(s), under bed(s) Check TV room, Spa room, offices etc	If assigned to entrances: Stop visitors from coming into the building Ensure residents do not wander out of the building	Keep outside line open respond to calling from residents' relative	
Assist in evacuating residents moving them to the activation room as instructed	If asked to assist on Main Lobby: Assist in taking the residents in and attend to any needs Reassure and comfort the residents Follow the instructions of the PSW	Relay any instructions from the Environmental Nurse to support staff in the Main Lobby/Boardroom	
Once all residents have been evacuated, report to the RN and wait for instruction	If asked to assist on Main Lobby: Assist in moving residents from the elevators to the Ground Floor Lobby Monitor the lobby and ensure no obstruction in the escape route Follow the instructions of the PSW	Administrative Assistants prepare and make multiple copies of updated residents' and family contact information and report to Command Centre	
If instructed to leave the floor, go to Main Lobby and wait for further instructions	Lobby and wait for further instructions If assigned to operate elevators: Lock down the elevators and operate elevators according to instructions of the Command Centre		
Assist in moving residents to the buses	Assist in moving residents to the buses		

4-E PRIORITY OF EVACUATION**** in order from highest to lowest priority****

1. Those residents in immediate danger
2. All ambulatory residents under supervision – Residents able to walk should be led to another fire barrier area for a horizontal evacuation or a stairway for vertical evacuation
3. All wheelchair residents – Wheelchair residents should be assisted to safe fire barrier areas and if their wheelchairs are required for other residents, then remove them from their wheelchairs.
4. All non-ambulatory residents – Most residents can be carried to a safe area, if necessary. Immobile residents may be placed on a blanket on the floor and pulled to a safe area. Med sled can also be used for evacuation. For assistance on lifts and carries see Appendix II

4-F VITAL RECORDS AND MEDICATION TO BE EVACUATED

<u>TYPE</u>	<u>REMOVAL RESPONSIBILITY OF: (And Designated Back-up)</u>
Medication	Registered Nurse/ Registered Practical Nurse (PSW)
Disaster Manual	Registered Nurse/ Registered Practical Nurse (PSW)
List of Residents	Executive Director (Administrative Assistant)
Employee Telephone Directory	Executive Director (Administrative Assistant)

4-G FAN OUT PROCEDURES

When a situation arises which requires additional staff, CEO/Executive Director will initiate the FAN OUT PROCEDURES

Situations which require the initiation of this procedure are, but not limited to the following;

- **An evacuation of the facility**
- **Receipt of additional residents from another facility**
- **A loss of power, water, gas or inclement weather**
- **Any situation which potentially requires increased staff in a very short time frame**

The CEO or designate will start the process. The senior management team will then call their managers/supervisors and they will in turn have their staff contacted.

Fan Out Charts are designed to contact staff in the most efficient manner in the event of an emergency. Fan out charts at Finch include Administration, Facility, Food Services, Nursing and nursing Home Social Services, Corporate and Tenants. (Refer to Appendix I: Organizational Fan Out Chart). Each Fan out chart contains names and phone numbers of staff in that department. Staff information is prepared and updated by the Human Resources Department twice a year.

Upon receiving the up-to-date staff information from Human Resources Department the ED/Designate will ensure all respective staff have fan out log sheets provided to them in sealed envelopes. When the fan out is initiated, the Executive Director/Designate will assign management and Administrative Assistants as callers to call the staff according to contact responsibilities (see Fan Out Chart).

Each caller will obtain an estimated time of arrival from each staff member who will be assisting during the disaster and log this information on the log sheets provided.

4-H RELOCATION OF RESIDENTS TO RECEIVING CENTRE

DECISION TO RELOCATE

The decision to relocate shall be made by the Chief Executive Officer/Executive Director/Director of Resident Care/Assistant Director of Resident Care, or Environmental Nurse in consultation with police, fire department and/or ambulance services.

NOTIFICATION OF RELOCATION SITES

The Executive Director of Scarborough Finch Centre will notify the MOHLTC, Central East LHIN – Ontario Health atHome and the relocation sites. The relocation sites will be:

Mon Sheong Richmond Hill Long-term Care Centre	(905-883-9288)
Yee Hong Centre – McNicoll	(416-321-6333)
Yee Hong Centre – Mississauga	(905-568-0026)
Yee Hong Centre – Markham Centre	(905-471-3232)
ValleyView Residence	(416-398-0554)
Shepherd Village	(416-609-5700)

TRANSPORTATION OF RESIDENTS FROM SCARBOROUGH FINCH CENTRE

Executive Director will arrange the following:

- Yee Hong Buses
- Accessible Taxis
- Ambulances or ambulance transfer services
- EMS will arrange for TTC buses

SECURITY CHECK OF BUILDING

Facility Manager/Maintenance Technician will ensure that a final inspection of the building is made (in consultation with fire department/police) to check that:

- a. Appropriate electrical equipment is turned off
- b. Gas is shut off as appropriate
- c. All evacuated areas are sealed off, secured and barricaded as necessary
- d. All windows are closed, and doors locked

Maintenance staff will post a sign at the main entrance indicating the address and phone number of the receiving centres.

ARRIVAL AT RECEIVING CENTRE

Staffs of the Scarborough Finch Centre are responsible for directing residents to reception areas assisted by the receiving centres' staff

TEMPORARY DISCHARGE OF RESIDENTS

Residents can be temporarily discharged to the care of relatives and friends. The Registered Nurse will ensure that residents/families receive the necessary medications and instructions and leave a forwarding address.

REGISTRATION OF RESIDENT

Scarborough Finch staff will register residents upon arrival at the receiving centres.

INQUIRIES FROM RESIDENTS

The Chief Executive Officer will request radio broadcasting companies to announce that inquiries from relatives cannot be handled for 3-4 hours. After that time, there will be special telephone lines set up to answer inquiries. The answering of inquiries will be performed by administration staff in Scarborough Finch.

WORK SCHEDULES

During a disaster, all regular work schedules are suspended indefinitely. The supervisor of each department will call in staff as required.

COMMUNICATIONS

- **FAMILIES AND RESIDENTS**

If evacuation of the Home becomes necessary, staff of the Scarborough Finch Centre will contact families of residents and provide them with the destination of residents within 6 hours.

- **NEWS MEDIA**

Communications with the news media is the responsibility of Chief Executive Officer. The CEO/designate will respond to inquiries from the media to ensure all media have the same information. Communication will be factual to minimize or avoid speculation. There will be no attempt to cover up or mislead. Records of all information will be kept and written press releases will be provided as necessary.

4-I RECOVERY PROCESS

Before reopening the operations following a disaster, the following information should be determined:

- **Structural security** – Obtain a qualified professional validation
- **Safe entry** – obtain the proper approval from government agencies
- **Clean-up safety** – ensure the workplace is cleaned up and safe for all to resume their normal duties
- **Air quality assessment** – ensure the atmosphere is free of toxic agents
- **Ventilation** – ensure proper operations of all HVAC units
- **Interior exposures** – ensure all walls and ceiling material is secure and not damaged or falling
- **Exterior exposures** – ensure all windows are intact and no building material is damaged
- **Protection equipment** – clean and test the fire alarm system
- **Electrical safety** – check all electrical, computer and telecommunications systems are working
- **Government authority** – seek approval from all government agencies (public health, food, elevators, fire safety)
- **Health/sanitation issues** – the building and food sanitation should be inspected
- **Furniture** – check for integrity and water damage
- **Lighting** – ensure there is adequate lighting levels
- **Emergency planning** – practice the emergency procedures and ensure everyone is aware of the procedures
- **Inspections** – get qualified people to inspect the elevators and all life safety systems
- **Surfaces** – ensure all flooring surface are clean and slip free

4-J DOCUMENTATION OF INCIDENT

The cause, if known and time of the incident shall be documented. There should be an ongoing update of residents and their locations. A census form can be used for tracking.

A return plan will be implemented as soon as possible to assure the safe return of residents to their rooms. All staff will inspect the areas to ensure safety and that things are in order. Proper notification and an orderly plan will occur. Staff routine activities will resume once everyone is back in their original places with all support systems in place.

The Executive Director will complete a report of the incident and forward copies to:

- CEO, Yee Hong Centre
- Director, Patient Services, [Ontario Health atHome](#) (CE Region)
- Duty Inspector, MOHLTC

DETAILS SHOULD BE DISCUSSED WITH LOCAL POLICE AND FIRE DEPARTMENTS

SECTION 5 EXTERNAL DISASTER (CODE ORANGE)

Code Orange denotes that conditions are present which increase the possibility that a disaster can occur in the community and the Home may be receiving residents from other nursing homes which are affected by the disaster.

RECEPTION OF RESIDENTS FROM OTHER LONG TERM CARE HOMES

AUTHORIZATION FOR RECEPTION

Authorization for the reception of residents from an outside facility in an emergency must be obtained from the Executive Director or designate.

CAPACITY TO RECEIVE

The exact number of people to be received is largely dependent on the level of care they require. In an emergency we can accommodate a maximum of 50 individuals. Any larger amount would be inappropriate for this facility.

PREPARATION FOR RECEPTION

1. *COMMUNICATION TO KEY PERSONNEL*

- (a) During normal working hours -
 - (i) The **EXECUTIVE DIRECTOR** will immediately call a meeting of the Department Heads and advise them of the situation.
 - (ii) Each **DEPARTMENT HEAD** will be responsible for alerting staff on duty and calling in additional staff as needed.
- (b) Outside normal working hours -

The **ENVIRONMENTAL NURSE** will:

- (i) Notify the On call ADRC, on call ADRC will notify DRC or Executive Director.
- (ii) If authorization is received, notify -
 - Nursing Department
 - Food Services Department
 - Facility Department

2. **STAFFING**

It is felt that the present staffing level is sufficient to enable the Home to cope with the approved number of disaster victims. However, additional staff may be called in at the discretion of the Department Head. Homes sending residents will also be required to send staff.

- a. **FOOD SERVICES MANAGER** will:
Contact pre-arranged resource facilities in the area to secure additional food ~~trays~~ supplies.
- b. **FACILITY MANAGER** will:
Contact resource facilities such as Red Cross or Salvation Army to obtain the extra cots, mattresses and blankets. Work with external agencies to facilitate transportation of supplies and equipment as needed.
- c. **MAINTENANCE TECHNICIAN** will:
Set up the cots and mattresses
in areas designated for use
- d. **The Facility Department** will:
Make up cots and ensure that an adequate supply of linen and other supplies is left at the bedside for the residents.

3. **FOOD SERVICES**

- a. Food Services Manager will adjust the meals to incorporate the additional needs of residents, staff and volunteers according to supplies on hand.
- b. Food Services Manager will alert all dietary personnel of schedule changes which could affect days off and hours of work.
- c. Ordering of foods in ready and portion pack form will assist in caring for the additional residents. Paper service will also assist, and immediate adaptation of the schedule will be necessary to allow for extra settings in the dining room, for both residents and staff.

RECEPTION PROCEDURE

1. **RECEPTION AREA**

Upon arrival, all incoming residents/patients are to be directed to the designated areas.

2. **REGISTRATION AND ADMISSION**

The **DESIGNATED STAFF**, with the assistance of volunteers if possible, will obtain the following information from each disaster victim:

- name
- address
- age
- sex
- next-of-kin
- language spoken

3. **NURSING STAFF**

The **NURSING STAFF** will ensure that all evacuees receive identification bands, if they do not already have one.

NURSING AND PERSONAL CARE

The **NURSING STAFF** will provide the care required by incoming evacuees. Staffs from the evacuated facility are to perform their regular functions in the home under the direction of the supervisory staff at the facility.

4. **INQUIRIES FROM RELATIVES**

The **RECEPTIONIST** will receive and respond to inquiries from relatives.

5. **MEDICAL SUPPLIES**

Medical supplies which are normally stocked in the home are considered adequate to enable staff to cope with such emergency situations in the short term. Nursing management can order additional supplies pending the length of stay of the evacuees.

6. **MEDICATION SUPPLIES**

Medication supplies for evacuees will be handled by staff of their respective homes.

SECTION 6 FIRE (CODE RED)

Follow procedure in Fire Safety Manual kept in your respective departments. The fire safety manual can also be found on the intranet.

SECTION 7 BOMB THREAT (CODE BLACK)

Bomb threats are usually made by telephone. Bombers prefer to place devices in easily accessible locations (lobby areas, rear exits) to minimize risk of capture.

Good housekeeping simplifies the task of identifying suspicious package. Security measures make it more difficult to plant a bomb. Locked cabinets, rooms and offices limit unauthorized access and reduce the areas that need to be secured.

DUTIES OF PERSONNEL

The person receiving the telephone call will:

1. Remain calm. **DO NOT PANIC.**
2. Get as much information from the caller as possible:
 - Where is the bomb?
 - What does it look like?
 - What kind of bomb is it?
 - When is it going to explode?
 - Did you place the bomb yourself?
 - Why are you doing this?
 - What is your name?
 - What is your address?
 - Check to see if the caller's number is visible on call display.
3. Listen to voice and background noises such as traffic, music etc. Pay particular attention to distinguishing characteristics of the caller's voice i.e. accent, sex, age or impediment.
4. Record the exact time of the call and any other information obtained. Please refer to Bomb Threat Check List attached.
5. Immediately advise the Executive Director/Designate or the Environmental Nurse after regular office hours.

The Executive Director/Designate or Environmental Nurse will call 911. The ED or Environmental Nurse will guide the police to the affected area. The ED/Designate will call the Ontario Health atHome, Central East and the MOHLTC Emergency numbers.

BOMB THREAT CHECK LIST

Guidelines for staff member receiving bomb threat phone call

KEEP CALM! KEEP CALM! KEEP CALM! KEEP CALM!

Your calmness may well allow you to collect a maximum amount of information.

TIME CALL RECEIVED: _____ ENDED: _____

EXACT WORDS OF CALLER:

Allow caller to talk uninterrupted. Once there is a pause, be ready with your questions, always phrased in a clarifying mode.

Examples:

- | | |
|--|---|
| <ul style="list-style-type: none"> • What time did you say this device will detonate? • Where did you say it was located? Floor? Area? | <ul style="list-style-type: none"> • How big did you say it is? • What did you say it looks like? • Why did you say you are doing this? |
|--|---|

While listening, check as much of the following information as possible:

DESCRIPTION OF VOICE

Male: ☐ Female: ☐

Nervous: ☐ Calm: ☐

Young: ☐ Old: ☐

Accent: _____ Intoxicated: _____

Speech Impairment (E.g. Lisping):

Unusual Phrases/Phrasing:

Do you recognize the voice? _____

If yes, whose?

BACKGROUND NOISE

MUSIC: _____

BELLS: _____

RUNNING MOTOR: _____

AIRCRAFT: _____

OTHER NOISES:

WHISTLES: _____

HORNS: _____

TRAFFIC SOUNDS: _____

ADDITIONAL INFORMATION:

Did the caller indicate knowledge of the facility? _____

If so, how? _____

GENERAL INSTRUCTIONS

CODE BLACK will be announced.

1. If a suspicious object is found:
 - **DO NOT** touch it
 - Leave the area immediately
 - Notify management or ERN. They will facilitate safe transfer of residents, staff and visitors.
 - evacuate everybody within 100m of the object
2. Management will initiate the search:
 - follow police guidance
 - utilize staff members in each area who are familiar with that part of the building
 - search areas in a systematic fashion, moving progressively room by room until each area is complete, check all rooms in a clockwise rotation
 - concentrate on public and maintenance areas, outside areas, building entrances and stairwells.
 - record and secure each area that is searched
 - look for out of place or suspicious items
 - **DO NOT USE RADIOS OR CELL PHONES**
3. Staff are to ensure the safety of the residents once a suspicious object is found by relocating residents to a part of the building far away from the object. Follow guidance from the police.

DECISION TO EVACUATE

The decision to evacuate will be made by the Chief Executive Officer/ Chief Operating Officer /Executive Director/Director of Resident Care or the Environmental Nurse, as advised by the police, fire department or other knowledgeable persons. Resident, family member, volunteer and staff safety should always be the foremost consideration.

DOCUMENTATION OF INCIDENT

The Executive Director will complete a report of the incident and forward copies to:

- CEO, Yee Hong Centre
- Director, Patient Services, [Ontario Health atHome](#) (CE Region)
- Compliance Inspector, MOHLTC

DETAILS SHOULD BE DISCUSSED WITH YOUR LOCAL POLICE AND FIRE DEPARTMENTS.

SECTION 8 VIOLENT PERSONS (CODE WHITE)

**Please refer to Policy CAD-VII-10
(Code White – Violent Persons)**

Yee Hong Centre for Geriatric Care

Developer: DRCs, EDs and Occupational Health Manager	Division: Corporate	Category: Corporate Administration	Policy Number: CAD-VII-10
Effective Date: September 2014	Subject Name: Code White - Violent Persons (Long Term Care Homes)		Approval: SLT
Reviewed/Revised Date: July 2025	Next Review Date: July 2028	Supersedes: N/A	Page: 1 of 9

POLICY

A “Code White” response is a non-violent crisis intervention team response strategy to regain control of a situation in which an individual is behaving in a potentially dangerous manner towards himself/herself or others.

