



**YEE HONG CENTRE FOR  
GERIATRIC CARE  
MISSISSAUGA CENTRE  
DISASTER MANUAL**

**REVISED: January 2022**

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## SECTION 1 FOREWORD

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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 - Mississauga is a 5 story structure. There are 3 elevators servicing the nursing home, with one designated as a freight elevator. There is also an elevator servicing activities in the Basement, which includes a Medical Centre and an Active Seniors Program. Both areas are open to the public.

There are 200 residents in the nursing 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, 9:00 a.m. to 5:00 p.m.

Apart from our Active Seniors Program, our community services also include an Adult Day Program and a Congregate Dining Program on the Ground Floor. The general profile of clients of these programs is very similar to the profile of residents in the nursing home, i.e. most of them require assistance in ambulation.

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.

**January 10, 2022**

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**Date**



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**Executive Director**

## SECTION 2 - KEY PERSONNEL AND EMERGENCY EXTERNAL NUMBERS

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1-0

### **2-A Environmental Nurse**

- Within the nursing home, all environment-related emergency situations such as a flood, power outage, gas leak, etc. will be declared and response initiated by the 3rd Floor Registered Nurse (Environmental Nurse)
- In the case of an emergency when an immediate response is required, the Environmental Nurse should call 911
- If the emergency happens during regular hours, immediately contact the Facility Manager and the Executive Director (refer to phone list below)
- If the emergency happens after regular working hours, notify the Facility Manager and the Executive Director (refer to phone list below)
- The Environmental Nurse should always carry his/her PWT phone to respond to incoming calls during an emergency

## **2-B Key Personnel**

<b><u>POSITION</u></b>	<b><u>NAME</u></b>	<b><u>TEL #</u></b> <b><u>(416) 412-4571</u></b>
Chief Executive Officer	Dr. San Ng	Ext.
Chief Operating Officer	Eugene Kam	1170
Executive Director	Chau Nhieu-Vi	4100
DRC	Nancy Gao	4200
ADRC/ IPAC Lead	Yanjun Duan	4208
ADRC	Judy Dao	4206
ADRC	Roberta Ho	4204
IPAC Manager	Anna Zhang	4632
Facility Manager	Yun Sum Li	4290
Social Worker	Minnie Lam	4630
Administrative Assistant	Peggy Cheng	4104
Food Services Manager	James Yuan	4260
Maintenance Technician	S P Chan	4299
Activation Manager	Teresa Chew	4620
Program Manager, Community Support Services	Tracy Li	4301
IT Emergency Contact		4999
Floor Emergency phones –	2/F	4222
(fax number)	3/F	4232
	4/F	4242
	5/F	4252



## **2-C Emergency External Resource Agencies**

The Ministry of Health and Long Term Care (MOHLTC) : Hamilton Service Area Office Emergency Pager	1-800-268-6060 1-855-819-0879
Mississauga-Halton LHIN:	
Regular business hours	
After hours contact 1	905-337-7131
After hours contact 2	416-388-4665 905-334-7365
Fire Department	
	905-456-5700
Ambulance Service	
	905-507-6000
Police (Peel Region)	
	905-453-3311
Hydro Enersource (Mississauga)	
	905-273-9050
Water Supply (Peel Region)	
	905-791-7800
Consumer Gas (Enbridge)	
	416-447-4911
Environmental Spill	
	1-800-268-6060
Radiation	
	905-821-7760
OTIS (elevator) I.D. #FTM 426976	
	1-800-233-6847
Ministry of Labour (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
Nights/Weekends/Holidays:	416-325-3000 or 1-800-268-6060

## **2- D Other External Resource Agencies**

THC - Credit Valley Hospital	905-813-2200
THC - Queensway	905-848-7100
William Osler Health Centre	905-494-2120
Poison Control Centre	416-813-5900
Cawthra Gardens	905-306-9984 905-719-6059

## **2-E Command Centre**

In the event of emergency, a Command Centre will be set up in the Reception Area. The Executive Director will be in charge of the Command Centre. The Environmental Nurse will report to this area to await the arrival of Emergency Support Services (such as Fire Department, Police, etc.)

In the event that the Executive Director or Designate is not available, such as in the case of a fire outside of office hours, the Environmental Nurse will be in charge of the command centre in the reception area and will wait for the arrival of Emergency Support Services (such as Fire Department, Police, etc.)

## SECTION 3 – EVACUATION (CODE GREEN)

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### 3-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.

### 3-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 to another floor, usually downward.

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.

### 3-C DECISION TO EVACUATE (CODE GREEN STAT)

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

### **3-DRESPONSIBILITY DURING EVACUATION**

#### **Executive Director**

1. Implement the Disaster Evacuation Procedures.
2. Notify the Mississauga-Halton LHIN and the MOHLTC Hamilton Service Area Office.
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 and then the Nurse in Charge.

#### **Director of Resident Care**

1. Direct the removal of residents.
2. Maintenance of record of evacuees and ensuring all residents have an identification bracelet or other means of identification.
3. Transportation of the "Stat Box" to a secure location where the medication will be accessible.
4. Decide on an evacuation route and confirm that it is safe. Move people at least 100M away from the building.

#### **Nurse in Charge**

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 in their absence.
4. Assign PSWs to prepare name tags for residents.

**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.

**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. Be responsible for the removal of an:
  - a. Up-to-date list of employees and their telephone numbers.
  - b. Up-to-date list of residents' next-of-kin.

**Food Services Manager**

1. Arrange for the provision of hot beverages and snacks to residents, staff, volunteers, firefighters, police and ambulance personnel.
2. Assign staff to assist with evacuation.

**Activation Supervisor/Social Worker/Chaplain**

1. Obtain volunteers and chaplain 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.
4. Assist in the notification of the next-of-kin.

**Medical Director**

1. Attend to any medical emergencies.
2. Arrange for the hospitalization of residents, as required.

## Detailed Roles and Responsibilities of Staff

1. Notice from Authorities to evacuate
2. 3<sup>rd</sup> Floor Environmental RN (ERN)
  - a. Assign RPN in charge of 3<sup>rd</sup> Floor
  - b. Goes to G/F Command Centre
  - c. Announce “Code Green” ( Totally to be evacuated) in English and Chinese at least two times each
  - d. Announce which floor to be evacuated (start from 5/F)

### 3. RN (carry PWT)

RN	
a.	Acknowledge Code Green by calling control room
b.	Set up Command Centre at north side Nursing Station
c.	Take out the backpack from med room and wear the vest as a floor warden
d.	Distribute the resident name list to RPN and PSWs
e.	Distribute color name tags and markers to PSWs
f.	Stick a color name tags on clothes to identify as a RN
g.	Assign pairs of PSW’s to begin room searches
h.	Pack the staff schedule, resident medications and PSW assignment sheets to the backpack
i.	Assign the helpers to assist residents to activity room or stay with residents in activity room
j.	Conduct head count according to the resident name list after residents gather in activity room (Head count include residents, visitors, staffs)
k.	Inform environmental nurse with PWT your floor is ready to evacuate
l.	Wait for environmental nurse instruction to move residents to G/F Peace corner
m.	Begin evacuation after received instruction
n.	Do last sweep, ensure the floor is clear of human life (residents, visitors, staffs)
o.	Inform environmental nurse your floor is clear
p.	Pick up backpack and go down to G/F
q.	Pass the current head count list to command centre
r.	Assist residents to get on the bus
s.	Go with the last resident to one of the evacuation sites
t.	Inform MSS command centre after arrival
u.	Report to Evacuation Site command centre

