

EM 1-1 Emergency Preparedness Plan 2025

	Manual: Emergency Preparedness	Section : 1- Intro
	Approved/Reviewed By:	December 24, 2025 by Administrator
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POLICY

Maple Villa Long Term Care Home is committed to the safety and security of our residents, our staff, and visitors.

We have developed comprehensive emergency plans in collaboration with our emergency service partners, systems partners, resident and family councils and others to develop plans that tested, evaluated and updated, to lessen the impact of emergencies as much as possible.

Requirements for Emergency Plans

1. Each emergency plan will be written.
2. Each plan will contain the following elements:
 - Plan activation
 - Lines of authority
 - Communications plan
 - Specific staff roles and responsibilities
 - Plan discontinuation
 - Recovery from an emergency

Risk Management

The emergency management process includes identifying and avoiding or reducing risks, preparing for those that cannot be avoided, activating an emergency plan to respond to an emergency, and returning to normal functioning.

1. Prevention: actions taken to stop an emergency or disaster from occurring.
2. Mitigation: actions taken to reduce the adverse impacts of an emergency or disaster that cannot be reasonably prevented.
3. Preparedness: actions done in advance to ensure the organization is ready to manage a disaster should it arise.
4. Response: measures taken immediately before, during, or immediately after an emergency for the purpose of managing consequences.
5. Recovery: the process of restoring an affected community to a pre-disaster or higher level of functioning.

Required Emergency Plan List

Our emergency plans include, but are not limited to, the areas that have been set out by the Ministry of Long- Term Care:

- Outbreaks of communicable diseases, outbreaks of a disease of public health significance, epidemics, and pandemics
- Fires (also required as part of the Ontario Fire Code)
- Community disasters
- Violent outbursts
- Bomb threats
- Medical emergencies
- Chemical spills

- Situations involving a missing resident
- Loss of one or more essential services (examples below)
- Gas leaks
- Natural disasters or extreme weather events (e.g., earthquakes, tornadoes, extreme heat or cold, drought)
- Boil water advisories
- Floods

Additional Plans:

On an annual basis, a hazard/risk assessment will be conducted of the Home and surrounding community that may give rise to an emergency impacting the Home. It is the responsibility of the Administrator to ensure the assessment is completed and any arising hazards are identified, and risks are managed.

Availability of Supplies and Resources:

1. The Home utilizes a staff fan-out list that is activated in the event there is an emergency at the Home for which additional staff are required, such as when a full evacuation of the Home is required.
2. The Home has an emergency telephone number listing that lists the external community agencies, health service providers and companies that may be necessary to contact in case of various types of emergencies. Most of these individuals are either current suppliers or government agencies who are aware of their requirements in an emergency.
3. Maple Villa will have access to reliable communications equipment.
 - Access to multiple forms of communication (e.g., a landline, walkie talkies, and runners who are designated to transfer messages physically) should the need arise.
 - Keep contact information for emergency service providers with emergency communication equipment.
4. We have a communication strategy for announcing Emergency Codes and we practice our response to these codes on a regular basis so that we can analyze our response and adjust our plans.
5. Agreements with any additional contacts, such as our temporary relocation area, are renewed every 3 years. The Administrator is responsible for ensuring arrangements with community agencies, partner facilities and other resources. Arrangements include:
 - Waterfront Hotel 2020 Lakeshore Road, as alternative housing
 - Lobby of the Villa 421 Maple Ave as holding area for residents
 - Any medically unstable Residents to Joseph Brant Hospital
 - First Group Laidlaw Transportation
6. In the event of an emergency, the Home has supplies available in pandemic stock including: hand sanitizer, disinfecting supplies, PPE, incontinence supplies, as well as non-perishable food supplies.
7. The dietary department has a 3-day emergency menu that would be utilized in case of emergency, including when supply chains may be cut off temporarily. Some items such as canned fruits, vegetables, juices, water etc. are stored in the emergency storage room. These items are restocked and rotated 3 times per year. Other items that are on the 3-day emergency menu are in the main kitchen.
8. The nursing department has an arrangement with our pharmacy provider to ensure residents will have timely access to necessary drugs, whether we are operating at our Home or temporarily off-site.

9. For emergencies such as outbreaks, epidemics, pandemics, Maple Villa will be pro-active in the identification of outbreaks. In the event of an outbreak, a management plan is in place and will be implemented by an "Outbreak Management Team" as expeditiously as possible to interrupt further transmission of a disease/infectious causing agent.

Emergency Service Providers

Maple Villa will work closely with their emergency service providers.

- Identifying emergency service providers
- Consulting with them
- Roles and responsibilities for the emergency service providers
- Maintaining a record of current contact information

Staffing Contingency Plans:

At all times, we strive to maintain consistent staffing and maintain life in the Home as close to normal as possible. The following is available, but is only implemented as needed:

Nursing Department

- Staffing agencies to provide PSWs, RPNs and RNs as needed.
- In the event of a staffing emergency, certain activities would take priority such as toileting, feeding and medications

Medical Services

- In the event the Medical Director, the Attending Physician and/or Nurse Practitioner cannot attend the Home, remote visits can occur.