This policy provides specific procedures for staff to respond to different situations involving residents and non-residents of Yee Hong long term care homes.

PURPOSE

1. To provide the aggressive individual with the best and safest care until he/she regains control of his/her behaviour.
2. To prevent harm to the aggressive individual, residents, staff and others.
3. To regain control of the emergency situation in which an individual’s escalating behaviours are beyond the staff’s abilities to control.
4. To prevent property damage or financial loss and to mitigate reputation risk.

DEFINITIONS

AGGRESSION:	A term often interchanges with “violent”; it generally identifies behaviour that has an intent to harm.
ENVIRONMENTAL RESTRAINT:	Refers to limiting the territory in which the resident can stay.
LEAST RESTRAINT:	Intervention used with the aggressive/violent resident which is the least restrictive possible yet still allows the Code White team to regain control of the situation.

LIMITS OF ENGAGEMENT: Code White Response team is authorized to respond to an aggressive resident within the centre's property only. Police will be called if the incident takes place outside of the centre's property.

RESIDENTS: Residents of Yee Hong long term care homes.

NON-RESIDENTS: Visitors, family members of residents, volunteers, and other individuals who are not residents or staff excluding clients of social services.

PRINCIPLES

1. Individual involved is always treated with utmost respect and professionalism
2. Staff's and others' right to a safe environment is respected
3. Safety priority occurs in the following order at all times:
 - a. Self and other staff safety
 - b. Resident/visitor safety
 - c. Safety of the environment
4. Physical intervention is always non-violent in dealing with physical aggression
5. Code White team physical intervention is used as a last resort to safely control an individual physically acting out until s/he regains control of his/her behaviour
6. Code White team does not intervene in any situation that may pose a risk beyond their resources to intervene safely
7. Untrained staff is not to participate directly as Code White team members but may function in a supportive role

SPECIFIC ROLES AND RESPONSIBILITIES

SENIOR MANAGEMENT:

1. Ensure commitment of resources to staff training and education specifically for the Code White Response Team to fulfill their duties.
2. Ensure appropriate policies and procedures are established to minimize aggressive behaviours of residents.

MANAGERS AND SUPERVISORS:

1. Assure the implementation, monitoring and evaluation of the policies and procedures.
2. Ensure risk assessments are completed to identify real or potential hazards contributing to aggressive behaviours against staff and residents.

3. Ensure effective response, reporting, follow up and monitoring procedures are in place to address incidents of aggressive behaviours as per centres' policies.
4. Ensure all aggressive incidents are investigated and corrective actions are identified and taken to prevent recurrence.
5. Monitor safe work practices and ensure non-compliance with these safe work practices is addressed.
6. Ensure staff receive training and education in prevention and management of aggressive behaviours.
7. Provide support to all individuals affected by the aggression.

STAFF:

1. Actively participate in the training and education program.
2. Comply with safe work practices as per policies, practices and procedures.
3. Report any potential hazard and risks immediately as per policies and procedures.
4. Apply policies and procedures to workplace aggression.
5. Report and document all incidents of aggression.

JOINT HEALTH AND SAFETY COMMITTEE:

1. Monitor violence in the workplace by reviewing statistical and investigation information.
2. Review incidents of violence and make recommendations for prevention if needed.
3. Ensure recommendations are followed up.
4. Participate in program review.

OCCUPATIONAL HEALTH AND SAFETY DEPARTMENT (HUMAN RESOURCES):

1. Develop, implement and monitor aggression prevention and management policies and procedures.
2. Perform risk assessments through incident reviews.
3. Develop and implement education program in consultation with Joint Health and Safety Committee.
4. Provide input to management for corrective actions.
5. Conduct annual evaluation of program in consultation with Joint Health and Safety Committee.

THE CODE WHITE TEAM

1. Membership:
Assistant Directors of Resident Care (ADRCs), Director of Resident Care (DRC), on-duty Behaviour Support Ontario (BSO) Nurse Lead, all Registered Nurses (RN) and Unit Nurse, Social Workers, Maintenance Technicians, and Facility Manager/Aides are members of the Code White Team.
2. Training:
Code White Team members shall receive annual Code White refresher training and when necessary.

3. Team Leader:
The Nurse assigned to the residential floor will assume the role of Code White Response Team lead

The Environmental Nurse will assume the role of the Code White Response Team Lead for non-residential areas (e.g. lobby, basement).

PROCEDURES FOR SITUATIONS INVOLVING RESIDENTS IN LONG TERM CARE HOMES AS THE AGGRESSIVE INDIVIDUALS

1. All staff shall enact 'de-escalation' strategy with consideration of:
 - a. Ensuring own and co-worker safety (e.g. leave area if necessary until sufficient resources are available to safely restrain or remove an aggressive resident).
 - b. Directing other staff as necessary to reduce stimulation in the area (e.g., removing other residents and visitors, turning off TV, radios, or noisy equipment such floor-cleaning machines).
2. The nursing staff - or designate - shall initiate Code White through the public announcement system providing detailed location of the situation when
 - a. Staff perceive themselves or others to be in danger of physical harm from an aggressive resident.
 - b. A resident is or in an imminent risk of acting out in a manner that is dangerous to self, others or the environment.
 - c. The situation is rapidly escalating out of control.
3. The nursing staff – or designate - involved in the situation shall:
 - a. Provide information to Code White Response Team about the situation, actions taken and actions required.
 - b. In the event that additional help is required (e.g. police) ensure that the call is placed and that help is on the way.
 - c. Assist Code White Response Team as directed by the Team Lead.
 - d. Ensure appropriate documentation is completed after the incident (Appendix A).
4. The Code White Response Team:
 - a. Upon hearing Code White, all available DRC/ ADRCs, all RNs, and the unit nurse, Maintenance Technicians, Social Worker and Facility Manager/ Aides will immediately go to the floor as announced by the staff.
 - b. The following staff in the order of priority will assume the role of Code White Response Team Leader:
 - i. Registered Nurse who is the team lead of the unit where the incident is taking place.
 - c. Team Leader shall:
 - i. Assess the situation;
 - ii. Call for additional resources if required (e.g. Police, additional staff);

- iii. Delegate an appropriate staff as the spokesperson;
 - iv. Obtain information about the situation from the Staff involved in the situation and find out what is expected from the team:
 - Reason for Code White call
 - Details of current situation
 - Name of resident acting out
 - History of past incidents if appropriate and interventions that have worked in the past
 - Pertinent medical information of resident
 - Behavioural and mental status of resident
 - Location of the resident
 - Other pertinent information such as medical orders
- Identify possible interventions or options;
- vi. Identify team members that will carry out the plan;
 - vii. Identify and inform team members about the plan of action, including approach to be used, type of intervention and how each member will exit from room;
 - viii. If possible, ensure safety of team by having all team members remove their own personal items such as watches, glasses if possible, pens, ties, pagers, scissors, stethoscopes, or name tags etc.;
 - ix. Ensure personal protection equipment (PPE), if necessary, such as gloves are available for team use;
 - x. Direct intervention plan to completion;
 - xi. Ensure defusing/debriefing take place as soon as possible following the incident;
 - xii. If an injury occurs, ensure the team member receives first aid and follow;
 - xiii. Health and Safety Policies and Procedures;
 - xiv. Ensure appropriate documentation is completed (Appendix A);
 - xv. Inform management on call in a timely manner.
- d. Team Members shall:
- i. Respond under the directions and follow instructions of the Team Leader;ii. Carry out tasks as assigned by the Team Leader and any other additional tasks as needed such as:
 - Acting as spokesperson if delegated by team leader
 - Crowd control
 - Clearing area of hazardous objects
 - Supporting other team members
 - Preparing room for environmental restraint
 - Having resident's information such as Medication records readyiii. In the event that medication is to be administered, ensuring that medication orders have been received, medication has been prepared and is ready;
 - iv. In the event that the resident is to be environmentally restrained, ensuring that the room is ready;
 - v. Carry out tasks in a safe manner;

- vi. vi. Inform Team Leader if unable to perform assigned task;
- vii. vii. Remove personal items which could be damaged or cause injury; viii. Listen for “cue to action” and move in on signal or if escalation occurs;
- viii. ix. Report any injuries sustained during procedure;
- ix. x. Assist with documentation as necessary; xi. Participate in debriefing;
- x. xii. Suggest recommendations for improvement of response.

5. Code White becomes a “911” call to police by the initial registered nursing staff involved in the situation or the Team Leader of the Code White Response Team:
 - a. Whenever there is a real or perceived threat that lives are in danger.
 - b. When the situation is beyond the capacity of the Code White Response team.
 - c. Whenever an “edged” weapon or firearms is involved.
 - d. When the aggressive behaviour occurs just outside of the centre’s property.
6. If police is called, staff that makes the call should be prepared to provide the following information to the police.
 - a. The nature of the incident (e.g. person out of control, person with a knife etc.).
 - b. The exact location of the incident occurring.
 - c. The action or behaviour of the person.
 - d. If weapon is used, describe the specific details of the weapon and how it is used.
 - e. Information about injured people (if any).
 - f. If the aggressor has left, information about when and where the aggressor has traveled.
 - g. Answer questions as appropriate.

If staff cannot complete the phone call with 911, leave the phone off the hook.

Staff should continue to manage the situation until the police arrive, and follow instructions provided by police once they are on site, and offer assistance and support to the police.

7. Follow up actions after the incident:

Director of Resident Care or Designate shall ensure that the following actions are taken:

- a. Follow the Adverse Event Reporting Policy and Procedures to ensure that Ministry and appropriate management staff and resident’s substitute decision makers are notified, as appropriate.
- b. Ensure that documentation is completed.
- c. Ensure that aggressive resident’s care plan is reviewed and follow up actions are taken.
- d. Inform Joint Health and Safety Committee
- e. Follow policy CAD-VII-13 Quality of Care Reviews to review incident to prevent recurrence of incidents.
- f. Facilitate debriefing sessions:

- i. An informal debriefing session with all staff involved in the incident, including the Code White Response Team, to complete documentation, address concerns, and evaluate the procedures and actions taken in order to make recommendations for improvement.
- ii. An emotional debriefing if staff sustains injury during the process. Management can seek help from Human Resources to identify appropriate resources for support to staff and to conduct debriefing session. Referrals can be made by management to Employee Assistance Program.

PROCEDURES FOR SITUATIONS INVOLVING NON-RESIDENTS OF LONG TERM CARE HOMES

1. All staff shall enact 'de-escalation' strategy with consideration of:
 - a. Ensuring own and co-worker safety.
 - b. Directing other staff as necessary to reduce stimulation in the area (reducing noise level by turning off TV, radios, or equipment such floor washing machines).
2. Direct other staff to remove all residents and visitors from the area.
3. Direct other staff to call 911.
4. Stay calm.
5. Identify an escape route for self and be prepared to escape if the individual becomes increasingly aggressive.

Yee Hong Centre for Geriatric Care

CODE WHITE REPORT

Mental Status	Oriented ☐	Disoriented ☐	Confused ☐
Behaviour	Uncooperative ☐	Verbally aggressive ☐	Physically aggressive ☐
	Self-destructive ☐	Destroying property ☐	Refusing to leave ☐
	Elopement ☐		Suicidal ☐
Weapons	Yes ☐ No ☐	Weapon Type	

Facility		Location of incident	
Date of incident		Time of Incident	
Team Leader			
Other Members	1.	2.	
	3.	4.	
	5.	6.	

INDIVIDUAL INFORMATION

Name of Individual			
Status	Resident ☐	Staff ☐	
	Family ☐	Volunteer ☐	
	Visitor ☐	Other ☐	

INTERVENTION(S)

Intervention(s)			
Verbal de-escalation ☐	Physical intervention ☐	Returned to room ☐	
Escorted out of facility ☐	Transferred to hospital ☐	Placed in police custody ☐	
Medication administered	Yes ☐ (if Yes, describe below)		No ☐

Restraints applied	Yes ☐	No ☐
Placed on constant attention	Yes ☐	No ☐
Police assistance	Yes ☐	No ☐

REPORT OF INJURIES

Was anyone injured?	Yes ☐ (if Yes, describe below)		No ☐
Status	Resident ☐	Staff ☐	
	Family ☐	Volunteer ☐	
	Visitor ☐	Other ☐	
Name of injured person			
Department/Unit			
First Aid administered?	Yes ☐	No ☐	N/A ☐
Injury report completed?	Yes ☐	No ☐	N/A ☐

DEFRIEFING

Debriefing session held immediately following Code White Response?	Yes ☐	No ☐
If "NO" please indicate reason why		
Recommendations		

Name (Team Leader)	
Signature (Team Leader)	
Date	

SECTION 9 MISSING RESIDENT (CODE YELLOW)

Developer: DRCs	Division: Corporate	Category: Corporate Nursing	Policy Number: CNU-V-23
Effective Date: January 2008	Subject Name: Searching for a Missing Resident		Approval: SLC
Reviewed/Revised Date: May 2022	Next Review Date: May 2025	Supersedes: Not Applicable	Page: 1 of 8

POLICY

There is an established procedure for the Centre to coordinate an effective search for a missing resident in the Centre's Disaster Plan Manual under the Section Code Yellow. This policy outlines the particular responsibilities pertinent to the nursing department. All staff are expected to participate in the searching as assigned by the department in-charge or the Search Coordinator.

There are 3 Levels of Searching:

- Level 1 is to search the unit where the missing resident lives;
- Level 2 is to search the building, including stairwells, all other areas;
- Level 3 is to search external, outside the building.

Each nursing floor maintains a current list of residents who have access cards. Unit appropriateness can be further reviewed by the interprofessional team, RN/RPNs should temporarily retrieve access cards from the residents exhibiting emotional problems to ensure their safety.

A quarterly interprofessional review is done on residents with access cards for unaccompanied leave of absences to ensure appropriateness according to policy CAD-V-15.

DEFINITIONS

Search Coordinator: RN / RPN on the unit of the missing resident. Search Coordinator collaborates with department manager/supervisor/in-charge and Environmental Nurse to assign staff for the searching.

Immediate Neighbourhood: Boundaries for conducting external search is Centre specific, according to the geographical location and as identified in the Centre's Disaster Plan Manual: Code Yellow.

PA system: Public Address system heard overhead throughout the building.

PROCEDURE

1. When a resident is missing, the RN / RPN on the unit of the missing resident assumes responsibility as the 'Search Coordinator'.
2. When a resident is reported missing, the Search Coordinator
 - Ensures a look out from window as this provides a good view if the resident is still in the building's vicinity.
 - Contacts family immediately to verify if resident is on LOA or has left the home with a family member. Verify if there is a way to contact resident, i.e. cell phone
 - notifies the ED and DRC or designate to coordinate with IT department to access the CCTV archive to determine ASAP if the missing resident is still in the building. If unable to get hold of the ED and DRC or designate, Search Coordinator informs Environmental Nurse who will call IT.
 - after the above notification is made, assigns PSWs and/or other staff that is present at the unit to start a **Level 1 Search** within the unit where the missing resident lives.
 - ensures each area within the unit is double searched by staff, i.e. two consecutive independent searches.
 - completes the Level 1 Facility Search Record (similar to Appendix B) if the resident is not found in the unit after the two independent searches and reports to the ED and DRC or designate immediately.
 - makes a copy of the missing resident's photo to be distributed to the search team of the other units and other departments.
 - informs ADRC or designate for assistance, e.g. to deliver the missing resident's photo to other units and other departments to facilitate the search.
 - initiates a **Level 2 search** by announcing over the PA system slowly and loudly (in both English and in the resident's primary language) 2 times every 5 minutes (Appendix A) for the first ten minutes and provide updates after first two announcements:
"Attention please! Attention please!
This is the Search Coordinator speaking. Code Yellow on floor.
Please start Level 2 search.
Missing resident Mr. / Mrs. / Miss" (add description, such as: "Missing resident Mrs. Red wears glasses, a red jacket and red scarf, using a walker."
3. Upon hearing the announcement for a Level 2 search
 - Department manager/supervisor/in-charge assigns staff, referring to the missing resident's photo and description, to complete a search of the designated areas within the building including the stairwells, as identified in the Centre's Disaster Plan Manual: Level 2 Facility Search Record – (Similar to Appendix C).