**Color Codes for Nursing Floors:**

Red: 2/F  
Yellow: 3/F  
Green: 4/F  
Blue: 5/F

**4. RPN on third floor**

<b>RPN</b>
a. 2&3/F RPNs assigned to 3/F as CN, procedure as RN
b. Wear a vest as a floor warden, stick a color name tag on clothes to identify as RPN
c. Carry PWT, escort resident transportation, go with the first bus to Evacuation Site
d. Conduct resident head count and account for their location
e. Take the head count list to transport bus
f. Report to Evacuation Site command centre and inform MSS command centre upon arrival
g. Conduct head count and pass the head count list to Evacuation Site command centre
h. Register residents and settle them in Evacuation Site

**5. PSW**

<b>PSW</b>
a. Report to RN at Nursing station
b. Stick the color name tag on clothes to identify as PSW and visitors
c. Conduct room to room search in pairs: <ul style="list-style-type: none"><li>• Conduct room search clockwise</li><li>• Check washroom, closet(s), under bed(s)</li><li>• Check TV room, Spa room, offices etc.</li></ul>
d. Ensure rooms are clear of human life and ensure VACANT sign is visible
e. Assist the residents wear appropriate clothes and move to activity room (easier resident first)
f. Use marker write down resident's room# and name on color name tag, stick on their clothes
g. Do a head count with the resident name list and report to RN
h. Wait for instruction to evacuate
i. Do a second sweep, ensure the floor is clear of human life (residents, visitors, staff)
j. Use elevator to move residents down to G/F Peace corner designated colour area
k. Calm down resident during evacuation



6. **PSW's in G/F Peace corner** (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.

<b>Maintenance Technician and Facility Aide Staff</b>	
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 in Main Lobby and wait for instructions
e.	To clear up the Peace corner and set up more chairs
f.	To transfer the disaster emergency box (some blankets) and to post the floor zone labeling in Main floor Peace Corner
g.	Wear the Vest and monitor the traffic and keep communication with command centre by PWT and wait for instruction
h.	Assist in transferring resident and moving drink, food & blankets to bus for evacuation
i.	Post the "Completed Evacuation" sign to all entrance doors after evacuation of all is completed

<b>Evacuation Floor Non-nursing Staff</b>	<b>Non-Evacuation Floor Non-nursing Staff</b>	<b>Receptionist/ Administrative Assistants</b>	<b>Food Services Staff</b>
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 grey message to ED or Designate	Move drinks and snacks and report to command centre
<p>If asked to assist in room search and evacuation:</p> <ul style="list-style-type: none"> <li>• Conduct room to room search in pairs:</li> <li>• Conduct room search clockwise</li> <li>• Check washroom, closet(s), under bed(s)</li> <li>• Check TV room, Spa room, offices etc.</li> </ul>	<p>If assigned to entrances:</p> <ul style="list-style-type: none"> <li>• Stop visitors from coming into the building</li> <li>• Ensure residents do not wander out of the building</li> </ul>	Keep outside line open respond to calling from residents' relatives	
Assist in evacuating residents moving them to the activation room as instructed	<p>If asked to assist on Ground Floor Peace Corner:</p> <ul style="list-style-type: none"> <li>• Assist in taking the residents in and attend to any needs</li> <li>• Reassure and comfort the residents</li> <li>• Follow the instructions of the PSW</li> </ul>	Relay any instructions from the Environmental Nurse to support staff in the Main Lobby	
Once all residents have been evacuated, report to the RN and wait for instructions	<p>If asked to assist on Ground Floor Main Lobby:</p> <ul style="list-style-type: none"> <li>• Assist in moving residents from the elevators to the Peace corner</li> <li>• Monitor the lobby and ensure no obstruction in the escape route (for example to keep the door of peace corner open and assist to move resident into the Peace Corner)</li> <li>• Follow the instructions of the PSW</li> </ul>	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	If assigned to operate elevators:		

Evacuation Floor Non-nursing Staff	Non-Evacuation Floor Non-nursing Staff	Receptionist/ Administrative Assistants	Food Services Staff
Main Lobby and wait for further instructions	<ul style="list-style-type: none"> <li>• Lock down the elevators and operate elevators according to instructions of the command centre</li> </ul>		
Assist in moving residents to the busses	Assist in moving residents to the busses		

### 3-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. Helpless residents may be placed on a blanket on the floor and pulled to a safe area. For assistance on lifts and carries see Appendix II

### 3-F VITAL RECORDS AND MEDICATION TO BE EVACUATED

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

### **3-GFAN 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 in turn call their staff until all have been contacted.

Fan out charts are designed to contact staff in the most efficient manner in the event of an emergency. There are a total of 5 fan charts, 1 for each department, viz. Administration, Facility, Food Services, Nursing and Social Services. Each fan out chart contains names and phone numbers of staff in that department. All fan out charts are prepared and updated by the Human Resources Department twice a year

Department heads should keep a complete fan out chart of their respective departments. They will break down the fan out chart of her/his department according to contact responsibilities. Department heads will repeat the process when they receive updated fan out charts from the HR Department.

Callers as assigned will initiate staff notification calls, advising each staff member to report to the on-site command centre as soon as possible.

Each caller will obtain an estimated time of arrival from each staff member who will be assisting during the disaster.

### **3-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, or Nurse-in-charge in consultation with police, fire department and/or ambulance services.

#### **NOTIFICATION OF RELOCATION SITES**

The Executive Director of Mississauga Centre will notify the MOHLTC Hamilton Service Area Office, Mississauga-Halton LHIN and the relocation sites. The relocation sites will be Cawthra Gardens (905-306-9984), The Village of Erin Meadows (905-569-7155), Specialty Care - Mississauga (905-817-7050) and Yee Hong Centre - Finch. Each relocation site will accommodate 50 residents.

#### **TRANSPORTATION OF RESIDENTS FROM MISSISSAUGA CENTRE**

Executive Director will arrange the following:

- Yee Hong Buses
- Accessible Taxis
- Ambulances or ambulance transfer services

#### **SECURITY CHECK OF BUILDING**

Facility Manager/Maintenance Technician will ensure that a final inspection of the building is made (by fire department) or the 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**

- Staff of the Mississauga Centre are responsible for directing residents to reception areas assisted by the receiving centres' staff
- Registered staff will be given computer access with appropriate permission in order to access plans of care and medication records of residents

## **TEMPORARY DISCHARGE OF RESIDENTS**

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

## **REGISTRATION OF RESIDENTS**

Mississauga 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 Mississauga.

## **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 Mississauga 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.

