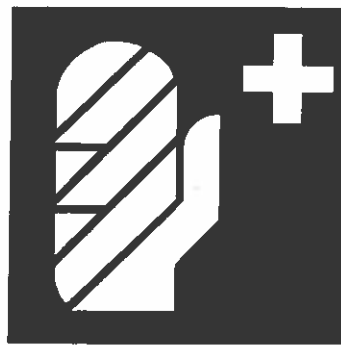


EMERGENCY MANUAL

SECTION II.

EMERGENCY



*Spruce Lodge
643 West Gore Street
Stratford, Ontario
N5A 1L4*

*Tel: 519-271-4090
Fax: 519-271-5862*



SPRUCE LODGE
Emergency Manual

SECTION: EMERGENCY	INDEX #: EM II-1
TOPIC: Emergency Control Group (ECG) & Incident Management System (IMS)	ISSUED: Feb 2004
APPROVED BY: Administrator	REVIEWED/REVISED: September 14, 2022

POLICY:

That a emergency control group be established and maintained.

PURPOSE:

That the Emergency Control Group (ECG) meet to discuss and to manage all Spruce Lodge Emergencies and that they do so at the call of the Chairperson, but no less than annually for the purpose of reviewing the Spruce Lodge Emergency Manual and related matters.

PROCEDURE:

<i>Membership</i>	<ul style="list-style-type: none"> • Leadership team • Medical Director for Outbreaks • IPAC nurse lead • Each member of the ECG is to have a pre-designated first and second alternate. (See Appendix. EM II-1) Alternates are invited to attend the annual review of the manual and are to be provided with a copy of the manual for their review and ongoing use. 	
<i>Executive</i>	Chairperson: Administrator	Minute taker: Human Resources Coordinator
<i>Role of Chair</i>	To arrange meetings and to ensure that a copy of the Emergency Manual is made available to each member of the ECG.	
<i>Frequency of Meetings</i>	Annually, in the event that an emergency is declared, or at the call of the Chair.	
<i>Practices</i>	<ul style="list-style-type: none"> • The ECG, while not a sub-committee of the Health and Safety Committee, is expected to share information related to changes to the Emergency Manual with the Health and Safety Committee via their committee chairperson. • The ECG will review the Emergency Manual at least annually and 	



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Practices continued	<p>suggest ways to improve upon the Manual. Such improvements to the Manual, once approved by the control group, will result in a redrafting of the Manual for circulation to each member.</p> <ul style="list-style-type: none"> Members of the ECG will be ever mindful of potential fire hazards and ensure that the Fire Marshall is made aware of such hazards, and that they are dealt with in a timely fashion.
Incident Management System (IMS)	<p>So as to communicate and liaise effectively with local emergency response organizations, Spruce Lodge will manage emergencies in keeping with principles associated with the INCIDENT MANAGEMENT SYSTEM. (IMS)</p> <ul style="list-style-type: none"> IMS prioritizes several key functions when managing emergencies. These functions are the responsibility of the emergency commander (Administrator) unless delegated to other members of the Emergency Control Group. The key functions are; <ol style="list-style-type: none"> Incident Command: (The “What must be done”, i.e. Person in command) <ul style="list-style-type: none"> Assesses the situation at hand and ensures safety of all responders Establishes immediate priorities and command structure and coordinates incident activities Establishes cycle and location of planning meetings Manages incident resources Manages sensitive political issues Establishes an information line/information center as needed so as to facilitate clear and consistent communication with all stakeholders, such that families, residents and governing officials are aware of how the situation is being handled, staff understands what is expected of them, and media have access to accurate and timely information. Note that only members of the ECG as authorized by the Administrator or designate