- When searching stairwells, one staff is assigned to search one staircase from the top to bottom level and pay attention to areas/corners that can potentially hide a person.
 - Each assigned staff immediately reports back to the Search Coordinator upon completion of searching the designated area.
4. If the resident is found during the Level 2 search, the Search Coordinator:
- announces over PA system slowly and loudly: **“Attention Please! Attention Please! Code Yellow all clear.”**
 - completes a Level 2 Search Record.
5. Skip Level 1 and Level 2 Search and initiate Level 3 Search right away when the CCTV archive confirms that the resident has left the building.
6. If the resident is **not found** after completion of the Level 2 search, the Search Coordinator:
- consults ED or designate for additional information if any, e.g. if the missing resident has left the building according to the CCTV archive.
 - locates the immediate neighborhood map from the Centre’s Disaster Plan Manual and asks staff to get familiar about the search boundaries in the neighborhood.
 - initiates a **Level 3 Search** by announcing over the PA system slowly and loudly 2 times every 5 minutes: **“Attention Please! Attention Please! Code Yellow continues. Please start Level 3 search.”**
7. Upon hearing the announcement for a Level 3 search, department manager/supervisor/department in-charge assigns staff (in pairs preferably with one PSW staff who knows the missing resident and one other staff) to complete a Level 3 Search of the immediate neighborhood as identified in the Centre’s Disaster Plan Manual: Level 3 Facility Search Record – (Similar to Appendix D) with the following instructions:
- When searching outside of the building, assign staff to go in pairs and provides the immediate neighborhood map with assigned search boundaries.
 - One management staff on duty, or a delegate identified by the manager in charge, will be accompanied by a PSW to conduct immediate neighborhood search in his/her own vehicle
 - Teams are to check in with the Search Coordinator every 15 minutes with regular updates
 - Ensures communication channels with Search Coordinators by mobile phone/walkie talkie as appropriate.
 - Each pair of assigned staff immediately reports back to the Search Coordinator upon completion of searching the designated boundaries of the neighborhood.
8. If the resident is found after completion of the Level 3 search, the Search Coordinator:
- announces over the PA system slowly and loudly: **“Attention Please! Attention Please! Code Yellow all clear.”**

- completes a Level 3 Facility Search Record in the Centre's Disaster Planning Manual.
9. If resident is **not found** after completion of the Level 3 search, the Search Coordinator:
- immediately reports to ED or designate.
 - immediately informs the local police department under the direction of ED or designate, provides missing resident's photo and description of missing resident and any pertinent information that may facilitate police search.
 - completes a Search Record – Elopement (Code Yellow) in the Centre's Disaster Planning Manual.
 - informs Attending Physician or on-call physician.
 - completes an Adverse Event Report and paper copy of the MOHLTC's Critical Incident System (CIS).
 - follows other directions from ED or designate.
10. The DRC or designate informs the resident's family again of the search results and complete MOHLTC's Critical Incident System (CIS)

Appendix A Code Yellow Messages

- ☐ **Initiate report by Search Coordinator**
- ☐ **Use the phone PA system**
- ☐ **Enter code 00 (or another code that is appropriate for the Division) (to make announcement to the entire building)**

“Attention please! Attention please!

This is the Search Coordinator speaking.

This is a mock exercise on missing resident (skip this if this is not a mock exercise). Code Yellow on Floor. Please start Level 1 search.

Missing resident Mr. / Mrs./ Miss _____ (description)

請注意! 請注意!

這是模擬住客失蹤演習。

黃色警報在三樓，一級搜索現在開始。

失蹤住客 _____ 先生 / 太太 / 女士 (特徵)”

Example:

Missing resident Mrs. Red wears glasses, a red jacket and red scarf, walks with a walker

失蹤住客紅太太，帶眼鏡、身穿紅色外套及戴紅絲巾，拿著步行架步行。

- ☐ **Acknowledge confirmation from Unit-in-charge (Status Report by Search Coordinator)**

“Attention Please! Attention Please!

Code Yellow continues. Please start Level 2 search

請注意! 請注意! 黃色警報仍然生效，二級搜索現在開始。”

- ☐ **Acknowledge confirmation from Unit-in-charge (Status Report by Search Coordinator)**

“Attention Please! Attention

Please! Code Yellow all clear.

Mock exercise is completed. (skip this if this is not a mock exercise).

請注意! 請注意!

黃色警報已經解除，演習完畢。”

Appendix B

YEE HONG CENTRE FOR GERIATRIC CARE – SCARBOROUGH FINCH Level 1 Facility Search Record

Date of Incident: _____

Time of Code Yellow Level 1 Searching Announcement: _____

Name of Search Coordinator (RN/RPN of the unit of the missing resident): _____

Level 1 Search – within own department where the missing resident lives; remember to complete two consecutive independent searches.

Staff assigned for the search	Name(s) of staff complete the search	Assigned search location	Time Start	Time End	Reported back to the Search Coordinator	Comments if any
6F unit in charge/designate		6F nursing unit			Yes/No	
5F unit in charge/designate		5F nursing unit			Yes/No	
4F unit in charge/designate		4F nursing unit			Yes/No	
3F unit in charge/designate		3F nursing unit			Yes/No	
2F unit in charge/designate		2F nursing unit			Yes/No	
PSW		Common areas			Yes/No	
PSW		End Lounges			Yes/No	
PSW		Spa Rooms			Yes/No	
PSW		TV Room			Yes/No	
PSW		Dinning Room			Yes/No	
PSW		Activity Room			Yes/No	
PSW		Medication Room			Yes/No	
PSW		Activity/Supply Room			Yes/No	
PSW		Balcony			Yes/No	
PSW		Clean& Soiled utility Room, Housekeeping Closet			Yes/No	
PSW		Staff and Public Washroom			Yes/No	
RN/RPN		Treatment Room & Offices			Yes/No	

Appendix C

YEE HONG CENTRE FOR GERIATRIC CARE – SCARBOROUGH FINCH Level 2 Facility Search Record

Date of Incident: _____

Time of Code Yellow Level 2 Searching Announcement: _____

Staff assigned for the search	Name(s) of staff completed the search	Assigned search location	Time Start	Time End	Reported back to the Search Coordinator	Comments if any
GF Staff		Ground Floor			Yes/No	
2F staff		2 F			Yes/No	
3F staff		3 F			Yes/No	
4F staff		4 F			Yes/No	
5F staff		5 F			Yes/No	
6F staff		6 F			Yes/No	
6F unit in Charge/designate		Stair Cases 1: from the very top level to Ground Floor			Yes/No	
5F unit in Charge/designate		Stair Cases 2: from the very top level to Ground Floor			Yes/No	
4F unit in Charge/designate		Stair Cases 3 and 4: from the very top level to Ground Floor			Yes/No	
3F unit in Charge/designate		Stair Cases 5: from the very top level to Ground Floor			Yes/No	
2F unit in Charge/designate		Stair Cases 6: from the very top level to Ground Floor			Yes/No	
Receptionist/AA <u>After hour: PSW assigned by the Search Coordinator</u>		GF: Lobby, Tea Garden, Auditorium, Peace Corner, Admin Office, Public Washroom, Adult Day Program Department, hair Salon, Foundation, Medical Centre, TSH Dialysis Unit			Yes/No	
Laundry Staff. <u>After hour: PSW assigned by the Search Coordinator</u>		Basement: Staff lounge, laundry, kitchen, maintenance, medical center, Active Senior Program Department, Physiotherapy, Resident Storage, Business Admin Office, Volunteer Office			Yes/No	
Social Services Coordinator		Day Program			Yes/No	
Facility Staff <u>After hour: PSW assigned by the Search Coordinator</u>		Elevator (Main resident elevators)			Yes/No	

Facility Staff <u>After hour: PSW</u> <u>assigned by the Search</u> <u>Coordinator</u>		Elevator (Centre Elevator)			Yes/No	

Name of Search Coordinator(RN/RPN of the unit of the missing resident):

Appendix D

YEE HONG CENTRE OF GERIATRIC CARE – SCARBOROUGH FINCH Level 3 Facility Search Record

Date of Incident: _____

Code yellow Level 3 Searching Announcement Time: _____

Name of Search Coordinator(RN/RPN of the unit of the missing resident): _____

Staff in charge of the search	Name(s) of staff completed the search	Assigned search location	Time Start	Time End	Reported back to the Search Coordinator	Comments if any
Facility staff / PSW / Activation/AA		Garden Area			Yes/No	
Facility staff / PSW / Activation/AA (2 temas)		Around facility compound and parking lot			Yes/No	
6 th floor Nursing in Charge/Designate		Virtual Search through CCTV with DRC or ED			Yes/No	
5 th floor Nursing in Charge/Designate		Immediate neighborhood EAST of the Home according to the map			Yes/No	
4 th floor Nursing in Charge/Designate		Immediate neighborhood SOUTH of the Home according to the map			Yes/No	
3 th floor Nursing in Charge/Designate		Immediate neighborhood WEST of the Home according to the map			Yes/No	
2 th floor Nursing in Charge/Designate		Immediate neighborhood North of the Home according to the map			Yes/No	
Facility staff in pairs		Penthouse			Yes/No	
Management Staff if available (ADRC or Food Services) in vehicle with PSQ		Immediate neighbourhood covering North, East, South and West			Yes/No	

**YEE HONG CENTRE FOR GERIATRIC CARE
SEARCH RECORD – ELOPEMENT**

CODE YELLOW		Date	
Time last seen:	By whom	Location	

Describe any unusual behaviour noted prior to elopement:						
Physical description		Height:		Weight:		Photo: Yes ☐ No ☐
Distinctive characteristics: (e.g. glasses, stooped posture, gait/limp, etc.)						
Description of clothing:						
General medical problems:						
Ability for self care:						
Any places likely to go:						
Wandering Registry number:						

Notification	Date	Time	Name	Comments	Notified by
Police:				Badge #:	
Family:					
Physician:					
Administrator/DRC:					
Social Services:					
MOH:					

Resident located, time		Location:		By:	
------------------------	--	-----------	--	-----	--

Resident taken to Hospital:	Yes ☐ No ☐	Admitted		Discharged:	
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Documentation: ☐ Progress Notes: ☐ MOH Incident Report: ☐ Search Record- Facility completed

Retain this form with incident report on chart.
Each home is to develop a Facility Specific Search Record to ensure all areas have been searched.

CODE YELLOW QUICK REFERENCE

Nurse who Assist Search Coordinator*

Level I

- Check LOA Binder
- Contact Family
- Check PCC resident's BW, height, using walker/cane...information for coordinator
- Find out what resident was wearing from PSW/staff/co-residents... report to coordinator
- Prepare resident photo and access card for PSWs

Level II

- Copy Resident photo
- Prepare search records
- Help fill out record/answer some calls
- Direct staff/resident/family crowding around station

Activation Worker

Level I

- Report to unit nurse
- Wait for directions from search coordinator/management

Level II

- AW (working on floor with missing resident) confirm with coordinator in searching **Stair F** from 6F downwards
- AW of other floor inform unit nurse if he/she knows the missing resident and may help in level III search

Level III

- Help with search as assigned

Administrative Assistant

Level II

- Print 10 resident photos and take to reception for distribution
- Search Ground Floor: Lobby, Tea Garden, Peace Corner, Community Room, Admin Office, Public Washrooms, Adult Day Program Department, Hair Salon, Foundation, Medical Centre

Level III

- Search section 5, TSH Dialysis Unit, TSH parking lot and staff parking lot
- Take cell phone, resident's photo

Facility / Food Service staff
on all residents Floors

Level I & II

- Report to Unit Nurse
- Wait for direction from search coordinator/management
- Facility staff open doors for checking of restricted areas

Level III

- Facility Staff to bring walkie-talkie if assigned to help with search
- Report to coordinator every 10 minutes during search to receive updates

Facility Staff – in the basement

Level II

- Open doors of restricted area (with key in workshop) and search staff lounge, laundry, kitchen, maintenance offices, Active Senior Program Department, Physiotherapy, Resident Storage, Basement tenants, IT Office, Volunteer Office, Elevators (main passenger elevators 1,2,3 and community elevator)
- Report to Facility Manager or Main. Tech.
- Maintenance technicians:
 - Proceed to search Penthouse in pairs
 - Request a facility staff to meet on 6th floor to accompany search on weekends
 - Prepare walkie-talkie/cellphone and ready for Level III search
 - Report in person to search coordinator

Level III (M. Tech.)

- Help search as assigned and report to coordinator every 10 minutes to receive updates

Unit nurse of other floors

RN proceed to floor with missing resident to help and unit nurse of north side take charge of the floor

Level II

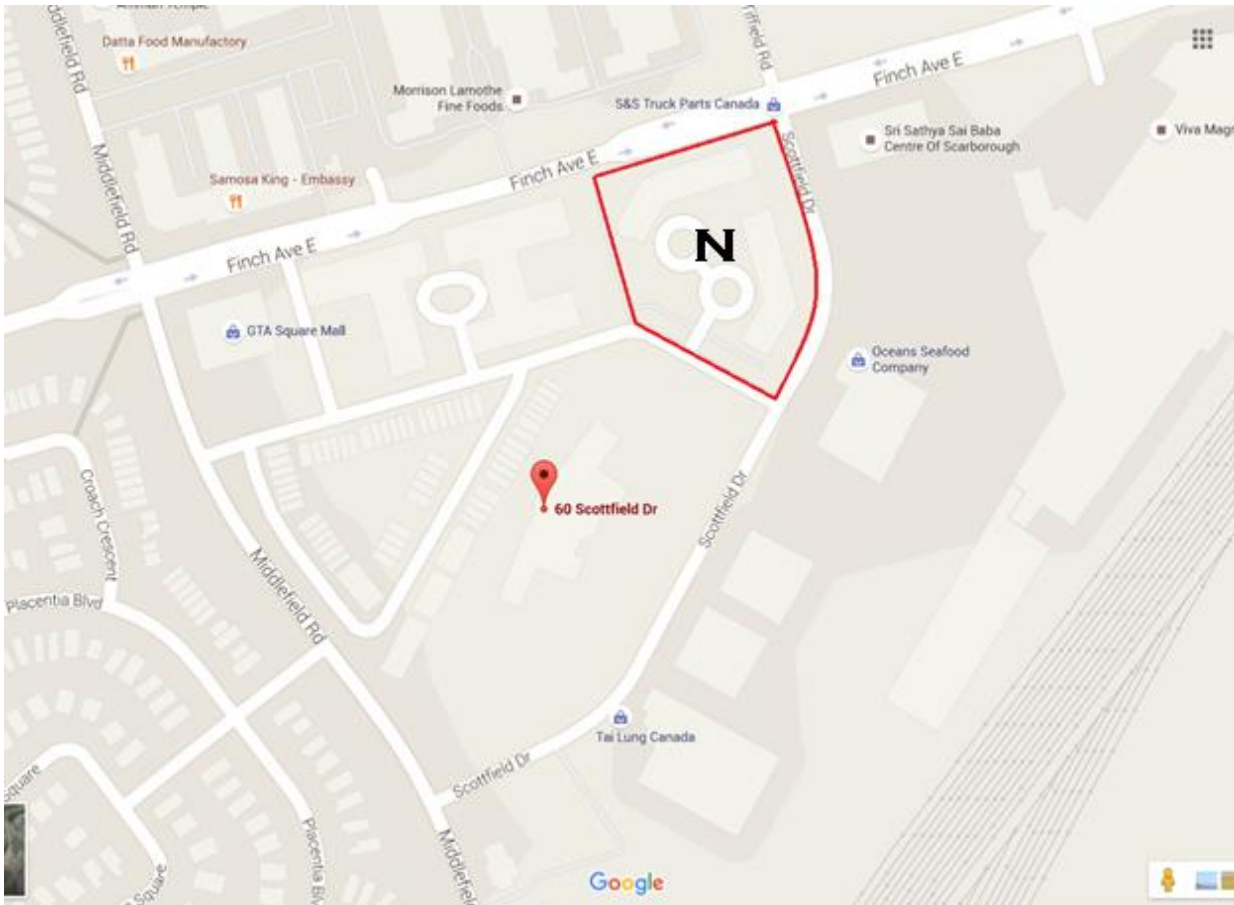
- Search own floor 2 times independently & report result to coordinator
- Can help print photo from N drive in folder "Resident's Photo"
- Provide a PSW (who knows resident if possible) the standby access card (in med room) & PWT
- Assign that PSW to search stairs by taking elevator to 6F & search downward:

2 fl – stair A	3 fl – stair B	4 fl – stair C
5 fl – stair D	6 fl – stair E	AW – stair F
- Remind PSW who help with search to report in person to coordinator
- Send additional staff, who knows missing resident, to coordinator to help with Level III search
- BSO Team report to search coordinator

Level III (PSW who help search)

- Search outside of premises if assigned by search coordinator/management
- Bring walkie-talkie/cell phone
- Communicate with coordinator every 10 minutes to receive updates

Section 1* Map – Immediate neighbourhood NORTH of the Home according to the map (Garden Terrace including parking their parking)