### 3-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



### **3- 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. 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
- CEO, Mississauga- Halton LHIN
- Inspector, MOHLTC Hamilton Service Area Office

**DETAILS SHOULD BE DISCUSSED WITH LOCAL POLICE AND FIRE DEPARTMENTS**

## SECTION 4 – 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 NURSING HOMES

#### AUTHORIZATION FOR RECEPTION

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

#### CAPACITY TO RECEIVE

The exact number of people to be received is largely dependent on the level of care they require. In an emergency situation 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 **NURSE-IN-CHARGE** will:

- (i) Obtain authorization for the reception from the 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.

- a. **FOOD SERVICES MANAGER** will:  
Contact pre-arranged resource facilities in the area to secure additional food trays.
- b. **FACILITY MANAGER** will:  
Contact resource facilities such as Red Cross or Salvation Army to obtain the extra cots, mattresses and blankets.
- c. **MAINTENANCE TECHNICIAN** will:  
Pick up these supplies where possible and 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 towels 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. Dependent on level of care required, incoming residents will be offered hot drinks and cookies.
- 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 Community Centre.

## 2. REGISTRATION AND ADMISSION

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

- name
- address
- age 4-2
- sex
- next-of-kin
- language spoken

## 3. NURSING STAFF

The **NURSING STAFF** will ensure that all evacuees receive identification bands.

### **NURSING AND PERSONAL CARE**

The **NURSING STAFF** will provide the care required by incoming evacuees. Staff 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 as would fall in the area of their capability to deal with them.

## 6. MEDICATION SUPPLIES

Emergency medication supplies currently stocked in Mississauga Centre should meet any needs of received residents/patients. In case of additional medications being required, the DRC will contact the contracted pharmacy for additional needed supplies.

## **SECTION 5 – FIRE (CODE RED)**

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Follow procedure in Fire Safety Manual posted on bulletin board in your respective departments.

## SECTION 6 – BOMB THREAT (CODE BLACK)

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**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 Chief Executive Officer, Executive Director or the Environmental Nurse.

The Executive Director or Environmental Nurse will call 911, the Mississauga-Halton LHIN and the MOHLTC Hamilton Service Area Emergency numbers. The ED or Environmental Nurse will guide the police to the affected area.

## **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:

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

#### **Examples:**

- **What time did you say this device will detonate?**
- **Where did you say it was located? Floor? Area?**
- **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:

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Do you recognize the voice? \_\_\_\_\_

If yes, whose? \_\_\_\_\_

BACKGROUND NOISE:

MUSIC: \_\_\_\_\_ WHISTLES: \_\_\_\_\_

BELLS: \_\_\_\_\_ HORNS: \_\_\_\_\_

RUNNING MOTOR: \_\_\_\_\_ TRAFFIC SOUNDS: \_\_\_\_\_

AIRCRAFT: \_\_\_\_\_

OTHER NOISES:

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ADDITIONAL INFORMATION:

Did the caller indicate knowledge of the facility? \_\_\_\_\_

If so, how? \_\_\_\_\_

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## **GENERAL INSTRUCTIONS**

### **CODE BLACK will be announced.**

1. 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 counter 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**
2. If a suspicious object is found:
  - **DO NOT** touch it
  - inform the police immediately
  - inform Command Centre
  - evacuate everybody within 100m of the object
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

## **DECISION TO EVACUATE**

The decision to evacuate will be made by the Chief Executive Officer/Executive Director/Director of Resident Care or the Nurse in Charge at the Command Centre, 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
- CEO, Mississauga-Halton LHIN
- Inspector, MOHLTC Hamilton Service Area Office

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

## SECTION 7 – VIOLENT PERSONS (CODE WHITE)

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### Yee Hong Centre for Geriatric Care

<b>Developer:</b> DRCs	<b>Division:</b> Corporate	<b>Category:</b> Corporate Administration	<b>Policy Number:</b> CAD-VII-10
<b>Effective Date:</b> September 2014	<b>Subject Name:</b> Code White - Violent Persons (Long Term Care Homes)		<b>Approval:</b> EDs
<b>Reviewed/Revised Date:</b> July 2015	<b>Next Review Date:</b> July 2018	<b>Supersedes:</b> N/A	<b>Page:</b> 1 of 8

#### **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 an 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:** Term often interchanged with “violent”; the term 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 all 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**

1. **SENIOR MANAGEMENT:**
  - a. Ensure commitment of resources to staff training and education specifically for the Code White Response Team to fulfill their duties
  - b. Ensure appropriate policies and procedures are established to minimize aggressive behaviours of residents
2. **MANAGERS AND SUPERVISORS:**
  - a. Assure the implementation, monitoring and evaluation of the policies and procedures
  - b. Ensure risk assessments are completed to identify real or potential hazards contributing to aggressive behaviours against staff and residents
  - c. Ensure effective response, reporting, follow up and monitoring procedures are in place to address incidents of aggressive behaviours as per centres' policies
  - d. Ensure all aggressive incidents are investigated and corrective actions identified and taken to prevent recurrence
  - e. Monitor safe work practices and ensure non-compliance with these safe work practices is addressed

- f. Ensure staff receive training and education in prevention and management of aggressive behaviours
  - g. Provide support to all individuals affected by the aggression
3. **STAFF:**
- a. Actively participate in the training and education program
  - b. Comply with safe work practices as per policies, practices and procedures
  - c. Report any potential hazard and risks immediately as per policies and procedures
  - d. Apply policies and procedures to workplace aggression
  - e. Report and document all incidents of aggression
4. **JOINT HEALTH AND SAFETY COMMITTEE:**
- a. Monitor violence in the workplace by reviewing statistical and investigation information
  - b. Review incidents of violence and make recommendations for prevention if needed
  - c. Ensure recommendations are followed up
  - d. Participate in program review
5. **OCCUPATIONAL HEALTH AND SAFETY DEPARTMENT (HUMAN RESOURCES)**
- a. Develop, implement and monitor aggression prevention and management policies and procedures
  - b. Perform risk assessments through incident reviews
  - c. Develop and implement education program in consultation with Joint Health and Safety Committee
  - d. Provide input to management for corrective actions
  - e. Provide support to Joint Health and Safety Committee
  - f. Conduct annual evaluation of program in consultation with Joint Health and Safety Committee

### **THE CODE WHITE TEAM**

- 1. **Membership:**  
All Assistant Directors of Resident Care (ADRCs), registered nursing staff including Registered Nurses (RN) and Registered Practical Nurses (RPN), Maintenance Technicians, Social Workers, and Facility Aides are members of Code White Team
- 2. **Training:**  
Code White Team members shall receive annual non-crisis intervention and risk specific training
- 3. **Team Leader:**  
Only Registered Nurse (RN) can take on the role of Code White Response Team leader.