Life Enrichment

- Posted recreational calendars are typically paused, or are altered
- Only small group or 1:1 programs are provided
- When weather allows for it, programs will be offered outside to encourage fresh air
- Types of programs are adjusted, such as no programs with shared implements or an alteration to how programs are offered

Dietary Services

- Alter the menu so that only one option is offered
- Disposable dishes/cutlery
- Stagger mealtimes
- Utilize staff in other departments to assist
- Engage with a staffing agency
- Environmental Services:
- Engage with a staffing agency

Administration

- Ability to work remotely, if necessary
- Prioritize tasks

All Departments

- Use of longer shifts, such as 12-hour shifts
 - ✓ Utilize cross-trained staff into other departments
 - ✓ Utilize designated Essential Caregivers to assist with care for their loved one, as able and willing

Distribution of Emergency Plan

1. The master copy of the emergency plan manual and confirmed arrangements are stored in the office of the Administrator.
2. Additional copies of the emergency plan are provided to and should be stored in:
 - Photocopy Room
 - Both nursing stations
3. Additional copies of fanout lists, emergency phone numbers are provided to and should be stored in:
 - Administrator's office
 - Photocopy Room
 - DOC office
 - Both Nursing stations
 - LE Office
 - Kitchen Supervisor Office
 - Environmental/Maintenance Office
 - Front desk
 - HR Office
4. All emergency plans are available on the Home's and NIUZ website.
5. A printed copy of the emergency plans in regular or alternate format are available upon request from the Front Office.

Testing and Evaluating Emergency Plans

Testing

These exercises can promote preparedness, clarify roles and responsibilities, highlight gaps in skill or planning weaknesses, and improve performance. The Leadership Team follows the Emergency Preparedness schedule for testing. Exercises can take the form of table-top exercises, drills, functional exercises, and field exercises.

Table-top exercise is defined as a discussion-based session where team members meet to discuss their roles during an emergency and run through potential scenarios.

Every Month:

- Fires- fire drills are conducted on each shift (days, evenings, nights)

Every Year:

- Outbreaks
- Missing resident (Code Yellow)
- Loss of one or more essential services (Code Orange)
- Medical emergencies (Code Blue)
- Extreme weather events (Code Orange)
- Boil water advisories (Code Orange)
- Floods (Code Orange)

Every 3 Years:

- Community disaster (Code Orange), using an alternate example to the annual requirement
- Violent outbursts (Code White)
- Bomb threat (Code Black)
- Chemical spill (Code Brown)
- Gas leaks (Code Grey)
- Evacuation procedures (Code Green) with a full resident evacuation

Printed copies are for reference only. Please refer to the electronic copy for the latest version.

Evaluation

Emergency plans are evaluated with each test of the plan.

Emergency plans are evaluated and updated:

- Within 30 days of an emergency being declared over, after each instance that an emergency plan is activated, or annually should the plan not be activated
- Emergency plans must be evaluated annually

Fire Safety Plans are required to be reviewed and approved by the local Chief Fire Official, who will date it, and sign or stamp it.

Annual Training and Orientation

1. The Residents' Bill of Rights
2. Fire prevention and safety including how to use a fire extinguisher
3. Emergency and evacuation procedures
4. Infection prevention and control

Training content can include, but is not limited to:

- Detailed procedures for emergency response that addresses all types of hazards
- Specific hazards and response duties
- Regulations and appropriate standards
- Specialized training for personnel responsible

Attestation

Maple Villa is required to attest to their compliance with FLTCA emergency planning requirements

Emergency Policies

- EM 3-1 Fire: Code Red
- EM 4-1 Disaster/Emergency System Loss or Failure: Code Orange
- EM 5-1 Evacuation: Code Green
- EM 6-1 Wandering/Missing Resident: Code Yellow
- EM 7-1 Bomb Threat: Code Black
- EM 8-1 Violent Interaction: Code White
- EM 9-1 Hostage Taking: Code Purple
- EM 10-1 Air Hazard: Code Grey
- EM 11-1 Chemical Spill Protocol: Code Brown
- EM 12-1 Medical Emergency: Code Blue
- EM 13-1 Person with A Weapon: Code Silver

Emergency Response References

- EM 1-4 Emergency Contacts
- EM 1-5 Notification of Appropriate Persons in Emergencies
- EM 1-7 Staff Emergency Call in (Staff Fan-Out List)
- EM 1-7a Emergency Contacts in event of Relocation/Evacuation
- EM 1-8 Emergency Services Listing-
- AD 6-1b Floor Plan
- EV 4-14 How to Shut Off Water, Gas & Electricity
- IC 5-1 Respiratory Outbreak Management
- IC 6-1 Gastroenteritis Outbreak Management

Evaluation Forms

- EM 1-3a Code Plan/Response Exercise
- EM 1-3b Emergency Recovery and Debriefing
- EM 3-4a Fire Drill Evaluation Report