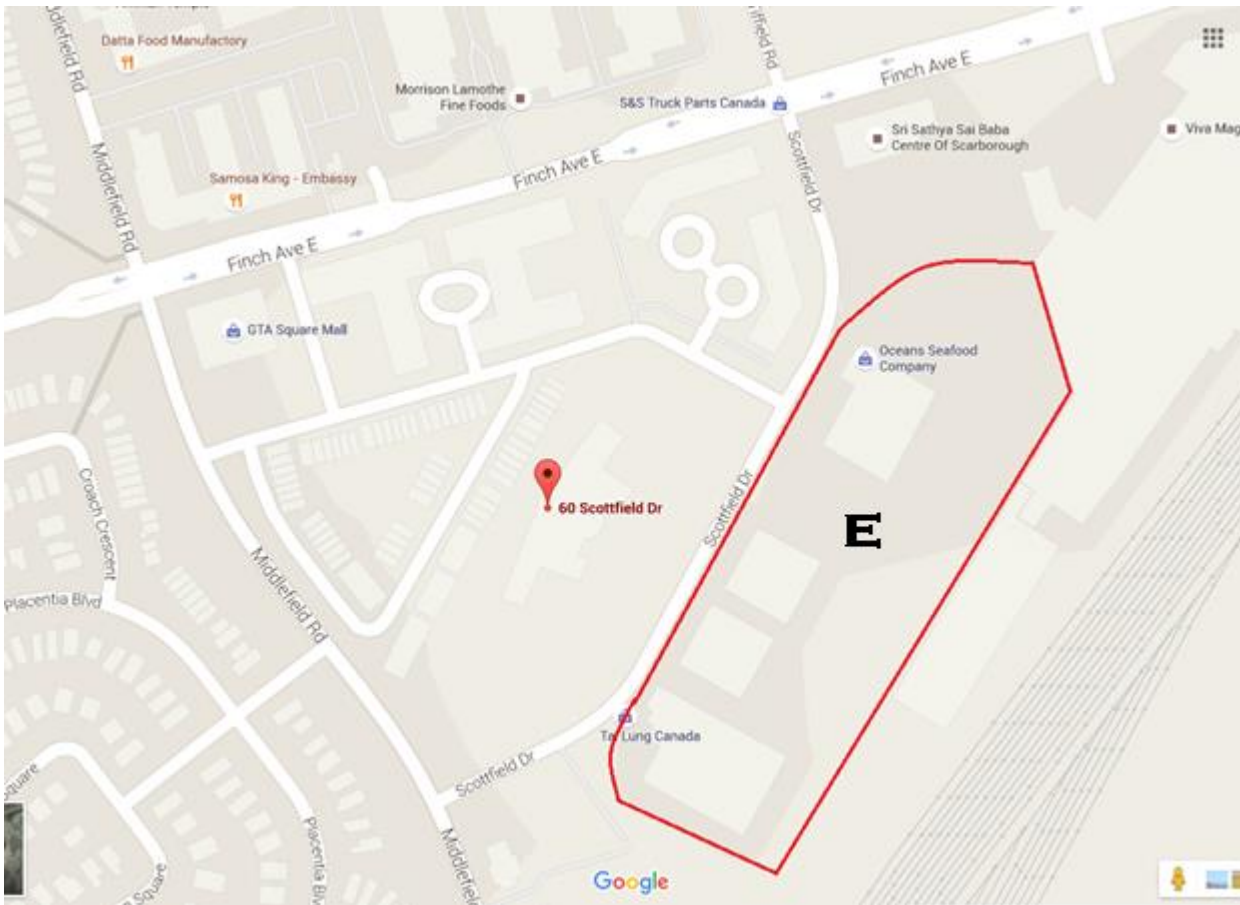


Bring along: resident's photo and walkie-talkie / cell phone.

Communicate with search coordinator every 10 minutes to receive update.

Call resident's preferred name and show photo to people along the way and ask if they have seen any person who looks alike that walked by.

Section 2 Map* – Immediate neighbourhood EAST of the Home according to the map (Industrial Area along Scottfield Drive across from Yee Hong Centre)

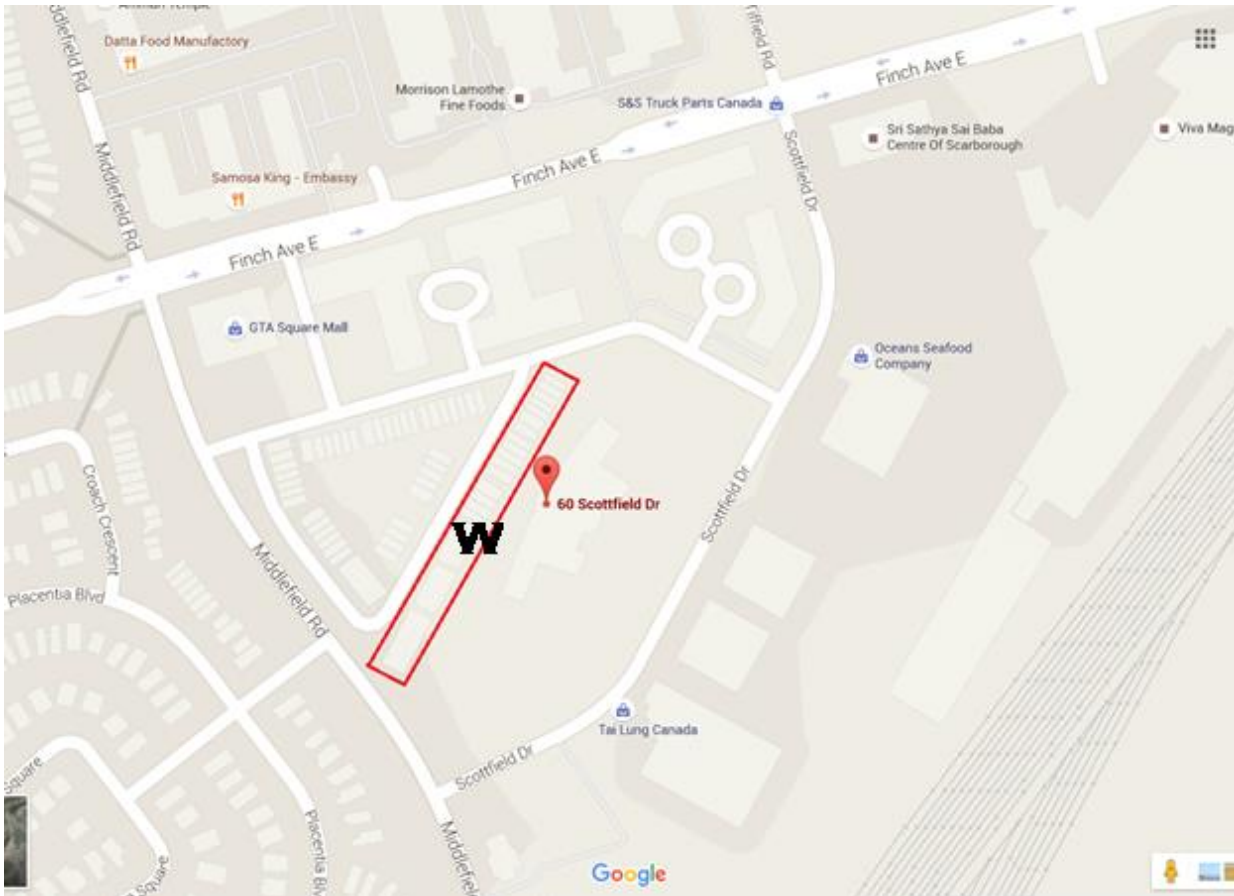


Bring along: resident's photo and walkie-talkie / cell phone.

Communicate with search coordinator every 10 minutes to receive update.

Call resident's preferred name and show photo to people along the way and ask if they have seen any person who looks alike that walked by.

Section 3 Map* – Immediate neighbourhood WEST of the Home according to the map (Town Houses opposite side of staff parking lot)

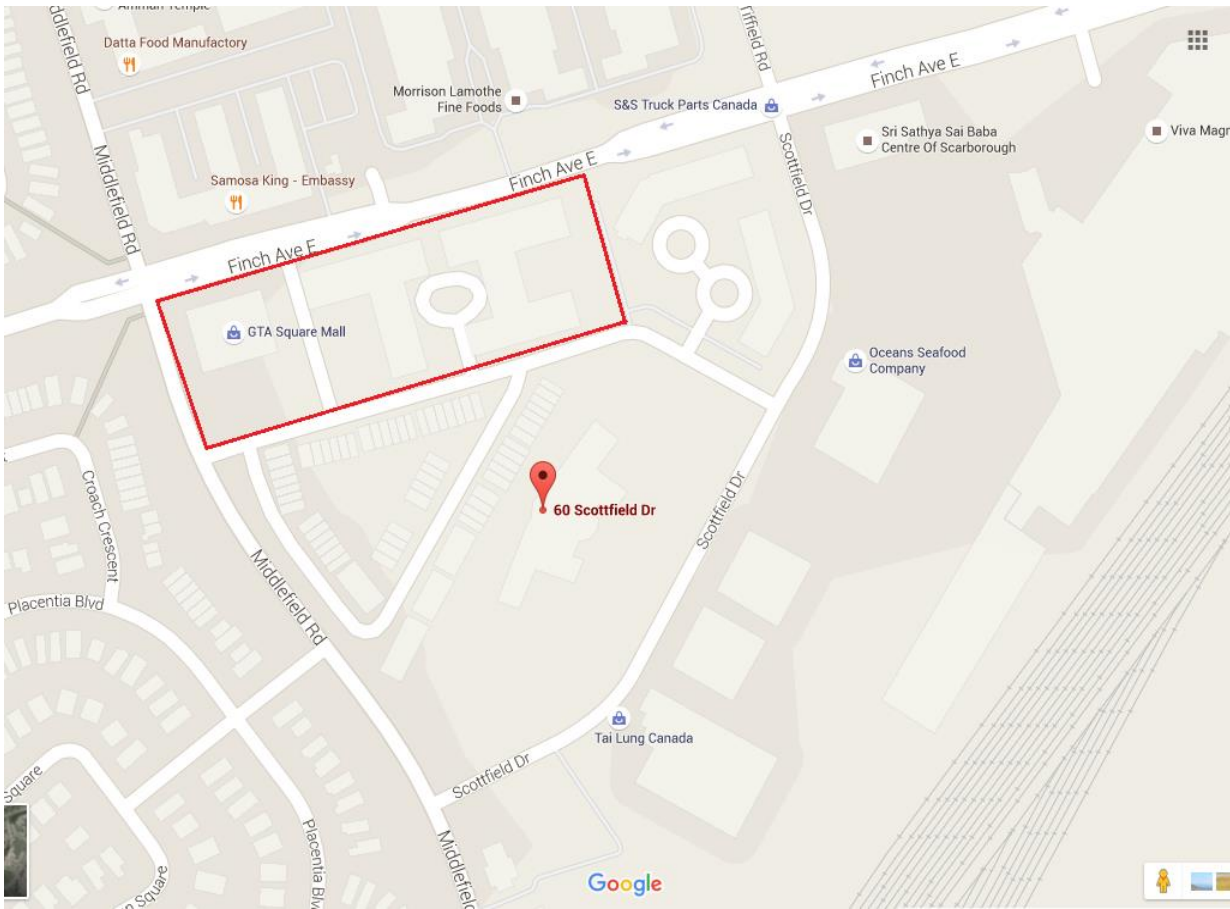


Bring along: resident's photo and walkie-talkie / cell phone.

Communicate with search coordinator every 10 minutes to receive update.

Call resident's preferred name and show photo to people along the way and ask if they have seen any person who looks alike that walked by.

Section 4 Map* – Immediate neighbourhood NORTH of the Home according to the map (GTA mall and housing in between GTA mall and Garden Terrace)



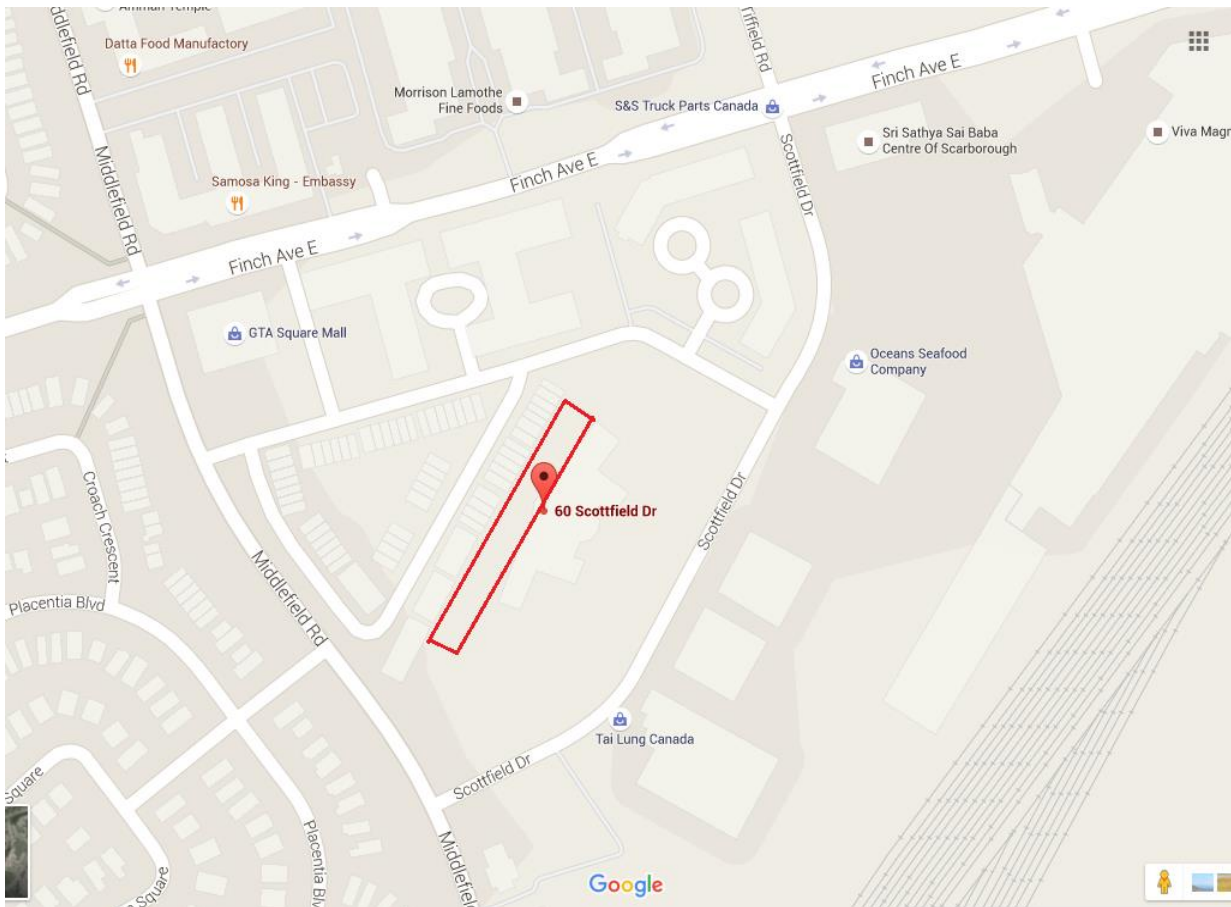
Bring along: resident's photo and walkie-talkie / cell phone

Communicate with search coordinator every 10 minutes to receive update.

Call resident's preferred name and show photo to people along the way and ask if they have seen any person who looks alike that walked by.

Section 5 Map* – TSH Dialysis Centre, Staff & TSH Parking Lot

Search by **AA** or by PSW if outside office hours

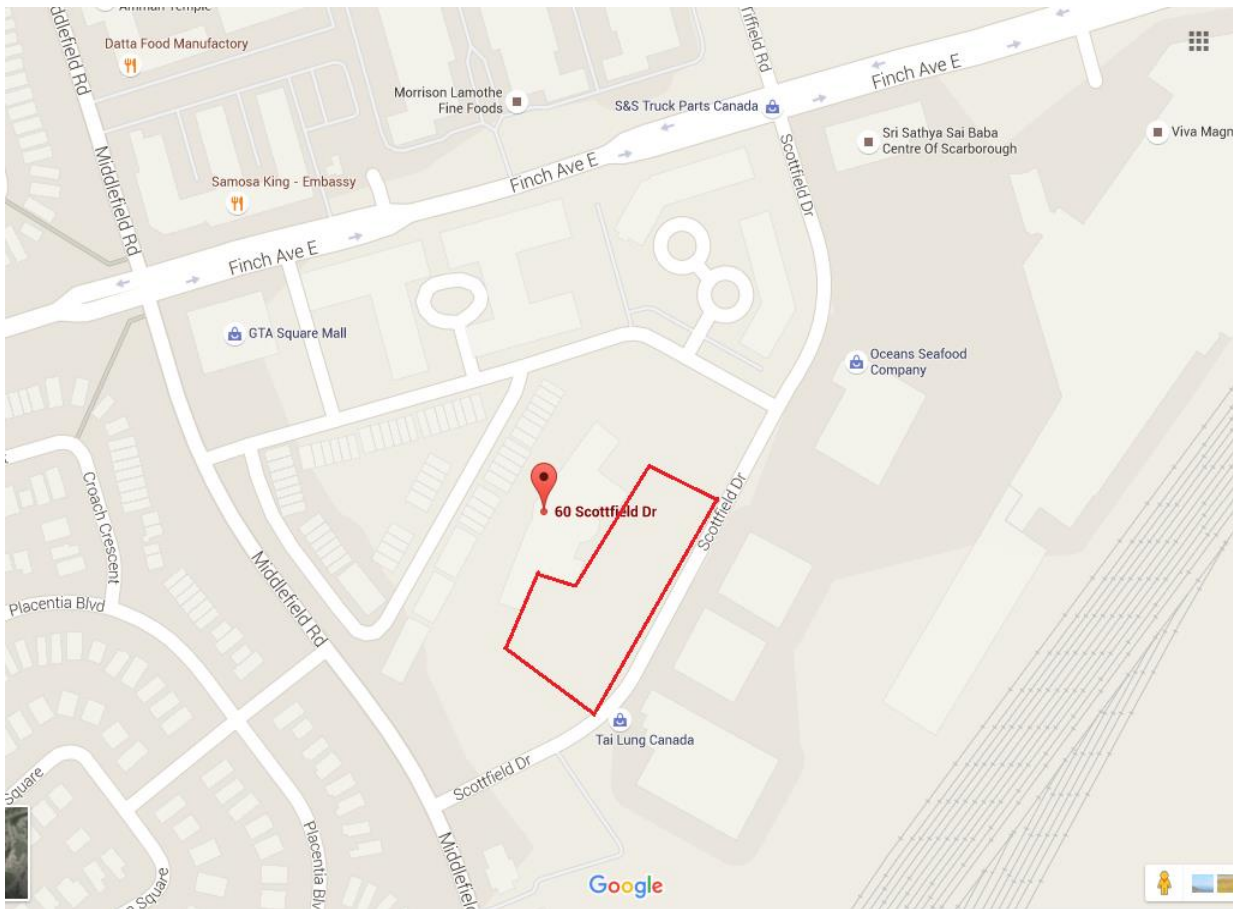


Bring along: resident's photo and walkie-talkie / cell phone

Communicate with search coordinator every 10 minutes to receive update.

