

MAPLE VILLA LONG TERM CARE CENTRE

DEPARTMENT: ADMINISTRATION DATE OF ORIGINAL ISSUE: JULY 2022
ISSUED & REVIEWED/REVISED:
APPROVED BY: ADMINISTRATOR
SIGNATURE: *Barb Goetz*
TO: ALL STAFF
SUBJECT: EMERGENCY PLANNING CODE GREY AND CODE ORANGE

Loss of Essential Service/Natural Disaster – **Code Grey** Standard. Code Grey is any unplanned interruption or loss of a critical essential service or a natural disaster event. The Home will contact local authorities for further information on specific actions for each individual Code Grey situation. Its purpose is to provide an immediate plan of action to ensure the safety of everyone and allow the Home to continue its operations.

The home has in place, procedures to deal with the loss of essential services/ natural disaster such as the ones listed, but not limited to.

1. Loss of hydro
2. Loss of natural gas
3. Loss of water/Boil Water Advisories
4. Loss of telephone
5. Interruption of Food Services
6. Interruption of Laundering services
7. Loss of Elevator Use

Code Orange is activated in the event of the following emergency situations:

8. External Air Exclusion
9. Flooding
10. Tornado/Hurricane
11. Extreme cold
12. Gas Leak

MAPLE VILLA LONG TERM CARE CENTRE

DEPARTMENT: ADMINISTRATION DATE OF ORIGINAL ISSUE: JULY 1987

ISSUED &
APPROVED BY: ADMINISTRATOR /REVISED: MAY 2018SIGNATURE: *Barb Goetz*

TO: ALL STAFF AND VOLUNTEERS

SUBJECT: SYSTEM LOSS OR FAILURE – CODE GREY

WHAT HAPPENS WHEN THERE IS TOTAL LOSS OF POWER:

- The lights will go off
- Fire barrier doors will close
- The trouble light will beep on the fire alarm panel until power is resumed
- Elevators, washers, dryers, coffee urn, call bells will not work.
- The gas stove will work but the fan over it will not work (open windows)
- Door alarm back-up power source will automatically activate with a minimum 24-hour capacity (1st floor nurses station)
- Fire alarm enunciation panel batter back-up 24 hours
- The Home's **back-up generator** will supply immediate power to:
 - Strategic **lighting** to kitchen, service entrance, walk-in cooler, 1st and 2nd floor nurses' station, east corridor areas
 - **Power** to walk-in cooler, heating system, electrical outlets in kitchen, electrical outlets at 1st floor and 2nd floor nurses stations and east corridors (NOTE: All emergency outlets will have YELLOW plates)

WHAT TO DO WHEN THERE IS LOSS OF POWER:

- In the event of a total loss of power, the Administrator or designate shall contact Burlington Hydro at 1-877-310-4937 and determine the anticipated duration of the power loss.
- "After hours" on duty R.N. shall contact Maintenance Supervisor and Administrator. The Administration/designate will evaluate and assess the emergency situation
- If power is to be restored quickly, no further actions need to be taken. It is, however, important to advise staff members and residents of the situation.
- If the power failure appears likely to be lengthy (greater than 3 hours) the Administrator shall notify Ministry of Health and LTC at 905-546-8294 or 1-800-461-7137, and other emergency measures must be implemented as outlined in the emergency contingency plan.
- Toromont Power Systems at 1-866-667-5544 are contracted to provide an additional generator that will power all essential systems of the Home including communications and elevators
- Call-bell system is out so patrol rooms to see which residents need help. (Use manual call bells).
- Keep vacant room doors closed to minimize loss of heat.

- Freezer – don't open door. Make plans to empty if power is off long (more than 12 hours).

Emergency Supplies for Use in Power Failure

- Located in maintenance office area in locked black cabinets. Keys in Administrator's office. Includes:
 - Flashlights, dome lights (for bedside), manual "call bells", 2 phones (jacks located at Reception Desk and 1st floor nurses station), radio, batteries.
 - "Walkie-Talkies" in Evacuation Bag at 1st floor Nurses Station
 - Emergency fuel for generator is located in the outdoor storage room

POWER FAILURE IN THE KITCHEN ONLY:

In the event of mechanical failure, maintenance personnel, Administrator or designate shall notify Elevator Service Contractor immediately and determine if any persons are trapped in elevator cabin.

TEMPORARY LOSS OF MAIN ELEVATOR USE DUE TO POWER OR MECHANICAL FAILURE:

In the event of mechanical failure, maintenance personnel, Administrator or designator or designate shall notify Elevator Service Contractor immediately and determine if any persons are trapped in elevator cabin.

Stairwells or service elevator may be used as an alternate access between floors. Residents may use service elevator only accompanied by staff member.

If possible, portable steam table shall remain on 2nd floor – meals transported in hot/cold carts via service elevator; otherwise physical carry via stairwell.