- Pertinent medical information of resident
- Behavioural and mental status of resident
- Intervention needed, if resident (e.g. medication, environmental restraint)
- Location of the resident
- Other pertinent information such as medical orders
- i. Develop an intervention plan to ensure enough resources are available to safely carry out plan
- ii. Identify team members that will carry out the plan
- iii. Inform and direct team members about the plan of action, including approach to be used, type of intervention and how each member will exit from room
- iv. Ensure safety of team by having all team members remove items such as watches, glasses if possible, pens, ties, pagers, scissors, stethoscopes, or name tags etc.
- v. Ensure personal protection equipment (PPE) such as gloves are available for team use
- vi. Ensure all members including staff are ready before taking action (medication is ready, room is prepared etc.)
- vii. Communicate with resident acting out
- viii. Direct intervention plan to completion
- ix. Ensure defusing/debriefing take place as soon as possible following the incident
- x. If an injury occurs, ensure the team member receives first aid and follow Health and Safety Policies and Procedures
- xi. Ensure appropriate documentation is completed (Appendix A)
- xii. Inform management on call in a timely manner
- b. Team Members shall:
  - i. Respond under the directions and follow instructions of the Team Leader
  - ii. Understand the intervention plan
  - iii. Remember that Team Leader is the only person speaking at the time of interaction with the resident acting out
  - iv. 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 ready.
    - In the event that medication is to be administered, ensuring that medication orders have been received, medication has been prepared and is ready
    - 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

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

2. All staff shall enact 'de-escalation' strategy with consideration of:
  - a. Ensuring own and co-worker safety (e.g. need to leave area until sufficient resources are available to restrain or remove an aggressive resident)
  - b. Directing other staff as necessary to reduce stimulation in the area (removing all other residents, visitors, reducing noise level by turning off TV, radios, or equipment such floor washing machines)
3. Registered nursing staff 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
4. Registered nursing staff 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 Leader
  - d. Ensure appropriate documentation is completed after the incident (Appendix A)
5. The Code White Response Team:
  - a. Upon hearing Code White, all ADRCs, RNs, RPNs, Maintenance Technicians, Social Worker and Facility 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 leader 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)
    - iii. Act as the spokesperson of the Team and the ONLY PERSON TALKING unless a spokesperson is delegated by Team Leader
    - 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
- v. Inform Team Leader if unable to perform assigned task
  - vi. Remove personal items which could be damaged or cause injury
  - vii. Listen for “cue to action” and move in on signal or if escalation occurs
  - viii. Report any injuries sustained during procedure
  - ix. Assist with documentation as necessary
  - x. Participate in debriefing
  - xi. Suggest recommendations for improvement of response
- 6. 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
- 7. If police is called, staff that makes the call should be prepared to provide the following information to the police. If staff cannot complete the phone call with 911, leave the phone off the hook.
  - 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 injury of people
  - f. Number of people in the room with aggressor
  - g. Information about possible safe exit of the people inside the room if any
  - h. If the aggressor has left, information about when and where the aggressor has traveled

Staff should follow instructions provided by police once they are on site and offer assistance and support to the police.

- 8. 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
  - 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 policies on QCIPA reviews with a goal of preventing recurrence of incidents
  - f. Facilitate debriefing sessions:

An informal debriefing session with all staff involved in the incident, including the Code White Response Team, to complete documentation,

- i. 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 by using the code name if necessary: "I need the White Binder"
4. Stay calm
5. Identify an escape route for self and be prepared to escape if the individual becomes increasingly aggressive



**CODE WHITE REPORT**

Facility/Agency:		Location of incident:	
Date of incident:		Time of Incident:	
Code White Team Members:			
1. Team Leader :		2.	
3.		4.	
5.		6.	
Others:			

**CLIENT/INDIVIDUAL INFORMATION:**

Name of Individual: \_\_\_\_\_ Age: \_\_\_\_\_

Inpatient ☐      Outpatient ☐      Family ☐      Visitor ☐      Others: \_\_\_\_\_  
 Mental Status: oriented ☐      disoriented ☐      confused ☐  
 Behaviour: physical aggressive ☐      verbally aggressive ☐      suicidal ☐      elopement ☐  
                     Self-destructive ☐      destroying property ☐      refusing to leave ☐  
                     Unco-operative ☐  
 Weapons: Yes ☐      No ☐      Type: \_\_\_\_\_

**INTERVENTION:**

Talked down ☐      returned to room/facility ☐      placed in seclusion ☐  
 Escorted from area ☐  
 Medication ☐      State what was given: \_\_\_\_\_  
 Restraints ☐      Describe: \_\_\_\_\_  
 Placed on constant attention ☐  
 Required Police assistance ☐      Describe \_\_\_\_\_

**REPORT OF INJURIES:**

Was anyone injured? Yes ☐      No ☐      If "YES": Staff ☐      Client ☐      Other \_\_\_\_\_  
 Name: \_\_\_\_\_ Dept/Unit \_\_\_\_\_  
 If Staff, did they report to First Aid? Yes ☐      No ☐  
 Worker's Report of Injury completed? Yes ☐      No ☐

**DEFRIEFING**

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

**RECOMMENDATIONS:**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

SIGNATURE : \_\_\_\_\_ (Team Leader)      Date: \_\_\_\_\_

## SECTION 8 – MISSING RESIDENT (CODE YELLOW)

<b>Developer:</b> DRCs	<b>Division:</b> Corporate	<b>Category:</b> Corporate Nursing	<b>Policy Number:</b> CNU-V-23
<b>Effective Date:</b> January 2008	<b>Subject Name:</b> Searching for a Missing Resident		<b>Approval:</b> SLC
<b>Reviewed/Revised Date:</b> May 2019	<b>Next Review Date:</b> May 2022	<b>Supersedes:</b> Not Applicable	<b>Page:</b> 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. Until 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 neighbourhood map from the Centre’s Disaster Plan Manual and asks staff to get familiar about the search boundaries in the neighbourhood.
  - 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 neighbourhood 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 neighbourhood 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 neighbourhood 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 neighbourhood.

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 completes 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\_\_\_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 LEVEL 1 FACILITY SEARCH RECORD**

Date of Incident: \_\_\_\_\_

Time of Code Yellow Level 1 Search 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 completed the search	Assigned search location	Time Start	Time End	Reported back to the Search Coordinator	Comments if any
5F unit in charge/designate		5F nursing unit			Yes/No	
4F unit in charge/designat		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		Dining 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 LEVEL 2 FACILITY SEARCH RECORD

Date of Incident: \_\_\_\_\_

Time Code Yellow Level 2 Searching Announcement: \_\_\_\_\_

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

Level 2 Search major areas within the building, including stairwells

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		2F			Yes/No	
3F staff		3F			Yes/No	
4F staff		4F			Yes/No	
5F staff		5F			Yes/No	
5F unit in charge/designate		Stair cases 1 and 2: from the very top level to Ground Floor			Yes/No	
4F unit in charge/designate		Stair case 3 and 4: from the very top level to Ground Floor			Yes/No	
3F unit in charge/designate		Stair case 5: from the very top level to Ground Floor			Yes/No	
2F unit in charge/designate		Stair case 6: from the very top level to Ground Floor			Yes/No	
Receptionist / AA  <b><i>After hour: PSW assigned by the Search Coordinator</i></b>		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  <b><i>After hour: PSW assigned by the Search Coordinator</i></b>		Elevator (main resident elevators)			Yes/No	
Facility Staff  <b><i>After hour: PSW assigned by the Search Coordinator</i></b>		Elevator (Centre elevator)			Yes/No	