Call resident's preferred name and show photo to people along the way and ask if they have seen any person who looks alike that walked by.

Section 6 Map* – Parking Lot & Garden Facing Scottfield Drive



Bring along: resident's photo and walkie-talkie / cell phone

Communicate with search coordinator every 10 minutes to receive update.

Call resident's preferred name and show photo to people along the way and ask if they have seen any person who looks alike that walked by.

SECTION 10 LOSS OF ESSENTIAL SERVICES (CODE GREY)

10-A Loss of Power

In the event of a total loss of electrical power, the Environmental Nurse will contact the Facility Manager who will in turn contact Hydro to determine the anticipated duration of the power loss.

In the event that power is to be restored quickly, no further action needs to be taken.

In the event of an extended power outage, the following steps should be taken:

- Immediately identify residents that require oxygen concentrators or other life support equipment. Move the resident to areas supplied with emergency power backed up by generator. Those receptacles are marked and identified in red colour.
- Gather all flashlights and other needed supplies. Check on all residents to ensure their safety. Calm any residents experiencing stress.
- If the loss of power occurs during cold weather, ensure that all windows and exterior doors are closed. Obtain additional blankets from laundry and use as necessary to keep residents warm. Supply residents with hot beverages as needed and when available.
- Keep vacant room doors closed to minimize the loss of heat.

If temperatures drop to unacceptable levels, and/or power supply will not be restored for an extended period of time, the Executive Director, in consultation with the Chief Executive Officer and relevant government departments, will initiate CODE GREEN - Evacuation (see **SECTION 3**).

Our facility has an emergency generator that should be automatically activated in the event of a power outage. The generator is powered by diesel and the tank is always kept at a minimum of 80% full.

The emergency generator supplies electricity to

- emergency lighting on all floors and staircases
- 1 designated elevator
- emergency receptacles (red electrical outlets) on resident floors
- refrigerators in medication rooms
- refrigerators and freezers in the kitchen
- phone system
- nurse call system
- entrance access system
- fire alarm system
- Magnetic door locks

10-B Loss of Natural Gas / Gas Leak

Natural Gas is colourless, odourless, non-toxic and highly flammable. For safety, a smell much like rotten eggs is added for easy detection.

The home depends on natural gas for the following:

- Heating hot water
- Heating system
- Kitchen stove
- Dishwasher
- Laundry (both washer and dryer)

In the event of loss of natural gas, the Environmental nurse will contact Facility Manager. Facility manager will contact the ED and DRC, then contact Enbridge in order to determine the expected duration of shut down. If the supply of gas will be restored quickly, no further action needs to be taken.

If the loss of gas has occurred during warm weather and is to be restored in a reasonable period of time, do the following:

- suspend operation of laundry and dishwashing services in order to conserve hot water for residents' use.
- for emergency feeding of residents, see **SECTION 15** Interruption of dietary services.

In the event that the loss of gas occurs during cold weather and will be restored in a reasonable length of time, do the following:

- ensure that all windows and exterior doors are closed and all air supply and exhaust fans are off
- obtain additional blankets from the laundry and use as necessary to keep residents warm.

In the event that Enbridge cannot restore supply for an extended period of time, the Executive Director, in consultation with the Chief Executive Officer and relevant government departments will initiate CODE GREEN - Evacuation (see **SECTION 3**).

If it is determined to be a natural gas leak, do the following:

- Check gas detectors to confirm
- Shut off the gas at the main valve and all secondary valves (refer to floor plan for locations of gas valves)
- Call 911
- Call Gas Company – Enbridge (1-866-763-5427)
- Do not smoke or use any electrical devices
- Inform the Executive Director and prepare for possible evacuation

10-C *Loss of Water*

In the event of a complete loss of water, the Environmental Nurse will contact the Facility Manager who will in turn contact water supply (416-542-3000) in order to determine the expected duration of shut down. Facility manager will inform ED and DRC.

In the event that water services will be returned to normal function quickly, no further action needs to be taken.

In the event that water supplies will not be available for several hours, do the following:

- Use the stock of bottled water.
- Provide milk and juices to residents to ensure they are not dehydrated.
- Laundry and dishwashing operations and regular resident bathing shall be discontinued for the duration of the shutdown.
- Minimize the use of toilets during the period of shut down. Remember, all toilet tanks can be flushed once after supply to the building is cut off.

In the event that water supplies will not be returned to normal for an extended period of time (> 24 hrs), contact the water supply company.

- 1) Canadian Springs 1-877-442-7884
or
2) Purchase bottled water at nearby grocery stores

In the event that water supplies will not be returned to normal indefinitely, the Executive Director, in consultation with the Chief Executive Officer and relevant government departments will initiate CODE GREEN - Evacuation (see **SECTION 3**).

10-D *Loss of Communication Services*

In the event of an emergency where regular telephone service is not working, the environmental nurse will:

- Inform on-call ADRC
- Use the Emergency Phone 416-321-5364 on 2nd Floor Nursing Station to call IT emergency contact: 416-321-2565 to report phone system down
- Assign PSW to call all the floors at the emergency numbers to inform them that the phone system is down and to use their emergency phones
- Assign PSW to go to all floors to inform them that the phone system is down and to use the emergency phones.
- List of emergency phones and numbers
 - 2nd Floor – (416) 321-8009**
 - 3rd Floor – (416) 321-5829**
 - 4th Floor – (416) 321-5809**
 - 5th Floor – (416) 321-5035**
 - 6th Floor – (416) 321-8845**
- Assuming that all incoming calls from 416-321-3000 are re-routed to the Emergency Line 416-321-5364, assign PSW to receive phone calls and take message
- Use walkie-talkie for inter-floors communication
- Continue to monitor the situation with the IT department and inform staff on other floors accordingly

In the event of an emergency where the telephone communications are not working, there are many alternate places where calls may be made from:

1. Emergency Phones
2. SHN Satellite Dialysis clinic
3. Personal cell phones

In the event where parts of telephone services such as voice mail system is not working, the following measures will be taken:

- If the incident happens outside of regular business hours, environmental nurse to call IT emergency contact (5999) and Executive Director/Designate
- Executive Director/Designate to coordinate with Executive Director/Designate from other Yee Hong Long Term Care Home to arrange staff corporately or at the division to take calls and messages and relay them to the intended recipients of the calls to keep Executive Director/Designate informed for progress of corrective measures

10-E Button-down for Air Exclusion

Code Grey denotes an air quality issue, or the need to enact an air exclusion plan (i.e. shutting off external air circulation, closing windows and doors).

In order to control contaminated air from entering the building, which may be a result of an external chemical spill or fire in the neighbourhood, the building will initiate a 'Button Down' procedure to limit external air intake, as follows:

- All fresh air units will be shut down*
- Staff on all floors will check to ensure all windows in common areas and resident rooms are closed properly
- All staff, residents and other users of the building are advised not to leave the building
- Users of the building will be advised to enter or leave at only ONE entrance. That entrance should be the least exposed to the source of contaminated or toxic air. The Facility Manager will monitor changes in the wind directions to determine which entrance is to be used. Signs will be displayed as appropriate
- A staff person will be guarding the door to advise users NOT to use the automatic door opener and also to provide assistance to individuals as needed
- Staff who have to work outside of the building for essential duties will be given N95 masks and goggles
- The Executive Director and the Facility Manager will monitor the situation closely with regular update from local government authorities to determine if further action is warranted

* To implement Disaster Menu if Code Grey or Button-down for Air Exclusion is called during meal preparation time since regular cooking will not be safe when the fresh air system is shut down

SECTION 11 CHEMICAL SPILL (CODE BROWN)

1. Only facility approved chemicals should be used by staff of various departments for different purposes. All chemicals are ordered centrally by designated people in the utilizing departments.
2. Chemicals delivered to the Home must come with the most current MSDS data, received at the designated area and inspected by designated personnel of the Facility Department who are trained to check for proper sealing and packaging.
3. Chemicals received are stored in the designated storage area in the Home.
4. When a staff member discovers a chemical spill, s/he must evacuate the scene and immediately report to the supervisor to notify the maintenance staff of the Facility Department. During after hours, the supervisor will alert the manager on call.
5. The Maintenance Technician (MT), on receiving the report of a chemical spill, will notify the Occupation Health & Safety Manager (OHSM) right away. He will keep contact with the OHSM throughout the process for advice.
6. The MT will go to the scene and gather information, such as types of chemicals involved, quantity of spill, etc. while checking the MSDS information.
7. The MT, with help from other staff members, will confine the space affected
8. The MT will bring the Spill Kit and PPE (safety shoes or chemical boots, chemical respirator with gas filter, goggles, and industrial gloves etc.) and all necessary tools such as hose, floor brush etc to the scene.
9. The MT will put on PPE before entering the scene, including chemical socks to prevent contamination from leakage.
10. The MT will apply chemical seal sheets to cover the floor drain if the chemical will damage the drain system or it is not advisable to drain down the sewage system.
11. The MT will assess the situation, based on the MSDS information, if the spill can be contained and handled.
12. The following scenarios are within the capacity of the Home to handle:
 - If chemicals are not toxic, close the door for an hour for the fume or residues to evaporate. After that, use water to dilute them and wash them down the drain, clean the floor as normal

- If chemicals are either acid or base (alkaline), they can be neutralized with neutralizers. The chemical can be picked up with a dust pan and brush and dispose of in regular garbage

13. If the situation cannot be properly handled, call an external spill company immediately.

- CHDS: 1-66-856-5366
- Teravita: 1-800-327-7455

14. The MT will keep the Executive Director or designate and Facility Manager informed of the situation. The Executive Director will determine if a general or partial evacuation is necessary. If an evacuation is warranted, the Executive Director will follow the procedures in Section 3 Code Green.

SECTION 12 HOSTAGE (CODE PURPLE)

The purpose of the Code Purple policy is to provide a course of action for staff to follow when they are involved in actual or potential on-site hostage situations so they may respond appropriately and diminish the risk of harm of any hostage(s) and residents, staff and visitors.

DUTIES OF PERSONNEL

Hostage incidents will be handled by police

1. Staff who is aware of actual or potential hostage will call 911 immediately.
2. Staff who is involved in actual or potential hostage will:
 - Remain Calm
 - Co-operate
 - Establish eye contact, but do not stare
 - Speak when spoken to
 - Observe and gather information about the hostage-taker(s) and the scene

Yee Hong Centre for Geriatric Care

Developer: VP of Operations	Division: Corporate	Category: Corporate Administration	Policy Number: CAD-VII-18
Effective Date: December 2025	Subject Name: Code Purple – Hostage Situation		Approval: SLT
Reviewed/Revised Date: December 2025	Next Review Date: December 2028	Supersedes: N/A	Page: 1 of 6

POLICY

A “Code Purple” response is for a Hostage Situation. The sites will provide a safe environment for residents, families, staff, volunteers and visitors. If a hostage situation occurs, the primary aim is to remove all other people from the situation or area where safe to do so and have the police negotiate a successful resolution to the incident.

PURPOSE

Code Purple is the designated emergency response code implemented to communicate and activate a standard organizational response to an incident in which any individual/ individuals are confined forcibly, seized or detained against their will with the involvement of a weapon or threat of violence at any of our sites.

BACKGROUND

The main objectives of activating the Code Purple Emergency Response Plan are:

- To minimize risk and preserve the safety of residents, clients, staff, physicians, visitors, volunteers, and any contractors that may be on-site at the time of the incident; and
- To trigger an immediate response from police services.

The Code Purple policy can be initiated by any member of staff who witnesses a hostage situation that requires an immediate police service notification and response by activating the actions outlined in this policy.

Law enforcement personnel are the primary responders and will assume control in any Code Purple response. Do not interfere with the police officers by delaying or impeding their movements: The police are there to stop the threat as soon as possible. Officers will proceed directly to the area where the assailant was last seen or heard.

PROCEDURES

SPECIFIC ROLES AND RESPONSIBILITIES

EXECUTIVE DIRECTOR OR DESIGNATE:

PREVENT

1. Be aware of who is entering your home.
2. If you notice an individual has a weapon, or acting aggressive, do not open the door for them and try not to allow them entry into the home
3. Ensure a risk assessment is conducted at admission on all residents to evaluate their risk of violence and put plans in place to mitigate behaviors

PREPARE

1. Ensure staff training related to Code Purple- Hostage Situation is completed at orientation, and at minimum annually thereafter.
2. Ensure the Code Purple tabletop is completed using an interdisciplinary approach during Code Purple month.
3. Speak with your local police department to understand what terminology should be used on the phone during a Code Purple to ensure they respond immediately and appropriately.
4. Contact your VP of Operations as required if you have questions or require assistance with preparing for a Code Purple- Hostage Situation emergency.

RESPOND

1. Use the Code Purple Executive Director/ Designate Job Action Checklist when responding to any emergency involving a hostage situation in the home.

RECOVER

1. Use the Code Purple Executive Director/Designate Job Action Checklist for "All Clear" procedures

INCIDENT MANAGER

RESPOND

1. Use the Code Purple Incident Manager Job Action Checklist when responding to any emergency involving a hostage situation in the home

2. Advise residents and visitors to:

- a. Follow instructions from the Incident Manager.
- b. Advise staff members of any risk(s) observed.
- c. Evacuate if instructed and safe to do so.
- d. Hide behind locked doors or large furniture where available.

RECOVER

1. Use the Code Purple Incident Manager Job Action Checklist for “All Clear” procedures.

HOSTAGES

RESPOND

1. Use the Review the Code Purple, Taken Hostage Tip Sheet so that you are familiar with what to do in the situation.

RECOVER

- 1. Provide police with as much information as possible about the hostage situation.
- 2. Participate in debriefing session.

ALL STAFF

RESPOND

1. Get away from immediate danger and evacuate residents from the area safely. Call the police (9-1-1) and provide as much information as possible, i.e., location of the incident, number of hostage takers and hostages, physical description and names of the hostage takers and hostages (if known), any weapons involved (if known), your name, location and telephone number.

2. Notify the Incident Manager.
3. Follow instructions provided by the Incident Manager.
4. Do not speak to the media. Do not use telephones or social media, including your wireless devices.

RECOVER

1. Complete a situation report of the details of the incident and submit it to the Executive Director/Designate before leaving the site.
2. Participate in the debriefing session.

DEFINITIONS

- **HOSTAGE SITUATION:** An incident in which someone takes and unlawfully holds others against their will with the use or threatened use of force. The offender(s) may subsequently make demands to secure freedom or other items using the hostage(s) as a bargaining tool. Generally, the location of the hostage(s) and offender(s) will be known.
- **HOSTAGE TAKER:** A person who unlawfully confines another with the use or threatened use of force.
- **HOSTAGE:** Any staff or visitors within the home who have been taken captive.
- **ACTIVE ASSAILANT:** Refers to an individual(s) actively engaged in killing or attempting to kill people in a confined and populated area; in most cases, active assailants use firearm(s) and there is no pattern or method to their selection of victims.