MAPLE VILLA LONG TERM CARE CENTRE

DEPARTMENT: ADMINISTRATION DATE OF ORIGINAL ISSUE: JULY 1987
ISSUED BY: ADMINISTRATOR REVISED: MAY 2018
APPROVED BY: ADMINISTRATOR
SIGNATURE: Barb Goetz
TO: ALL STAFF
SUBJECT: LOSS OF COMMUNICATION SERVICES

In the event of loss of regular services, utilize a resident's phone if available, and contact Bell Telephone Repair Service. Notify Repair Service of the disruption and request immediate emergency repairs. If only our business phones are affected, call Brant Telephone at 905-632-2000.

In the event of a power failure, utilize the Black phone at reception area and black phones at each nursing station. These phones can only be used in the telephone jacks "P/F" and are stored in "Emergency Supply" in the maintenance room (black cabinets).

In the event that all local telephone service is disrupted, a staff member is to be delegated to drive to the nearest pay phone located outside the area of disruption if necessary. Administration shall provide cell phone access.

The same procedure is to be followed to obtain ambulance service or medical services during the emergency period.

Battery operated radio(s) are/is located in "Emergency Supply" for staff to keep abreast of a community (or greater) disaster situation.

MAPLE VILLA LONG TERM CARE CENTRE

DEPARTMENT: ADMINISTRATION DATE OF ORIGINAL ISSUE: AUGUST
1987

ISSUED BY: ADMINISTRATOR REVISED: MAY 2015

APPROVED BY: ADMINISTRATOR

SIGNATURE: *Barb Goetz*

TO: ALL STAFF

SUBJECT: EMERGENCY MEAL SERVICE

OBJECTIVES:

To maintain meal service in the event of a disruption of the department i.e. fire, loss of utilities etc.

PROCEDURES:

The Food Service Supervisor shall ensure that there is at least 7-day food supply in stock at all times.

The Activity Room shall be utilized as an alternative dining area.

Catering services and/or Food Suppliers shall be contacted by the Food Service Supervisor if necessary. See sample emergency menus.

IN THE EVENT OF ELEVATOR BREAKDOWN DURING MEAL TIMES:

- Charge Nurse shall notify Dietary Department of residents requiring tray service.
- Food Service Supervisor will ensure trays are marked with nametags.
- Dietary Aides will take food service cart to level 2 stairway.
- Dietary Aides will assist in carrying trays to level 2 and in returning of the trays to kitchen.

LOSS OF WATER SUPPLY:

- Use all disposable dishes and cutlery, cook foods in microwave, broiler, fryers as much as possible

TEMPORARY DISHWASHER BREAKDOWN:

- Wash all dishes manually using "washing utensils procedure"
- Following meal, use disposable until dishwasher is operational.

POWER FAILURE:

- Open refrigerator and freezer doors as little as possible.

MAPLE VILLA LONG TERM CARE CENTRE

DEPARTMENT: ADMINISTRATION DATE OF ORIGINAL ISSUE: JULY 1987
ISSUED BY: ADMINISTRATOR REVIEWED/REVISED: AUGUST 2014
APPROVED BY: ADMINISTRATOR
SIGNATURE: Barb Goetz
TO: ALL STAFF
SUBJECT: LOSS OF HOT WATER AND/OR WATER SUPPLY

In the event of loss of hot water, contact Burlington Public Utilities at 905-333-1851 and request repair service as quickly as possible. Union Gas may also be called.

Loss of Hot Water:

Whether the loss of hot water is for a brief or an extended period, the following procedure is to be followed:

1. Suspend operation of laundry and dishwashing services in order to conserve hot water for resident care.
 - Sanitary disposable wipes, continent product and linens in emergency supply.
 - Residual hot water available in hot water tanks.
 - Use disposable dishes as needed.
2. Suspend the use of the bathtub and shower until hot water supply is restored.
3. Hot water can be obtained by heating large pots of water on stove for use by the dietary department.
 - Refer to Emergency Menus.

Loss of Water Supply:

In the event of a disruption of our water supply for an extended period of time contact: Bright's at 1-877-696-3609.

MAPLE VILLA LONG TERM CARE CENTRE

DEPARTMENT: ADMINISTRATION DATE OF ORIGINAL ISSUE: AUG 1987
ISSUED BY: ADMINISTRATOR REVISED: MAY 2018
APPROVED BY: ADMINISTRATOR
SIGNATURE: *Barb Goetz*
TO: LAUNDRY PERSONNEL
SUBJECT: DISRUPTION OF LAUNDRY SERVICES

PURPOSE:

To maintain laundry services in the event of an internal or external disaster of the laundry department i.e. fire, loss of utilities etc.

POLICY:

In the event of a disruption of the laundry services within the Home, administration shall contract outside agency to provide linen service for the duration.

Residents' sponsors shall be encouraged to launder personal clothes at home otherwise this service shall be performed by laundry personnel at public Laundromat.

The use of linen shall be minimized:

- Bed changing only when soiled
- Personal clothing re-worn if not soiled
- Sanitary disposal wipes for bathing

Laundering of residents' personal clothing shall not be a priority.