## **APPENDIX D**

### YEE HONG CENTRE FOR GERIATRIC CARE

### LEVEL 3 FACILITY SEARCH RECORD

Date of Incident: \_\_\_\_\_

Code Yellow Level 2 Searching Announcement: \_\_\_\_\_

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

#### Level 3 Search - nearby neighbourhood according to the map

<b>Staff in-charge of the search</b>	<b>Name(s) of staff completed the search</b>	<b>Assigned search location</b>	<b>Time Start</b>	<b>Time End</b>	<b>Reported back to the Search Coordinator</b>	<b>Comments if any</b>
Facility staff/PSW/ Activation/ AA		Garden Area			Yes/No	
Facility staff/PSW Activation/ AA (2 teams)		Around facility compound and parking lot			Yes/No	
5 <sup>th</sup> floor Nursing In Charge/Designate		Immediate neighborhood EAST of the Home according to the map			Yes/No	
4 <sup>th</sup> floor Nursing In Charge/Designate		Immediate neighborhood SOUTH the Home according to the map			Yes/No	
3 <sup>rd</sup> floor Nursing In Charge/Designate		Immediate neighborhood WEST of the Home according to the map			Yes/No	
2 <sup>nd</sup> 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 PSW		Immediate neighbourhood covering North, East, South, West			Yes/No	

## SECTION 9 - LOSS OF ESSENTIAL SERVICES (CODE GREY)

### 9-1 Code Grey – Button-down (AIR QUALITY CONTAMINATION)

Code Grey – Button-down 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 – Button-down is called during meal preparation time since regular cooking will not be safe when the fresh air system is shut down

## 9-2 LOSS OF POWER

---

In the event of a total loss of electrical power, the environmental nurse will contact the Facility Manager/Maintenance Technician, who will in turn contact Hydro Enersource (Mississauga) 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 (red receptacle)
- 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 CEO 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
- emergency receptacles on resident floors
- refrigerators in medication rooms
- refrigerators and freezers in the kitchen
- phone system
- nurse call system
- entrance access system
- fire fighting system

## Emergency Drill – Power Outage

### Announcements

#### **First announcement: 第一次宣佈**

We are currently conducting an emergency drill on Power Outage. We will be making regular announcements in the next 2 hours to update you on the situation.

我們現正進行緊急停電演習，並會在這兩小時內定時向大家報告最新情況

We are currently experiencing a power outage and the emergency back up generator has kicked in to support essential services such as elevator to the nursing floors, and limited lightings throughout the building. It is important to refrain from opening the windows to maintain the temperature of the building. We already contacted the Mississauga Hydro and will update you on the situation as we hear from them. Should you require any assistance, please contact our staff.

我們現正進正發生電力中斷，緊急後備發電機已開始供應電力與緊急服務，如電梯和整座大廈有限照明。各位請注意把窗戶關閉，以保持室內溫度。我們已通知電力局，一旦收到資料，就會向大家報導。如需要幫助，請與職員聯絡。

Thank you very much for your cooperation and patience. 多謝大家合作和忍耐

#### **Second announcement (30 minutes after initial one): 第二次宣佈 (上次的 30 分鐘後)**

We are still experiencing a power outage and have yet to get a definite answer from the Hydro regarding the situation. Please continue to exercise caution and keep all windows closed. We will update you on the situation as we hear from the Hydro.

我們仍然沒有電力供應，和未收到電力局對有關情況的答覆，請大家加倍小心和把窗戶關閉，一旦收到電力局的回覆，會馬上向大家報導最新情況。

Thank you very much for your  
合作和忍耐

9-2-2

cooperation and patience. 多謝大家

**Third announcement (30 minutes after second one): 第三次宣佈 (上次的 30 分鐘後)**

This is an update regarding the Power Outage situation. Mississauga Hydro just informed us that they identified the technical problem and is in the process to get the power back up. It will likely take about an hour. Please continue to exercise caution and keep all windows closed. Please also feel free to contact our staff should you require any assistance.

這是停電最新情況，密西沙加電力局通知我們，已經找到停電原因，現正進行搶修，大概需要一個小時，請大家繼續加倍小心和把窗戶關閉，如大家需要幫助，請與職員聯絡。

Thank you very much for your cooperation and patience. 多謝大家合作和忍耐

**Final announcement 最後宣佈**

Please be informed that the power is now back up to normal. Our maintenance staff will go around to make sure that all systems and appliances are back up to normal. Staff please check that all client care equipment and appliances are in proper working order before deployment.

很高興通知大家，電力已恢復正常，我們維修部職員會週圍巡查，確保所有系統和電器回復正常，職員在使用護理儀器和電器前，必須檢查正常操作，才可啟用。

Thank you very much for your cooperation and patience. 多謝大家合作和忍耐

**Yee Hong Centre – Mississauga  
Emergency Drill – Power Outage**

**Observer Checklist – Residents**

	YES	NO	NA
1. Did residents hear the Power Outage announcements clearly?			
2. Did residents show any sign of anxiety, discomfort or disorientation?			
3. Did staff explain to residents what happened and provide appropriate assurances?			
4. Did residents wander around or stay in the Activation Room?			
5. Did residents complain about the drop in temperature?			
6. If so, were clothing, blankets and other measures provided?			
7. Were the common areas bright enough for residents to walk around safely?			
8. Did residents receive any program activity?			
9. Were residents escorted to the Dining Room in an orderly fashion?			
10. Were residents informed about the changes in the menus, if any, by staff?			
11. Were residents offered hot drinks from time to time?			
12. Did residents complain about the food temperature? Please describe:			
13. Did residents enjoy their meal, as usual?			
14. Was there any incident that happened as a direct result of the diminished lightings and lack of hot water?			

Completed by

\_\_\_\_\_  
Name and Signature

\_\_\_\_\_  
Date

Last Reviewed/Revised  
May 2019

CNU-V-23

**Yee Hong Centre – Mississauga  
Emergency Drill – Power Outage**

**Observer Checklist – Activation**

	YES	NO	NA
1. Did the Activation Worker report to the RN/RPN upon hearing the initial Power Outage announcement?			
2. Did the Activation Worker work together with PSWs to check residents in their rooms/washrooms?			
3. Did the Activation Worker work together with the PSWs to escort residents to the Activation Room?			
4. Did the Activation Worker stay with residents in the Activation Room and provide assurances/programs, as appropriate?			
5. Was there enough light in the Activation Room to continue to run programs?			
6. Did the Activation Worker turn off the TVs in the Activation Room and TV Lounge on his/her floor?			
7. Did the Activation Worker stop residents from using the fridge?			
8. Did the Activation Worker make sure all the windows in the Activation Room and TV lounge are properly closed?			
9. Was there any incident that happened as a direct result of the diminished lightings and lack of hot water?			