Yee Hong Centre for Geriatric Care

Code Purple Incident Manager Job Action Checklist

Date: _____ Incident Manager _____

RESPOND	
	Upon witnessing or being notified of a hostage situation at the site, assess the situation and take charge. If not already done, immediately call police at 9-1-1 and inform them of the situation.
	DO NOT page Code PURPLE overhead; designate staff members to notify areas around the hostage situation if safe to do so. These staff members are to notify the individuals around the situation and assist them to evacuate.
	Do not allow anyone entry into the home, designate staff members to remain at the entrance to inform people if it is safe to do so.
	Do not attempt to physically assault the hostage taker or negotiate with them. Cooperate with them and do not anger them, if you are the person taken hostage, refer to the Code Purple Taken Hostage Tip Sheet.
	Call police with an update within 5 minutes of first call.
	Delegate a staff member to meet police at the front entrance to provide directions to the scene, including the possible use of emergency stairwells or alternate access points. Time of police arrival _____
	When police arrive, they will assume control. Have the following information ready to provide them:
	○ Identities and number of hostages (photos if available)
	○ Identities and number of captors (photos if available)
	○ Type and number of any weapons involved
	○ Threats demands made
	○ Precise location and floor plan of the area controlled by the captors
	○ Location of anyone who couldn't be evacuated but aren't considered hostages
	○ Location and number of phones in the area
	Account for all persons in the building
	Notify the ED/Designate if not already aware
	Contract necessary authorities and governing bodies
	Establish the Incident Management System Team in the Emergency Operations Centre
	Appoint a Public Information Officer who will contact the Corporate Communication lead and will provide appropriate information to families and the media

Yee Hong Centre for Geriatric Care

Code Purple ED/Designate Job Action Checklist

Date: _____ Executive Director _____

RESPOND	
	Seek updates from Incident Manager/Police to determine actions.
	Provide any required support to Police such as floor plans and opening locked doors.
	Notify and update Corporate Communications and the VP of Operations.
	Determine if MLTC is required to be notified during the emergency.
	Help set up the Emergency Operations Centre if required.
RECOVER	
	Upon notification from the police that the hostage situation has ended and all individuals at the site are safe and all clear procedures are in effect.
	Determine if the MLTC should be notified.
	Notify the OHSC and government labour authorities (e.g. MOL) if any staff suffers a critical injury. Engage corporate Health and Safety department for support.
	Complete a critical incident report and any other incident documentation required.
	Arrange for staff and resident support as needed (EAP, etc.)
	Notify VP Operations, and Corporate Communications
	Participate in the debriefing session.

Yee Hong Centre for Geriatric Care

Code Purple Taken Hostage Tip Sheet

When Taken Hostage	
1.	Remain calm, be polite, cooperate and follow instructions.
2.	Do not leave unless you are certain you and anyone else with you is not in danger
3.	Hide all personal belongings such as phone, keys, name badge, etc. Anything that may make your captor believe you are a person of importance or threat.
4.	Do not negotiate with the captor (s), just agree with them. Leave decision making and/or action to resolve the situation to the police.
5.	Avoid sudden movements or an aggressive/threatening stance or behavior. Keep eye contact but do not stare at them. Try to act friendly and relaxed.
6.	Do not speak unless spoken to, let your captor (s) know your name and use their name as much as possible to make a connection.
7.	Meet demand with positive responses such as “I’ll do my best”, never say “No”.
8.	Cooperate with your captor (s) and follow instructions. Do not make any suggestions to your captor (s) as they might think that you plan to escape or have other motives.
9.	Do not turn your back on your captor (s) unless ordered to and maintain eye contact without staring.
10.	Be reassured that your fellow workers and police negotiators are doing their best to get you out safely. Be prepared to speak with police over the phone.
11.	Stay low to the ground and away from then windows and doors, if possible.
12.	Do not attempt to fight with or disarm your captor (s) unless this is the absolute last resort and in your life is in imminent danger, in which case: Attempt to incapacitate the captor (s) with physical aggression. If you are with other hostages, work as a team and use anything you can find as a weapon, fire extinguisher, chairs, tables, lamps, etc.
Upon the Arrival of the Police	
	Do not run or yell when rescue comes.
	Drop anything in your hands, take cover on the floor with your hands visible and remain still for your protection.
	Initial police response team will come in with guns and will not stop to help victims. Rescue teams will follow and will provide aid.
	Do not disturb possible evidence. This is a crime scene. Expect police questions.

SECTION 13 ACTIVE ASSAILANT (CODE SILVER)**Yee Hong Centre for Geriatric Care**

Developer: VP of Operations	Division: Corporate	Category: Corporate Administration	Policy Number: CAD-VII-17
Effective Date: December 2025	Subject Name: Code Silver – Active Assailant		Approval: SLT
Reviewed/Revised Date: December 2025	Next Review Date: December 2028	Supersedes: N/A	Page: 1 of 10

POLICY

A “Code Silver” response is for an Active Assailant. It is the designated emergency response code implemented to communicate and activate a standard organizational response to an incident in which a weapon (firearm, edged weapon, explosive device, or instrument that can cause bodily harm or injury) is being used by an individual(s) actively engaged in killing, attempting to kill, or attempting to harm people within any of our sites.

This policy provides specific procedures to provide a safe environment for residents, families, staff, volunteers and visitors. If an active assailant situation occurs, the primary aim is to remove all individuals from the situation or area, as quickly as possible, to minimize casualties and to have the police respond and manage the incident.

PURPOSE

1. When a Code Silver is announced, staff will instruct all individuals in their immediate area to evacuate the area/building immediately if it is safe to do so.
2. If it is not safe to evacuate the area/building, staff will protect themselves and others by sheltering in a location that provides as much protection as possible (i.e., behind a locked door, out of sight, behind large objects)

BACKGROUND

The main objectives of activating the Code Silver – Active Assailant Emergency Response Plan (*Appendix A*) are:

- To minimize risk and preserve the safety of residents, staff, physicians, visitors, volunteers, and any contractors that may be on-site at the time of the incident; and
- To trigger an immediate response from police services.

- The Code Silver – Active Assailant policy can be initiated by any member of staff who witnesses or recognizes an active threat that requires an immediate police service notification and response by activating the actions outlined in this policy.
- 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 as soon as possible.
- Officers will proceed directly to the area where the assailant was last seen or heard. The first officers at the scene will not stop to support injured individuals.
- Police officers will be responding with the intent to use a required level of force to diffuse the situation.

SPECIFIC ROLES AND RESPONSIBILITIES

EXECUTIVE DIRECTOR OR DESIGNATE:

PREVENT

1. Be aware of who is entering your home.
2. If you notice an individual has a weapon, do not open the door for them.

PREPARE

1. Ensure staff training related to Code Silver- Active Assailant is completed at orientation, and at minimum annually thereafter.
2. Ensure the Code Silver tabletop is completed using an interdisciplinary approach during Code Silver month.
3. Speak with your local police department to understand what terminology should be used on the phone during a Code Silver to ensure they respond immediately and appropriately.
4. Contact your VP Operations as required if you have questions or require assistance with preparing for a Code Silver- Active Assailant emergency.

RESPOND

1. Use the Code Silver Executive Director/ Designate Job Action Checklist (*Appendix E*) when responding to any emergency involving an individual with a weapon in the home.

RECOVER

1. Use the Code Silver Executive Director/ Designate Job Action Checklist for “All Clear” procedures.

INCIDENT MANAGER

RESPOND

1. Use the Silver Code Incident Manager Job Action Checklist (*Appendix C*) when responding to any emergency involving an individual with a weapon in the home.
2. Advise residents and visitors to:
 - a. Follow instructions from the Incident Manager.
 - b. Advise staff members of any risk(s) observed.
 - c. Evacuate if instructed and safe to do so.
 - d. Hide behind locked doors or large furniture where available.
 - e. Remain silent.

RECOVER

1. Use the Code Silver Incident Manager Job Action Checklist for “All Clear” procedures.

ALL STAFF

RESPOND

1. Use the Code Silver All Staff Job Action Checklist (*Appendix D*) when responding to any emergency involving an individual with a weapon in the home.
2. Follow instructions provided by the Incident Manager.

DEFINITIONS

- **ACTIVE ASSAILANT:** Refers to an individual(s) actively engaged in killing or attempting to kill people in a confined and populated area; in most cases, active assailants use firearm(s) and there is no pattern or method to their selection of victims.

Yee Hong Centre for Geriatric Care

Active Assailant Emergency Response Action Plan

Staff Member Discovering the incident	Staff in close proximity to the incident
---------------------------------------	--

Recognizes or Becomes Aware of an incident in which a weapon (firearm, edged weapon, explosive device, or instrument that can cause bodily harm or injury) is being used by an individual(s) actively engaged in killing, or attempting to kill, people.

	RUN Have an escape route and plan in mind If you are with a resident, see Code Silver Resident Care Decisions (Appendix 2) Leave the area of the threat immediately; leave your belongings behind Do not wait for others to follow and do not stop to assist anyone injured by the assailant. If an injured person is ambulatory and will not delay your escape, have them travel with you away from the building Choose a safe exit to leave the facility Call 911 when it is safe to do so
	Depending on the situation/where you are, your best option may be to HIDE Get out of the assailant's view Block entry to your hiding place; close and secure doors. As able, cover any door windows, barricade the door with beds, desks, supply carts, heavy furniture Turn out the room lights. The room must seem to be empty. Stay quiet; silence your pager and cell phone; turn off any source of noise (e.g. radio, TV) If safe and able, particularly if there are injured individuals with you, call 911 (cell or landline) to report where occupants or the assailants are sheltering. Do what you can to help any injured individuals who are sheltering with you Remain where you are until Police announce themselves and they open the door to allow you out
	If RUN or HIDE are not safe options, when your life is in imminent danger; prepare to FIGHT As a last resort and only when your life is in imminent danger Attempt to incapacitate the assailant Act with physical aggression. If with others, act as a team; use improvised weapons (e.g. fire extinguishers, scissors, chairs)

Staff not in close proximity to the incident

Upon hearing of a Code Silver – Active Assailant:

- Stop all movement through the building
- Do not return to a Unit /Resident Home Area near the incident
- Stay away from the incident location (if known).

	Depending on the situation/where you are, your best option may be to HIDE Confidently and calmly assure other staff, residents, and visitors to remain within their secured locations Block entry to your hiding place; close and secure doors. As able, cover any <i>door</i> windows, barricade the door with beds, desks, supply carts, heavy furniture Turn out the room lights. The room must seem to be empty. Stay quiet; silence your pager and cell phone; turn off any source of noise (e.g. radio, TV) If safe and able, particularly if there are injured individuals with you, call 911 (cell or landline) to report where occupants or the assailants are sheltering. Do what you can to help any injured individuals who are sheltering with you Remain where you are until Police announce themselves and they open the door to allow you out
	If HIDE is not a safe option, when your life is in imminent danger; prepare to FIGHT As a last resort and only when your life is in imminent danger Attempt to incapacitate the assailant Act with physical aggression. If with others, act as a team; use improvised weapons (e.g. fire extinguishers, scissors, chairs)

Yee Hong Centre for Geriatric Care**Resident Care Decisions**

Health care professionals may be faced with the decision about the safety of residents and visitors in their care who may not be able to evacuate due to age, injury, illness, disability or because of an ongoing medical procedure.

Every reasonable attempt to continue caring for residents must be made, but in the event, this becomes impossible without putting others at risk for loss of life, certain decisions must be made.

IF AN ASSAILANT IS ON, OR NEAR YOUR UNIT/RESIDENT HOME AREA:

If an assailant is on, or near your Unit/Resident Home Area, and you are with a resident, you may have to make decisions about your own personal safety and the temporary discontinuation of resident care.

Staff should take steps to protect residents if there is time and using a method that does not jeopardize the personal safety of the staff or interfere with Police actions. These steps may include evacuating the area or preventing entry to an area where the active assailant is located. However, during an active assailant situation staff may find there is not sufficient time to do anything but to ensure their own safety. In this instance, as soon as the situation is resolved the staff should promptly resume care of residents.

1. Staff are to follow the RUN, HIDE, FIGHT action plan, even if you are engaged in resident care.
2. Temporarily discontinue all resident care
3. Assist residents to evacuate with you if they are able and if it is safe to do so
4. If you are with a resident who cannot escape with you:
 - a. Let the resident know that you must leave
5. Instruct the resident to remain calm and stay alert
6. Instruct the resident to remain quiet and not to contact the assailant
7. Turn off the lights in the resident room and secure the door as best you can upon exiting

If RUN is not a safe option, hide in as safe a place as possible. If it is best for you to remain in a resident's room, follow the HIDE actions, in the Response Algorithm. If you are in a specialty care unit, secure the unit entrance(s) by any means available (e.g. door locks, furniture, cabinets, bed, equipment, supply carts, etc.)

Yee Hong Centre for Geriatric Care

Code Silver Incident Manager Job Action Checklist

Date: _____ Incident Manager _____

RESPOND	
	Time assailant discovered _____
	Call 9-1-1 and notify the police of the situation. Tell them as much information as possible: ○ Location and number of the assailant(s) (current, last known and/or direction headed) ○ Type and number of weapon(s) ○ Description of the assailant(s) ○ Any comments or demands made by the assailant(s) ○ Information on victims/injured persons and/or hostages (name, how many, location in the building) ○ Any other information you feel may be relevant
	Keep the phone off the hook so the police can continue to listen to the situation
	Time 9-1-1-called (appropriate)
	Announce, or designate a staff member to announce three times, <i>CODE SILVER (location), CODE SILVER (location), CODE SILVER (location)</i>
	Refer to <i>Appendix A, Code Silver-Active Assailant Emergency Response Action Plan</i> for information on what to do (run-hide, fight- only as last resort) and <i>Appendix B, Code Silver Resident Care Decisions</i> for further direction, as necessary.
	Evacuate the area of residents, staff and others if safe to do so.
	Do not allow anyone to enter the building (aside from the Police)
	Delegate an employee to meet the police at the main entrance or outside the building if the assailant is in the main lobby area and provide as much information as you can to assist the police. Inform the police of any weapons the assailant is in possession of, if known. Provide optional access to the scene (<i>e.g., elevator, stairwell</i>)
	Provide the police with an update on:
	○ Location and number of the assailant (s): Current, last known and/or direction headed in the building ○ Type and number of weapon(s) ○ Description of the assailant(s) ○ Any comments or demands made by the assailant(s) ○ Information on victims/injured persons and/or hostages (name, how many, location in the building)

	○ Precise location and floor plan of the area controlled by the assailant (s), if appropriate ○ Location of people who could not be evacuated and may or may not be injured ○ Location and number of telephones in the available area
RECOVER	
	Upon notification by the police that the active assailant situation has ended and all individuals in the home are safe, Announce, or designate a staff member to announce three times, “All Clear” three times: CODE SILVER- ALL CLEAR, CODE SILVER-ALL CLEAR, CODE SILVER- ALL CLEAR
	Coordinate staff and resident/client support as needed (EAP, etc.)
	Coordinate a debriefing session, document what worked well and any lessons learned. Thank and recognize staff actions to keep people safe.
	Contact ED or designate to confirm any further follow-up actions.

Yee Hong Centre for Geriatric Care

Code Silver All Staff Job Action Checklist

RESPOND	
<i>Staff in the Area of the Active Assailant</i>	
Staff member identifying the threat	
	If you are the first to notice an active assailant, do not confront them. Run, evacuate if possible, or hide.
	If you are nearby to a supervisor/manager, notify them. Call 9-1-1 and notify the police of the situation. Tell them as much as possible: ○ Location and number of the assailant(s) (current, last known and/or direction headed) ○ Type and number of weapon(s) ○ Description of the assailant(s) ○ Any comments or demands made by the assailant(s) ○ Information on victims/injured persons and/or hostages (name, how many, location in the building) ○ Any other information you feel may be relevant Remain on the phone so the police can continue to listen to the situation and follow any instructions provided.
	If it is safe, evacuate the area/home/site and assist other staff, residents/clients and visitors around you to evacuate. See Active Assailant Emergency Response Action Plan for run, hide, and fight procedures for staff members discovering the incident or near the incident.
	Do not allow anyone to enter the area/home/site.
	Health care professionals may be faced with the decision about the safety of residents and visitors in their care who may not be able to evacuate due to age, injury, illness, disability or because of an ongoing medical procedure. Every reasonable attempt to continue caring for the residents must be made, but if this becomes impossible without putting others at risk for loss of life, certain decisions must be made. Utilize the <i>Code Silver Resident Care Decisions document (Appendix B)</i> to help make these difficult decisions.
	Remain where you are until the Police tell you it is safe to come out.

Yee Hong Centre for Geriatric Care

Code Silver Executive Director Job Action Checklist

Date: _____ ED/Designate _____

RESPOND	
	Seek updates from Incident Manager/Police to determine actions
	Provide any required support to Police such as floor plans, opening locked doors, or contacting maintenance for the potential shutdown of utilities
	Notify and update Corporate Communications and VP of Operations
	Determine if MLTC needs to be notified during the emergency
	Help set up the Emergency Operations Centre if required
RECOVER	
	Upon notification that the active assailant situation has ended and all individuals in the home are safe and the “all clear” procedures are in effect.
	Notify VP Operations, Corporate Communication and CEO
	Determine if MLTC should be notified
	Notify OHSC and MOL, if any staff suffers a critical injury. Engage corporate Health and Safety department for support
	Complete a critical incident report and any other incident documentation required
	Arrange for staff and resident/client support as needed (EAP, etc.)
	Participate in the debriefing situation

SECTION 14 CARDIAC ARREST (CODE BLUE)

Yee Hong Centre for Geriatric Care

Developer: NAC	Division: Corporate	Category: Corporate Administration	Policy Number: CAD-VII-11
Effective Date: November 2010	Subject Name: Code Blue – Medical Emergency		Approval: ICC
Reviewed/Revised Date: May 2024	Next Review Date: May 2025	Supersedes: CNU- V-32: Administration of CPR to a Resident: Nursing Responsibilities	Page: 1 of 6

PURPOSE

To intervene appropriately and effectively to provide emergency medical care in the event a resident, staff, or general visitor experiences an impending or actual cardiopulmonary arrest. This policy is to provide guidance on medical emergencies that occur in the building, and outside of the building's premises.