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<p><i>Incident Management System (IMS)</i></p> <p><i>Continued</i></p>	<p>are authorized to make requests for help through the media and only the Administrator or the Board Chairperson or their designate are authorized to speak on behalf of the organization.</p> <ul style="list-style-type: none"> • Establishes an Emergency command structure; (i.e. Appoints on-site commander and Emergency Command Centre. • Assists with phoning staff should an emergency be declared. • Ensures strong leadership, a sense of control, calm and teamwork. • Seeks adequate resources for emergency preparedness and pursues additional resources that will enable residents and staff to better handle the emergency at hand. • Liaises with other Homes, businesses, professional networks, provincial associations and levels of government that may be able to provide assistance. • Ensures all staff is aware of their related responsibilities. • Ensures transportation and accommodation arrangements are in place in the event evacuation from the site is necessary. <p><i>Emergency Command Centre specific functions;</i></p> <ul style="list-style-type: none"> • Assumes control over or appoints a Health and Safety command officer responsible for creating systems and procedures related to overall health and safety of all incident emergency responders. • Assumes control over or appoints a Liaison officer responsible for acting as the point of contact for those not directly accountable to Spruce Lodge, thereby reducing the risk of their operating independently. (i.e. other organizations agency representatives) • Assumes control over or appoints an Information officer
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<i>Incident Management System (IMS)</i> <i>continued</i>	<p>responsible for maintaining accurate and complete emergency information regarding the incident (i.e. for staff and public) and may be responsible for setting up an information line/website or information center etc.</p> <p>2. <u>Operations & Logistics:</u> “The How to” person involved in achieving the “what must be done” and who is responsible for coordinating and making arrangements for all resources; (i.e. facilities, transportation, supplies, fuel, food service, communications, medical support services for responders, etc.)</p> <p>3. <u>Finance and Administration:</u> The “financier” who is responsible for retaining records of incident related expenses and for acquiring emergency funds as necessary. Ordinarily each ECG officer is responsible for retaining such record; however additional support and expertise may be required for prolonged incidents.</p>
<i>ECG responsibilities</i>	<ul style="list-style-type: none"> • To review and maintain the Emergency Manual and related agreements. • To plan and prepare for known or probable emergencies. • To advise the Administrator as to whether the declaration of an emergency is recommended. • To celebrate accomplishments after the emergency has been declared over to thank those involved and inconvenienced <ul style="list-style-type: none"> ○ to cost out extraordinary costs ○ to assess what if anything could be done differently for future such incidents and to immediately update the emergency manual accordingly.
<i>The Team Leader responsibilities</i>	<ul style="list-style-type: none"> • Maintain the Emergency box, including but not limited to updating the unit census monthly, ensuring adequate supply of name tags, 2 flashlights, walky-talky’s etc. (batteries in maintenance shop) Note that walky talky’s will only be used when the generator has failed and there is no source of power in the building.



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	<ul style="list-style-type: none"> • Ensure updated staff list is included in Emergency Manual quarterly. Unit census is updated weekly (Saturday night shift) There is a general census every night (RN's) checked on the night shift, so that at any time we know who is in the building. • Note that the Woodland Towers phone list is updated as required. • A checklist is to be monitored on the emergency box to make sure it includes the required contents.
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SECTION: EMERGENCY	INDEX #: EM II-2
TOPIC: Declaring Emergency	ISSUED: Feb 2004
APPROVED BY: Administrator	REVIEWED/REVISED September 14, 2022

POLICY:

Declarations of emergencies are to be taken seriously, handled professionally and communicated effectively.

PURPOSE:

To ensure that emergencies are declared and communicated to staff and to the general public in a timely and orderly fashion.

PROCEDURE:

<i>Before declaring a Spruce Lodge State of Emergency</i>	<p>Declaring a state of emergency is a very serious matter and is not to be made without the awareness of and involvement of the Administrator or designate as well as that of the Emergency Control Group (ECG). In the event that the Administrator or designate is not otherwise immediately available, then the registered staff in charge is to initiate emergency procedures and the fan out process. Registered staff and or members of the ECG are to consider recommending that an emergency be declared if they become aware of the following circumstances.</p> <ul style="list-style-type: none"> • Compromised building structures or systems, such that the entire building area must be evacuated in order to ensure the health and safety of residents and staff. • Unmanageable outbreaks or disasters resulting in serious illness or death, such that minimum to regular staffing levels will not address the care needs of residents. • Serious threat to the buildings and property that pose a risk to the lives of residents and staff. <p>Registered staff are responsible for assessing the safety and needs of residents and staff as their first priority, then to follow-up with or delegate the fan out procedures, then to assure via delegating the safety of Woodland Towers and Hamlet Estates residents. (phone ext. 2278 for the WT support worker med line, for 24/7 surveillance)</p>
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TOPIC: Declaring Emergency	ISSUED: Feb 2004
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Declaring a State of Emergency	<ul style="list-style-type: none"> • The Administrator or designate is to officially declare a Spruce Lodge state of emergency, presumably on the recommendation of the Fire Department or some other public authority. In exceptional circumstances where the Administrator or designate is unable to be reached, the Registered staff may, in consultation with the available members of the ECG, declare a state of emergency. • Declaring a state of emergency implies that Spruce Lodge is not able to properly meet the care needs of residents with its available resources and as such is calling on all off-duty staff to phone or to otherwise report-in to the Lodge immediately. • Declaring a state of emergency will be made known both to the public and to off-site staff by available and appropriate media as well as by way of a staff emails and by emergency bulletins posted at each access point to the Lodge. On-site staff and residents/visitors will be informed by the general staff meetings and P.A. (public announcement) system as deemed necessary. • Preferably before or otherwise immediately thereafter, the Ministry of Health and Long Term Care must be notified by the Administrator or designate, following which a Critical Incident form is to be sent to the Ministry. Similarly, the Spruce Lodge Chairman of the Board is to be informed by the Administrator or designate by phone or email. • Woodland Towers and Hamlet Estates residents will be informed by emergency bulletins placed on the elevators and by group forum.
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SECTION: EMERGENCY	INDEX #: EM II -3
TOPIC: Mass messaging	ISSUED: Feb 2004
APPROVED BY: Administrator	REVIEWED/REVISED: September 14, 2022

POLICY:

That there be a coordinated system in place to contact staff as needed.