Completed by

\_\_\_\_\_  
Name and Signature

\_\_\_\_\_  
Date

**Yee Hong Centre – Mississauga  
Emergency Drill – Power Outage**

**Observer Checklist – Dietary**

	YES	NO	NA
1. Did Cooks turn off the relevant kitchen equipment and appliances when advised of the power outage?			
2. Was there enough light in the Kitchen to continue to prepare food?			
3. Was there a need to modify the food preparation procedures? Please describe:			
4. Did the FSM work with the Cooks on contingency measures? Please describe:			
5. Did the FSM provide instructions to Cooks to prepare for pureed and minced diets?			
6. Were the blenders hooked up to emergency receptacles?			
7. Did staff check temperatures of the walk-in fridges and freezers at least hourly?			
8. Did the FSM make arrangements for disposable utensils to be available to DAs?			
9. Did the FSM provide emergency lighting equipment to the DA on each floor?			
10. Was there any incident that happened as a direct result of the diminished lightings and lack of hot water?			

Completed by

\_\_\_\_\_  
Name and Signature

\_\_\_\_\_  
Date

Last Reviewed/Revised  
May 2019

CNU-V-23



**Yee Hong Centre – Mississauga  
Emergency Drill – Power Outage**

**Observer Checklist – General**

	YES	NO	NA
15. Were the Power Outage announcements clear and timely?			
16. Did users of the facility show any sign of anxiety, discomfort or disorientation?			
17. Did staff explain to them what happened and provide appropriate assurances?			
18. How long did it take for the emergency back up generator to kick in?			
19. Did you feel a noticeable drop in temperature?			
20. Were the common areas bright enough for staff/users to walk around safely?			
21. Were elevators working properly?			
22. Was there any incident that happened as a direct result of the diminished lightings and lack of hot water?			

Completed by

\_\_\_\_\_  
Name and Signature

\_\_\_\_\_  
Date

**Yee Hong Centre – Mississauga  
Emergency Drill – Power Outage**

**Observer Checklist – Nursing**

	YES	NO	NA
10. Did the RN/RPN distribute flashlights to nursing staff?			
11. Did the RN/RPN instruct PSWs to open all the fire doors (fire doors close when the power goes off)?			
12. Did the RN/RPN instruct PSWs to check all toilets and assist residents out of the bathroom safely?			
13. Did the RN instruct PSWs to direct residents to the Activation Room/Dining Room?			
14. Did the RN/RPN instruct PSWs to conduct a headcount every hour?			
15. Did the RN/RPN instruct PSWs to ask those residents who preferred to stay in their rooms to leave their doors ajar?			
16. Did the RN/RPN instruct PSWs to check that maglocks have been reset?			
17. If maglocks fail to work despite reset, did the RN instruct PSWs to monitor all exit doors?			
18. Did PSWs conduct headcounts hourly and report to their respective RN/RPNs?			
19. Did the RN/RPN instruct PSWs to provide only the essential care?			
20. Did PSWs monitor resident conditions and provide blankets, as needed?			
21. Did PSWs monitor general conditions of residents and provide support/information, as needed?			
22. Did PSWs check to make sure all windows were closed to avoid cold air from coming in?			
23. Did RN/RPN use a flashlight during medication administration?			
24. Did the RN/RPN check the medication/vaccine fridge to make sure it was plugged on the RED receptacle?			
25. Were there residents who needed special care, e.g. residents on tube-feed; needed oxygen; suction; etc. taken care of appropriately?			
26. Were floor lifts deployed for transfer?			

27. Did PSWs work with the Activation Worker to provide appropriate programs/care to residents in the Activation Room?			
28. Did PSWs encounter difficulty in serving lunch and providing feeding due to limited lighting 9-2-8			
29. Were there enough lights for residents to function safely in the severy area on each floor?			
30. Was there a need to modify the food distribution procedures? Please describe:			
31. Did the DA take temperatures of the food items? What were the discrepancies compared to normal situations? Please describe:			
32. Did PSWs work with the DA to ensure smooth eating experience for residents?			
33. Did RN/RPN utilize the battery pack for power equipment?			
34. Was all emergency equipment properly plugged into the RED receptacle?			
35. Did the RN/RPN document on paper while the system was down?			
36. Was there any incident that happened as a direct result of the diminished lightings and lack of hot water?			

Completed by

\_\_\_\_\_  
Name and Signature

\_\_\_\_\_  
Date

**Yee Hong Centre – Mississauga  
Emergency Drill – Power Outage**

**Check List –  
Staff Drill**

**Maintenance**

Description	FM	MT1	MT2	FA1	FA2	Remark
When power outage, FM informs all maintenance staff to take action	x					
MTs goes to penthouse to check the generator function		x	x			
FA1 checks the fire panel screen and resets the mag-lock				x		
FA1 checks one of the mag-lock to ensure back to normal function				x		
FA1 checks the elevators function (checks #4 work or not), overrides #1 & #2, if needed				x		
FA2 checks if the exit lights are working during the transfer period					x	
FM calls Hydro to check the situation and informs ED	x					
FM instructs MT to change over the condensing water for kitchen walk-in freezers and fridges, if the power outage last longer than ½ hour	x	x	x			
FM informs FSS manager to monitor the temperatures of walk-in freezers and fridges	x					
MTs monitor the operation of the generator		x	x			
MTs check and fix if any emergency light and		x	x			

power is not functioning						
MT checks the emergency light in penthouse		x				
MTs shut off major equipment		x	x			
MT checks the list of equipment that is in normal function in penthouse		x				
MT checks the emergency lights and powers of 4 & 5 floors			x			
FA2 checks the emergency lights and powers in 2 & 3 floors					x	
FA1 checks the emergency lights and powers in ground floor and basement				x		
MTs change over the condensing water of freezers and fridges when power resumes		x	x			
MTs start up major equipment one by one		x	x			

### 9-3 LOSS OF NATURAL GAS/ GAS LEAK

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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, contact facility manager who will in turn 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 14** 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 CEO 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:**

- Call 911
- Call Gas Company – Enbridge 416-4774911
- Shut off the gas at the main valve and all secondary valves (refer to floor plan for

locations of gas valves)

- Do not smoke or use any electrical devices
- Inform the Executive Director and prepare for evacuation

## 9-4 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 (Peel Region) in order to determine the expected duration of shut down.

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 shut down
- 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    1-877-442-7873    *Customer #110013678*

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 CEO and relevant government departments, will initiate CODE GREEN - Evacuation (see SECTION 3).



## **9-5 LOSS OF COMMUNICATION SERVICES**

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

- Use the fax machine as an emergency phone to call the IT emergency contact: 416-886-6672
- Notify all floors to use the fax machine on each floor as an emergency phone contact with external parties
- Continue to monitor the situation with the IT department and inform staff on other floors accordingly

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 and Executive Director/Designate
- Executive Director/Designate to coordinate with Executive Director/Designate from other Yee Hong Long Term Care Home and Director of Information to arrange staff corporately or at the division to take calls and messages and relay them to the intended recipients of the calls
- Director of Information Services to keep Executive Director/Designate informed for progress of corrective measures

## SECTION 10- HOSTAGE/ABDUCTION (CODE PURPLE)

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

### **Hostage/abduction incidents will be handled by the police**

- The staff person who is aware of actual or potential hostage/abduction will call 911 immediately.
  