DEFINITIONS

Code Blue: A term representative of an emergent situation announced for any type of acute medical emergency whereby team resuscitative efforts are required to respond to an imminent or apparent respiratory and/or cardiac arrest.

Cardiopulmonary Resuscitation (CPR): An emergency life-saving treatment administered for cases of sudden, unexpected cardiopulmonary arrests that result in the cessation of cardiac output and which has been reported as most effective when administered by trained individuals immediately upon discovery or following a witnessed sudden collapse.

No Cardiopulmonary Resuscitation (No CPR): A written medical order by a physician or nurse practitioner, with the consent of the capable resident or the substitute decision maker of the incapable resident, that indicates the resident should not be administered CPR in the event of a cardio-pulmonary arrest.

Basic Life Support (BLS): Application of artificial ventilation (mouth-to mouth resuscitation or bagging) and chest compressions.

Medical Response Team: A team of trained providers who respond to a code blue announcement. The medical response team may include, but are not limited to, the following:

Registered Nurse (RN)
Registered Practical
Nurse (RPN) Personal
Support Worker (PSW)
Physician On-Site
Nurse Practitioner (NP)
Assistant Director of Resident Care
(ADRC) Director of Resident Care
(DRC)
Manager, Infection Prevention and Control (IPAC)
Social Worker (SW)
Spiritual and Religious Care Practitioner
(SRCP) Facility Manager
Facility Aide
Activation Manager
Food Service Supervisor
Food Service Manager
Community Professional Services Staff as appropriate (i.e., in ADP areas)

AED (Automated External Defibrillator): A portable computerized defibrillator device that identifies life-threatening arrhythmias with the ability of delivering a shock to reverse the arrhythmia allowing the heart to return to normal rhythm. It is automated such that it is simple to operate, allowing for use by both medical and non-medical trained personnel.

POLICY

1. For choking incidents, cross reference to policy CAD-VII-14 (conscious and unconscious situations)
2. CPR is **not** administered when:
 - (i) There is an expressed wish by the resident, who was capable at the time of expressing his/her wish, for No CPR
or
 - (ii) The capable resident or the substitute decision maker of the incapable resident has consented to a “No CPR” order
or
 - (iii) The body shows irreversible signs of death, such as: rigor mortis

(limbs of the corpse are stiff and impossible to move); lividity (settling of blood in the lower portions of the body, causing a purplish red discoloration)

3. In the event that 'Code Blue' is announced within the building on the Centre's overhead call system, the medical response team on-site must proceed immediately to the designated location.
4. The medical response team leader is designated as the first responder RN/RPN and has the responsibility for observing and monitoring of the emergency scene and to ensure high-quality CPR is performed and maintained.
5. In the event that a medical emergency occurs outside of the building, first responders shall call 9-1-1 immediately, remain with the casualty, and provide first aid or comfort measures as appropriate until the arrival of Emergency Medical Services (EMS).
6. The following staff members are to maintain yearly competence in the administration of CPR as per BLS training in accordance to the HR policy.

Activation Manager	Program Aide, Day Program	Program Worker, Home Support
Activation Worker		
Assistant Director of Resident Care	Program Assistant, Day Program	Program Worker, YHGT
Director of Resident Care	Program Coordinator, Caregiver Education Support Services (CESS)	Program Manager, Community Support
Home Support Worker	Program Coordinator, Day Program	Program Manager, Home Support
Manager, Hospice	Program Coordinator, Home Support	Registered Nurse
Personal Support Aide		Registered Practical Nurse
Personal Support Worker	Program Worker, Day Program	Nurse Practitioner
	Program Worker, CESS	Manager, IPAC
	Security Guard	

7. Use of personal protective equipment (PPE) and routine precautions will be adhered to as determined by a point of care risk assessment (PCRA) by the members of the medical response team during the provision of CPR at the scene.

PROCEDURE

1. First Responder:
 - (i) Immediately initiate BLS guidelines: verify scene safety, assess for responsiveness, and check circulation, airway, and breathing.
 - (ii) Call loudly for help by calling out "CODE BLUE – [state location]" to summon help to the scene.

- (iii) In all circumstances, begin administration of CPR based on BLS standards unless CPR is not to be administered as per this Policy. Where there is an expressed wish by a resident who was capable at the time of expressing his/her wish for No CPR or there is a No CPR order, proceed with airway and/or breathing management but compressions are not to be provided.

2. Second Responder:

- (i) Uses the overhead call system to announce "CODE BLUE, FLOOR, ROOM #..."
- (ii) Calls 9-1-1.
- (iii) Reports back to the emergency scene and assists the First Responder with administration of CPR as per BLS training by relieving the compressor or by managing the airway.

3. All Other Responders:

Once two staff members are administering CPR,

- (i) Transports Emergency Cart, AED (if available), oxygen concentrator, suction machine, vital signs monitor to the Code Blue site.
- (ii) Assists with the administration of CPR as per BLS standards, if certified.
- (iii) Delegates a Recorder for documentation of the resuscitation using the Code Blue Record.
- (iv) Ensures information regarding the resident/staff member/visitor is readily available for the physician, NP, and EMS if available. Prepare to share the chart and MAR, if applicable.
- (v) If an AED is used, assists to turn on AED and attach AED pads, follow prompts and safely activate a "shock" if advised on the AED.
- (vi) Notifies the Attending Physician and the family, Substitute Decision maker (SDM), or Power of Attorney (POA) as appropriate.
- (vii) Verifies that all responders providing CPR dons appropriate PPE and follows routine or additional precautions, as appropriate.
- (viii) Designates a staff for scene management. Clear the scene of ambulatory or wheelchair-bound residents, extra furniture and equipment. Ensure only the required amount of staff needed for the resuscitation remain at the scene. Direct other staff to return to their respective areas and resume their assigned/alternative tasks.
- (ix) Prepares the Transfer-to-Acute-Care form. For resident, include copies of the resident's MAR, most recent medical history, and relevant laboratory and diagnostic imaging results. Cross reference to policy CIP-

- VIII-03 Care Transition on the required documentations.
- (x) One available staff member will proceed to the main entrance to direct EMS to the scene.
 - (xi) Facilitates EMS assumption of care and transfer to hospital. Prepare to share chart, including the resuscitation documentation.
 - (xii) Provides other means of assistance at the Code Blue site.
4. Once the resident has been transferred to acute care, the RN/RPN:
- (i) Updates the resident's family and Attending Physician.
 - (ii) Documents the event in the progress note of the resident's health record.
 - (iii) Cleans and re-stocks the Emergency Med Cart.
5. The DRC / designate:
- At the end of each Code Blue:
- (i) Ensures all RNs / RPNs / NP understand how to use the overhead call system.
 - (ii) Conducts a post code debrief. Evaluates the code blue process and to identify opportunities for improvement.
 - (iii) Ensures the Code Blue Record is completed.

SECTION 15 ELEVATOR MALFUNCTION

Yee Hong has 24hr /day, 7 days/week emergency elevator service contracts with:

Tyssen Krupp 416-291-2000

In the event of a person or persons trapped in an elevator, do the following:

- DO NOT attempt to evacuate the person or persons trapped
- Contact Tyssen Krupp immediately
- Maintain communication with the trapped person or persons, if possible
- Call 911 if the trapped person has immediate danger
- Start the investigation of the incident

SECTION 16 PUBLIC DISTURBANCES AND VANDALISM

TYPES OF PUBLIC DISTURBANCES

- Loitering
- Noise
- Swearing
- Trespassing
- Drinking in public
- Rowdiness

Most public disturbances are primarily teen problems. Ways to prevent them from happening are:

- Post rules and regulations
- Regular security patrols
- Good lighting

If a situation occurs, do the follow:

- Politely ask the person(s) to leave
- Inform them that you will have to call the police
- Go to the phone and pick it up
- Call police
- Keep records
- Avoid all physical contact

DO NOT do the following:

- NEVER get into a shouting match
- NEVER get into a shoving match
- NEVER swear or insult a person
- NEVER act unprofessionally

VANDALISM

Most vandalism occurs between 3:30 pm & 2:00 am. Vandalism is a criminal code offence. Vandalism is wilful damage.

Ways to prevent vandalism are:

- Regular security patrols
- Good lighting
- Regular clean up

If a situation occurs, do the following:

- Keep a log of all damage or vandalism
- Photograph all serious vandalism
- Report all serious vandalism to the police
- Clean up as soon as possible
- Check CCTV (Closed Circuit Television) recordings
- Double check access control mag-lock

SECTION 17 INTERRUPTIONS OF DIETARY SERVICES

In the event that the kitchen cannot produce meals due to extended power failure, loss of gas, loss of water and major kitchen equipment breakdown, the food services manager, in consultation with the Executive Director and the Registered Dietitian, will decide whether food can be prepared in house or have to be purchased from outside.

Internal Resource:

- A 14 day supply of staples and a five day supply of perishables will be maintained at all times
- The 2 freezers and 2 fridges in the kitchen are connected to emergency power. All refrigerated foods will be used as rapidly as possible to avoid possible spoilage
- An emergency menu which requires the least possible labour and use of equipment is available. Please see 7-day emergency menu
- The emergency menu may require adjustments according to available food in stock

External Resource:

Food can be purchased from outside including:

- J-Town, Café Green Tea (905-470-0758)
- Bestco Fresh Food Mart (416-293-8882)
- Scarborough Oriental Food Mart (416-298-6228)

EXAMPLE OF AVAILABLE INVENTORY

PROTEIN Cheese, Sliced Canned Tuna/Salmon Peanut Butter Cheese Spread/Jars Cheese Spread/Jars Sliced Cold Cuts(assorted)	VEGETABLES Canned Carrots Canned Beets Canned Green Beans Canned Peas Frozen Vegetables (to use at first)	STARCH Canned Potatoes Instant Whipped Potatoes Rice Noodles Bread Crackers Plain Rolls Flour
JUICE Apple Orange Prune Cranberry Grapefruit	FRUIT Canned Peaches Canned Pears Canned Applesauce	DESSERTS Graham Crackers Assorted Cookies Canned Pudding
SOUP IN CANS Cream of Mushrooms Cream of Chicken Vegetable Tomato	CEREALS Bran Flakes Rice Krispies Corn Flakes Oatmeal	MISCELLANEOUS Powdered Milk Salad Dressing Honey/portion condiments Jelly (Reg. & Diabetic)

ADDENDUM TO SEVEN-DAY EMERGENCY MENU PLAN:

During an emergency situation, most residents will be served regular diets. Texture modified diets will be provided as much as possible, such as using commercial items.

EXTRA AVAILABLE INVENTORY

Bottled/spring water
Styro/Paper dinner
plates Styro/Paper
side plates
Styro/Paper cups
Styro/Paper bowls
Plastic knives
Plastic forks
Plastic
teaspoons
Plastic soup spoons
Paper trays

EMERGENCY MENU

7 DAY CYCLE

(In case of equipment and Water Failure and both Hydro Power/ Gas failure).

	BREAKFAST	LUNCH	DINNER
DAY 1	Orange Juice Corn Flakes Bread Jelly(Reg & Diab) Powdered Milk	Salad Crackers Cheese Sandwich Assorted Cookies Canned Fruit Juice/Powdered Milk, Pudding	Cold Beef plate with roll Applesauce assorted cookies Bread Juice/Powdered Milk
Day 2	Grapefruit Juice Rice Krispies Roll Honey, Diab. Jelly Powdered Milk	Salad Crackers, Reg & L.S. Tuna/Tuna Salad Sand. Canned Pears Assorted cookies, Juice Powdered Milk, Pudding	Chicken salad plate with Green pea salad Bread; canned fruit Cookies, Juice Powdered Milk
Day 3	Tomato Juice Shreddies Danish/ Bread Diabetic Jelly Powdered Milk	Salad Crackers, Reg. & L.S. Peanut Butter Sand. Graham Crackers Canned fruit, Juice Powdered Milk, Pudding	Tuna sandwich plate with pickled beets, canned Pears; assorted cookies Bread, Juice Powdered Milk
Day 4	Orange/grapefruit Juice Corn Flakes Bread Jelly, Reg & Diab. Powdered Milk	Salad Chicken salad sandwich Canned Peaches Assorted cookies, Juice Powdered Milk	Beef plate with rice salad. Green beans Marinated; roll Assorted cookies Canned fruit, Bread Juice, Powdered Milk
Day 5	Orange Juice Rice Krispies Roll, Honey, Diab. Jelly Powdered Milk	Salad Crackers, Reg. & L.S. Cheese spread Sandwich Assorted cookies Canned fruit, Juice. Powdered Milk Pudding	Salmon sandwich Plate, roll Canned Pears Assorted cookies Bread, juice Powdered Milk
Day 6	Grapefruit Juice Bran Flakes Danish/Bread Diab Jelly Powdered Milk	Salad Crackers, Reg. & L.S. Tuna/Tuna Salad Sand., Applesauce, Assorted Cookies Juice, Powdered Milk, Pudding	Cold Beef plate with Potato salad: roll; Canned Fruit Assorted cookies. Powdered Milk, Juice
Day 7	Tomato Juice Corn Flakes, Bread Jelly, Reg. & Diab Powdered Milk	Salad Peanut butter sandwiches, Graham Crackers, Canned Fruit, Juice Powdered Milk, Pudding	Chicken Salad Sandwich with salad; Canned Peaches Assorted Cookies, Bread, Juice Powdered Milk

INTERRUPTION OF FOOD SERVICES

In case of loss of the kitchen facilities and water supplies will not be available for several hours; food for the resident care will be purchased in the read form from outside sources and served in a disposable container.

Breakfast

- Serve bread with jam and margarine. Crackers and cookies can be used in place of bread.
- Serve cold cereal or Carnation instant breakfast if available in the stockroom.
- Serve cold milk
- Give 4 ounces fruit juice
- Serve carton of Resource or Ensure supplement to regular diet and Diabetic Resource to diabetic diet. If none of the above items are available

Lunch and Dinner

Food Services will order cooked rice, vegetables and 2 BBQ products (BBQ pork, roast pig, BBQ duck or BBQ chicken) for Chinese residents from any of the followings:

- Kong Kee BBQ Inc. 416-298-1395
- Taste Good BBQ 416-299-0188

Food Services will order Bento Box for Japanese residents from the following:

- J-Town Café & Green Tea 905-470-0758

Food Services Department will be responsible for pick up. DA will dish them out just like the normal bulk food system in the dining room. Bottle water will be served at all 3 meals.

For nourishment= follow our usual procedure
i.e: cookies or crackers with juices or milk

- Clinical Dietitian and Food Services Supervisor/Manager will ensure that special diets are maintained accordingly
- Outside sources available include:
 - The Scarborough Hospital-Grace Campus (416)495-2400
 - The Red Cross Chapter (416)480-2500

Note: We might have to cancel the MOW program depending on the degree of the emergency situations. (Food Services Supervisor/Manager will phone the agency by 9:00am for any cancellations)

In the event that power is to be restored quickly upon the notification from the Facility Manager, no further actions need to be taken.

APPENDIX II EMERGENCY LIFTS AND CARRIES & MED SLED

Preliminary planning and rehearsal of the most effective responses to a fire or other situations is essential. There is scant time to act in an actual emergency situation, let alone to plan a course of action.

Many methods might be used to move residents or patients or to give them assistance, support and added speed. Experience and practice will increase anyone's ability to move heavier and disabled people under adverse conditions.

Suitable additional methods may also be used depending on the situation and available appliances and equipment, i.e. chairs and wheelchairs.

The following lifts and carry techniques are suggested for relocation or evacuation of residents and others in an emergency. You will have to decide which is the most appropriate for the situation at the time of emergency.

A. Removing resident from the floor

1. Spread a blanket or sheet beside the resident. Cross the resident's ankles and roll them towards you onto the blanket or sheet, grasping them by the shoulders and hips.
2. Grasp the blanket or sheet on either side of the resident's head and drag backwards to an area of safety. It does not matter whether the resident is lying face up or face down.