- The staff person who is involved in the actual or potential hostage/abduction will:
  - **Remain Calm**
  - **Cooperate**
  - **Establish eye contact, but do not stare**
  - **Speak when spoken to**
  - **Observe and gather information about the hostage-taker(s) and the scene**

## SECTION 11 - ELEVATOR MALFUNCTION

---

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

**OTIS     1-800-233-6847**

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 OTIS 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 12 - PUBLIC DISTURBANCES AND VANDALISM

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### 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 following:

- 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) tapes
- Double check access control mag-lock

## SECTION 13 - INTERRUPTIONS OF DIETARY SERVICES

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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 hooked up 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:

- Credit Valley Hospital (905-813-2200)
- Mandarin Restaurant (Huronario/Matheson) (905-502-8000)

**EXAMPLE OF AVAILABLE INVENTORY**

<b>PROTEIN</b> Cheese, Sliced Canned Tuna/Salmon Peanut Butter Cheese Spread/Jars	<b>VEGETABLES</b> Canned Carrots Canned Beets Canned Green Beans Canned Peas Canned Kidney Beans Canned Chick Peas Frozen Vegetables (to use at first)	<b>STARCH</b> Canned Potatoes Instant Whipped Potatoes Rice Noodles Bread Crackers Plain Rolls Flour
<b>JUICE</b> Apple Orange Prune Cranberry	<b>FRUIT</b> Canned Peaches Canned Pears Canned Applesauce	<b>DESSERTS</b> Graham Crackers Assorted Cookies Pudding Cups Jelly Cups
<b>CANNED SOUPS</b> Cream of Mushrooms Cream of Chicken Vegetable Tomato	<b>CEREALS</b> Bran Flakes Rice Krispies Corn Flakes Instant Oatmeal	<b>MISCELLANEOUS</b> 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

Last Reviewed/Revised  
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CNU-V-23

## 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. And Diab. Powdered Milk	Salad: Crackers Cheese Sandwich Assorted Cookies Canned Fruit Juice, Powdered Milk Pudding	Tuna sandwiches Applesauce, assorted cookies Bread, Juice Powdered Milk
Day 2	Apple 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	Orange Juice Shreddies Danish/ Bread Diabetic Jelly Powdered Milk	Salad Crackers, 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	Apply Juice Corn Flakes Bread Jelly, Reg & Diab. Powdered Milk	Salad Chicken salad sandwich Canned Peaches Assorted cookies, Juice Powdered Milk	Peanut Butter sandwiches Marinated green beans Dinner rolls 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 Canned Pears Assorted cookies Bread, Juice Powdered Milk

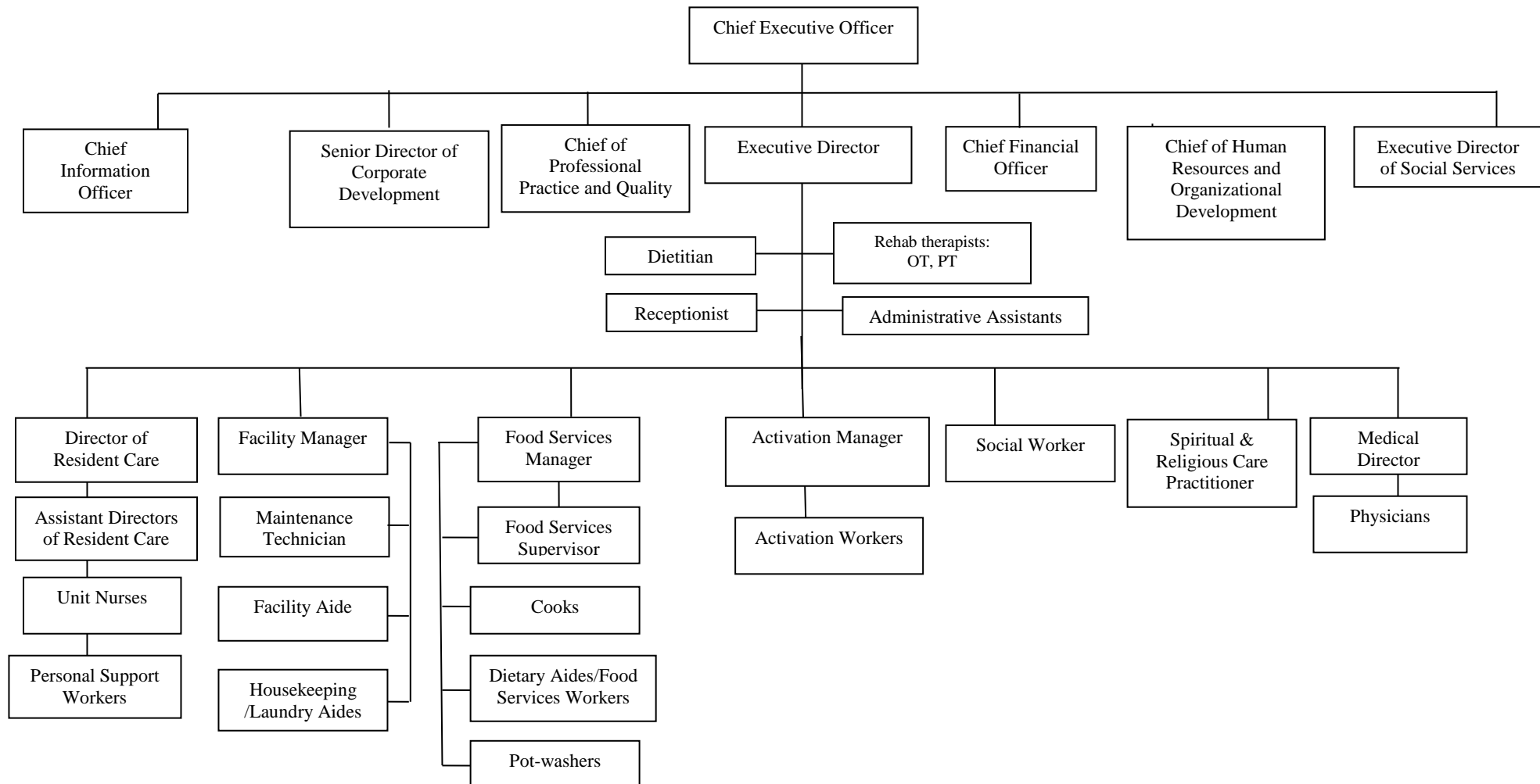


Day 6	Apply Juice Bran Flakes Danish/Bread Diab. Jelly Powdered Milk	Salad Crackers, L.S. Tuna/Tuna Salad Sand., Applesauce Assorted cookies, Juice Powdered Milk, Pudding	Ham with Potato salad, dinner rolls; Canned Fruit Assorted cookies. Powdered Milk, Juice
Day 7	Orange Juice Corn Flakes, Bread Jelly, Reg. & Diab. Powdered Milk	Salad Peanut butter Sand,. Graham Crackers, Canned Fruit, Juice Powdered Milk, Pudding	Chicken salad sandwich with salad; canned Peaches; assorted cookies, Bread, Juice, Powdered Milk

## SECTION 14 – CODE BROWN (CHEMICAL SPILL)

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 areas 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 w/ gas filter, goggles, and industrial gloves etc. and all necessarily tools such as hose, floor brush etc.) to the scene.
9. The MT will put on PPE before entering the scene, including the chemical socks to prevent 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, then picked up with a dust pan and brush and dispose of in regular garbage
13. If the situation is beyond what the home can properly handle, call an external spill company immediately:
  - CHDS: 1-866-856-5366
  - Teravita: 1-800-327-7455
14. The MT will keep the Executive Director 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

# YEE HONG CENTRE FOR GERIATRIC CARE ORGANIZATIONAL FAN OUT CHART



## **Appendix II – Emergency Lifts and Carries**

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**

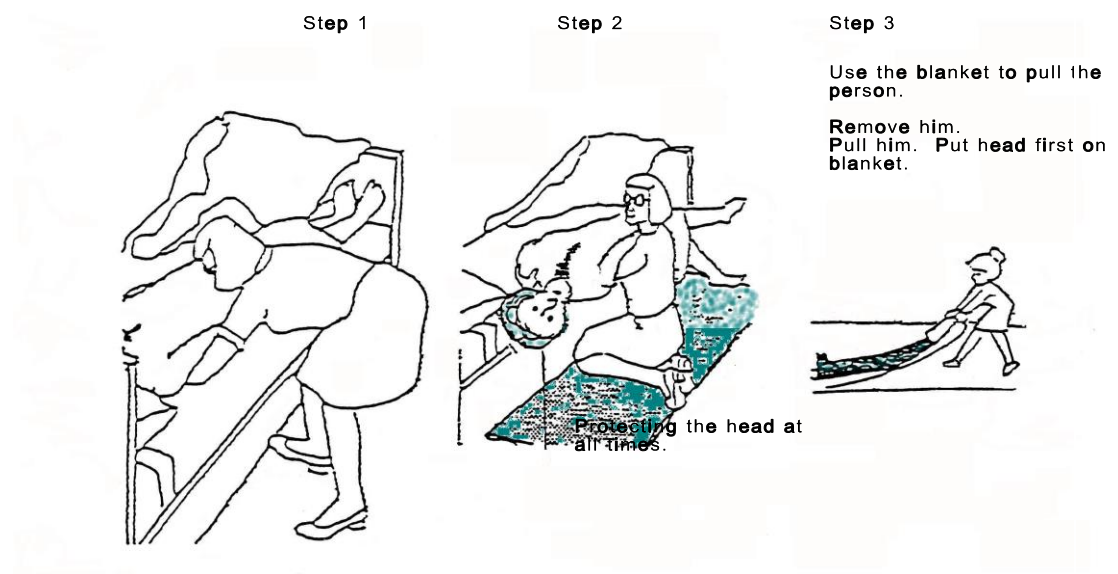
For use when:

- 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.

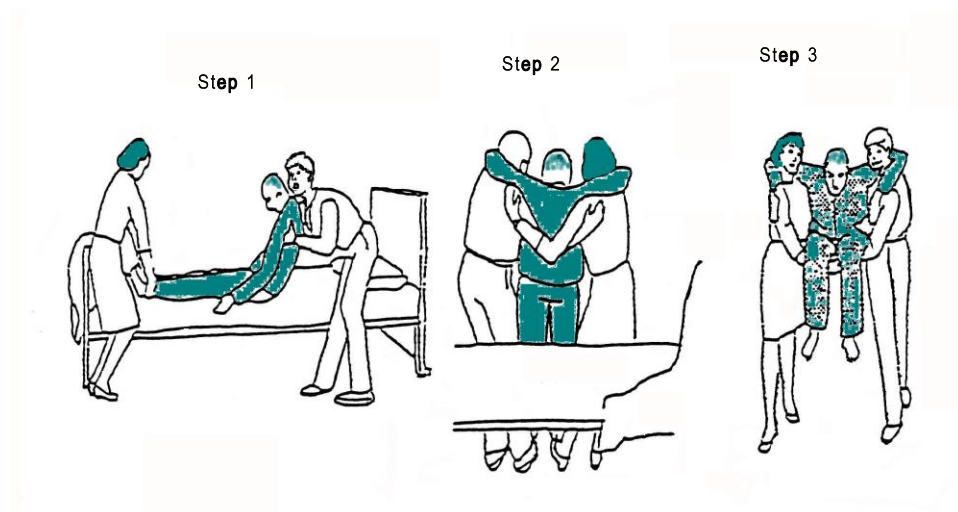
Procedures (See diagrams following)

- 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)

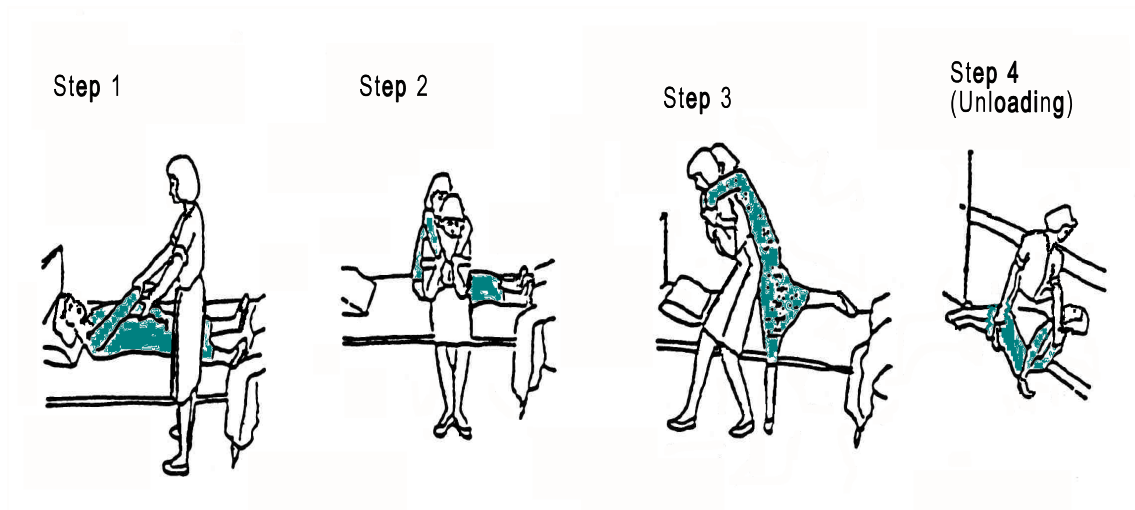
For use when:

- 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)

- Place the resident's arm, closest to you, behind your back to clutch your waist.
- Grasp the resident's wrist with your hand.
- Place your other hand around the resident's waist gripping clothing on their waist.
- 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.