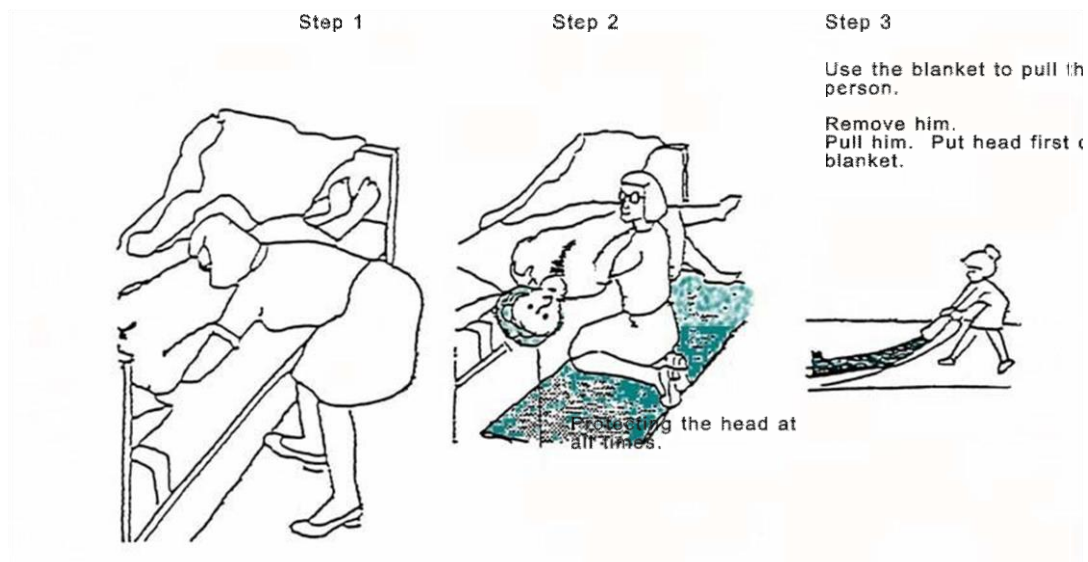
B. Removing residents from beds

1. CRADLE OR KNEE DROP
For use when:
 - The resident is very heavy; or
 - Only one staff is available; or
 - The resident's bed is involved in the fire and the least amount of contact is permitted

Procedures (See diagrams following)

- a. Place a blanket or sheet lengthwise on the floor parallel and next to the bed. Loosen or remove the top bedclothes.
- b. Stand beside the resident, slip one arm under the neck and grasp the shoulder.

- c. Slip your other arm under the resident's knees and grasp them with your hand.
- d. Place one knee against the bed with both feet on the floor, about 6" - 8" apart.
- e. Bring the resident to the edge of the bed by moving first their hips then their shoulders, keeping your back straight and bending your knees.
- f. Rock back onto the heels bringing the resident with you keeping resident close to your body.
- g. When the resident starts to leave the bed, drop to your knees and allow the resident to slide down your body then to the floor protecting the resident's head at all times.
- h. Grasp the blanket or sheet on either side of the resident's head and drag the resident, head first to an area of safety. The blanket or sheet can be wrapped over the resident.



2. DOUBLE CRADLE OR KNEE DROP

- a. Two rescuers approach the bed. Place a blanket or sheet lengthwise on the floor parallel and next to the bed. Loosen or remove the top bedclothes.
- b. One rescuer slips one arm under the resident's neck and grasps shoulder and one arm under their waist.
- c. The other rescuer slips one arm under the resident's hips and other arm under his knees.
- d. Together both rescuers bring the resident to the edge of the bed. However, this may be accomplished by both rescuers grabbing the bottom sheet and pulling the resident to the edge of the bed.
- e. Together the rescuers rock back on their heels keeping the resident close to their bodies.
- f. When the resident starts to leave the bed, both rescuers drop to their knees and allow the resident to slide down their bodies, then to the floor protecting the resident's head at all times.
- g. Grasp the blanket or sheet on either side to the resident's head, and drag him head first to an area of safety. The blanket or sheet may be wrapped over the resident.

3. SWING CARRY

For use when:

- Two staff are available for transporting resident
- The resident is very heavy
- Vertical evacuation (to another level) is required

This method is suitable for almost any resident.

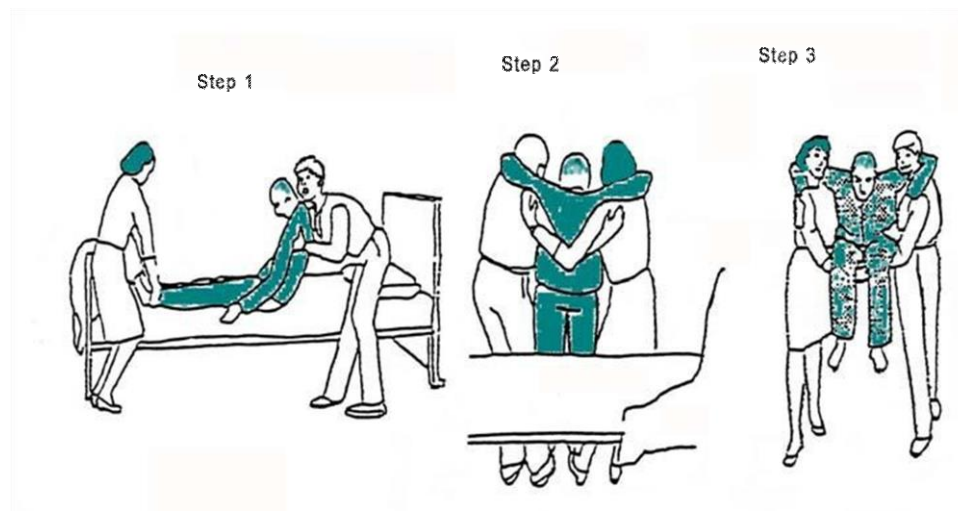
Procedures (See diagrams following)

- a. Both rescuers approach the resident, one at the head and one at the feet on the same side of the bed.
- b. Rescuer at the head assists resident to a sitting position supporting shoulders.

- c. When resident is sitting up, the rescuer at the resident's feet grasps the ankles and swings the feet off the bed, both bring the resident to a sitting position on the edge of the bed.
- d. Both rescuers stand, one on each side of the resident and places one arm of the resident around their neck and down across their chest.
- e. Both rescuers reach under the resident's knees and grasp each other's wrists.
- f. Both rescuers lift the resident off the bed together, using correct lifting techniques and carry the resident to a safe area.

TO UNLOAD:

Both rescuers drop on their knee closest to the resident while leaning against the resident to provide supportive pressure. Place the resident on the floor, buttocks first and then the back.



4. EXTREMITY CARRY

For use when:

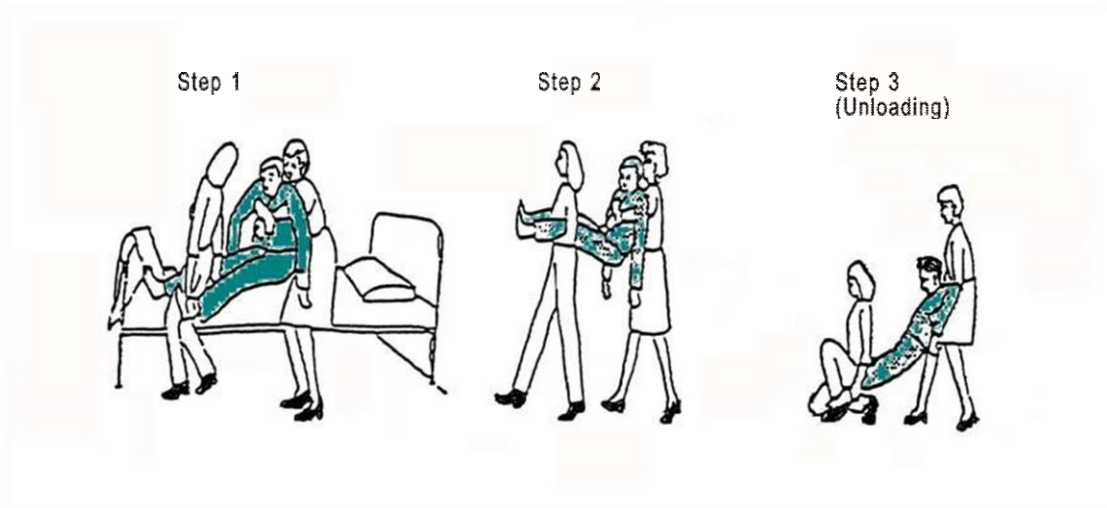
- A fast method is required
- Two staff are available for transporting resident
- The exit is narrow

Procedures (See diagrams following)

- a. Both rescuers approach the resident, one at the head and one at the feet on the same side of the bed.
- b. Rescuer at the head assists the resident to a sitting position supporting the shoulders.
- c. When resident is sitting up, the rescuer at the feet grasps the resident's ankle nearest the edge of the bed and clears it off the bed. With back to the resident, slide between the resident's legs as fast as their knees, grasping under both knees.
- d. Rescuer at the head places their arms through the resident's armpits and grasps own wrists high above the resident's chest.
- e. Both rescuers lift the resident off the bed together using correct lifting techniques and carry the resident to a safe area.

TO UNLOAD

- a. The rescuer at the feet lowers the resident's legs to the floor, by dropping to one knee and keeping straight.
- b. The rescuer at the head allows the resident to slide to the floor, buttocks first and then their back. The rescuer drops to one knee, the back is kept straight.



5. THE PACK STRAP/CARRY (QUICK)

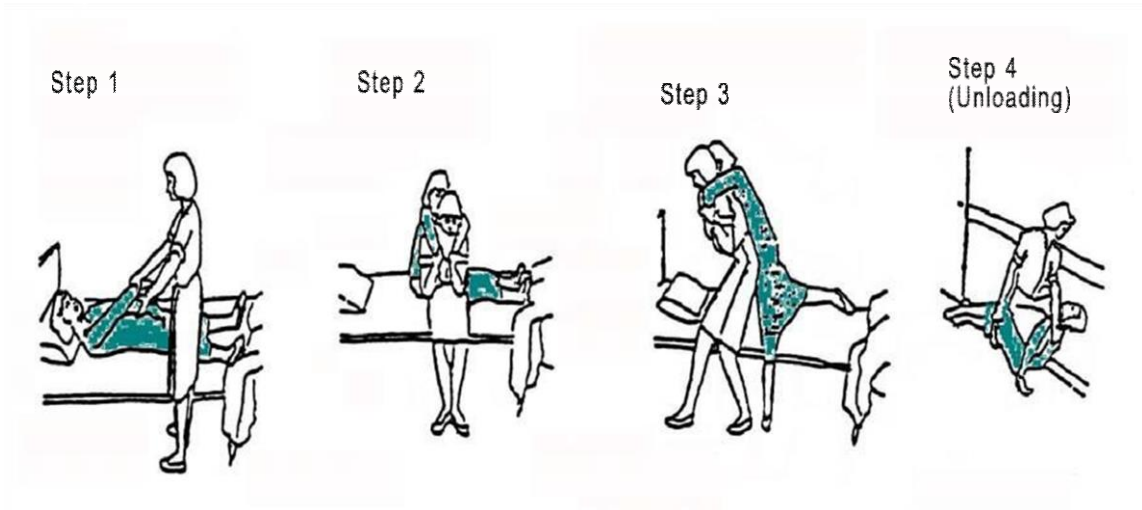
For use when:

- Only one rescuer available for transporting resident
- The resident has to be transported through a small narrow exit

Procedures (See diagrams following)

- Rescuer faces the resident with back to the foot of the bed.
- Grasp the resident's nearest arm at the wrist (with palm down) with your hand nearest the resident.
- Raising the resident's arm slightly, grasp their other wrist with your other hand, with your palm up this time.
- As you take one step backward, raise the resident to a sitting position.
- Raising the resident's arm nearest you, slip under that arm.
- Place your back firmly against the resident's chest with your shoulder lowering the resident's armpits.
- While sitting on the bed, pull the resident's arms over your shoulders, crossing them at your chest.
- Lean forward, bending only your shoulders and assert a downward pull on the arms.

- i. Stand and turn your body and feet towards the head of the bed while at the same time raising the resident off the bed.
- j. It is not necessary to drag or lift the resident as your forward momentum will roll onto your back without any shock.



C. REMOVING AMBULATORY RESIDENTS

1. HUMAN CRUTCH WALKING ASSIST

For use when:

- The resident has an injured or unstable side

Procedures (See the diagram following)

- a. Place the resident's arm, closest to you, behind your back to clutch your waist.
- b. Grasp the resident's wrist with your hand.
- c. Place your other hand around the resident's waist gripping clothing on their waist.
- d. Keeping the resident close to your body, walk to a safe area.

Note: If two rescuers are available, one can walk on each side of the resident.



MED SLED NO ONE LEFT BEHIND. **EVACUATION**

When using the MedSled to transport humans every precaution should be used to secure the person to the sled properly ensuring they remain on the sled during transport. The directions below outline the proper way of using and securing a patient to the sled. ARC Products takes no responsibility for injuries sustained in an emergency rescue situation.

- 1 When transporting a patient from a hospital bed:
Lock wheels of bed and lower bed to lowest position.
- 2 Pull sheets from both sides and cover patient in bedding. Include pillows for head.
- 3 Unroll Sled and approach patients upper body. (See Figure 1.)
a. If Sled begins to roll back up, fasten or tighten the foot cross strap.
- 4 Put patient on Sled.
a. Roll Patient on their side away from door and slide MedSled under head and shoulders then slide remaining Sled under buttocks and legs.
b. Make sure Sled is completely on the bed's mattress.
c. Roll patient back onto Sled and slide bedding and patient to middle of Sled.
d. Add any external devices along patient's side. IV bags, oxygen, etc.
e. Secure patient to sled by fastening all three cross straps. Tighten snugly. (See Figure 2a.)
f. Ensure ankle strap is tightened until sides meet foot pad. (See Figure 2b.)

BARiatric SLED ONLY

- Bariatric foot pad strap should be used at all times. (See Figure 3.)**
- a. Strap should be above patient's feet from cross strap to foot pad.
 - b. Cross strap should be connected and tight.
 - c. Tighten foot pad strap until foot pad touches sled sides.

- 5 Standing on door side of bed grab entire mattress at foot and spin or rotate mattress toward door. (See Figure 4.)
a. Make sure that Sled and patient are in the middle of mattress.
b. Additional person should hold MedSled side straps on opposing side to prevent patient and Sled from falling off mattress.
- 6 Grab end strap and pull toward door. MedSled will easily slide down mattress to floor. (See Figure 4.)
- 7 One or Two employees will pull patient toward emergency exit from the foot strap.
- 8 Open exit door and pull patient to top of steps feet first. (See Figure 5.)
a. Patient should be pulled over the first step no further than the knees.
- 9 Approach head of sled and secure large red colored spring hook to the OUTSIDE railing bracket connected to wall. (See Figure 6a.) Do not hook to railing below bracket as hook will slide down with patient. Firmly grab loose tether and take out slack, making sure the tether is wrapped once completely around spring hook.
a. Employee on lower landing is now ready to pull foot strap. (See Figure 6b.)
b. Upper landing employee lets out tether as the sledding action lowers patient. The spring hook provides a friction breaking system.
- 10 At bottom landing upper employee unhooks spring hook and walks it to lower landing while taking up tether slack.
a. Both employees turn patient on landing to repeat process.

Instructions for taking EQUIPMENT with the patient

- a. If the patient is on O2, put the O2 tank between the patient's legs, valve up towards groin. We can put a pillow under the tank to protect the patient.
- b. Secure under the cross straps.
- c. IV bags are placed between the arm and torso, close to the pit of the arm.
- d. Monitors and pumps will be secured under cross strap, between the patient's legs and resting on pillow or blanket. If the pump or monitor has a handle, the cross strap can be placed through the handle.
- e. Bariatric Sleds (MS48) work best for Critical, or Post OP that maybe connected to equipment. The MS48 is 12" wider than the standard sled.

3 SECURING
CROSS STRAPS

8 HANDLES
FOR LIFTING

TETHER AND
BRAKE SYSTEM
FOR STAIRWELL.



FIG. 1



FIG. 2a



FIG. 2b

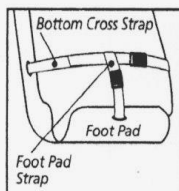


FIG. 3 (BARIATRIC SLED ONLY)



FIG. 4



FIG. 5



FIG. 6a

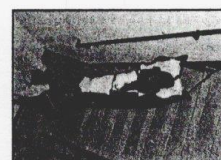


FIG. 6b

Follow medical protocols for bodily fluids on the Sled up to and including disposal if contamination is involved.

Cleaning and Rerolling your Sled

When reusing, rewind the braking tether and attach spring hook and tether to front of sled with Velcro. Reroll the sled tightly starting at the foot of the sled. The final roll should be less than 9" in diameter. Wrap the cinch strap around and Velcro. Slide back into carry bag.

PRODUCT WARNINGS

- Never leave patient unattended.
- Not intended for persons under 100 lbs. or 48" without proper inserts.
- If sled is torn or damaged discontinue use.
- Sled may slide on uneven surfaces.

CAUTION

- Caution: This apparatus requires 2 qualified persons to operate.
- Caution: Risk of falling in the use of this product.
- Caution: Danger of serious physical injury if said product is not used or maintained properly.
- Caution: Safety straps produce danger of strangulation.

Thank you for buying the MedSled! 1-866-207-5993 www.medsled.com
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