PURPOSE:

To communicate with staff about a request to have them attend Spruce Lodge in order to assist with a declared emergency and/or to provide staff with regular updates.

PROCEDURE:

<i>Staff mass messaging</i>	<p>The staff mass messaging communication process is intended both to inform staff as to the emergency at hand, as well as to provide them with related directives. Implementing the mass messaging process implies a most serious situation that requires all staff to be informed and ready to respond. The Registered staff will alert the Director of Care and the Administrator, who will phone or otherwise convene a meeting of the Emergency Control Group or alternates. Department heads will be expected to maintain a list of their staff with them at home.</p> <p>The term mass messaging also happens to be the term used by Staff Schedule Care, to alert those whose information is included with the SSC data. As such the schedulers are able to mass message staff. Note that SSC mass messaging is by text or talk to text for home phones</p> <p>In addition, there is an employee email list under the L drive, Employee emails, that can be used to contact all staff via email. Note that this email list can be sorted by job classification.</p> <p>When messaging staff, the message being communicated must be clear and consistent and should address the 5 W's ;</p> <p>Who is calling?</p> <p>What is the emergency or the message?</p> <p>Where is the emergency?</p> <p>When was/is the emergency, and, if leaving a message, when you phoned?</p>
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	<p><i>And, Why are you phoning, (e.g. what you expect of them)</i></p> <ul style="list-style-type: none"> • Should you not be able to reach your respective contacts, you are to contact their alternate contact. • You will inform the person you are calling of the 5 W's, based on the information you received from the person that called you. • Unless otherwise instructed, all staff is to report in for direction.
<i>When to initiate mass messaging</i>	<ul style="list-style-type: none"> • The mass messaging process can be initiated when <u>additional</u> staff is required in order to assist with an emergency, or to inform staff about an unusual occurrence or event that may necessitate their being aware or on alert or on standby. • Because of the physical design of the Lodge it is anticipated that the majority of evacuations or mock-evacuations will be partial evacuations, i.e. to another location within the Lodge. While partial evacuations require the collective effort of all on-site staff and may require a staff from one department to assist another, calling in extra staff is typically not necessary. • Should the Stratford Police or Fire department, or the Huron Perth Public Health unit or the Spruce Lodge Emergency Control Group determine that an off-site evacuation is required or that an extended partial evacuation is anticipated, the mass messaging process may be initiated by the Administrator or designate, on request of the Registered Nursing Staff.
<i>Contacting additional staff.</i>	<ul style="list-style-type: none"> • Should additional staff resources be required for a particular emergency, the Emergency Control Group is to determine their needs and the Chair is to assign an attending ECG member to follow-up as the group determines is necessary. <p><i>“Due to recent circumstances the Spruce Lodge Emergency Plan has been activated. All staff is asked to communicate with their respective Manager, volunteers are asked to communicate with the Volunteer Coordinator, and given the circumstances, and all visitors are asked not to visit the Lodge until notified otherwise. Should you wish to contact the Emergency Control Centre, please dial ____, and otherwise feel free to use</i></p>



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	<p><i>our directory by pushing the pound sign. Thank you for your understanding and cooperation."</i></p>
Emergency Control Center	<ul style="list-style-type: none"> • In order to effectively manage the influx of additional support staff and volunteers as well as the potential for increased information requests, the Spruce Lodge phone greeting is to be adjusted as follows: <i>"Due to _____ Spruce Lodge has declared an emergency and has asked that all staff report to their Manager for instructions and that all families visit the Spruce Lodge website to receive status updates".</i> • When the emergency is declared over, a public announcement is to be made on the radio; " This is a message for all Spruce Lodge staff, volunteers and visitors, thanks to the efforts of many, the recent emergency has now been declared over and the Lodge has resumed regular operations.."(plus any further directives as necessary)
Setting an alternate main reception phone greeting	<ul style="list-style-type: none"> • A member of the Emergency Control Group or designate will contact the phone system provider (KR Communications 1-519-684-7570) who will then make any necessary changes.

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SECTION: EMERGENCY	INDEX #: EM II-4
TOPIC: Evacuations	ISSUED: Feb 2004
APPROVED BY: Administrator	REVIEWED/REVISED: December 2022

POLICY:

That residents and visitors are kept from harms way by evacuating them to safety whenever necessary.

PURPOSE:

To ensure all staff are aware of what is expected of them in the event an evacuation directive has been given.

PROCEDURE:

<i>Mock Evacuation</i>	<ul style="list-style-type: none"> • Spruce Lodge is required by the Fire Department to plan, to conduct and to report to the City of Stratford Fire Department about an annual mock evacuation. This mock evacuation is proposed to take place each Fall and Spruce Lodge is to coordinate the event with the local fire department, starting with a proposed fire drill scenario form being submitted. (see appendix EMII-4) The Fire Department would ordinarily attend this drill in order to monitor timelines and to comment on the procedures followed. • Spruce Lodge intends to test its evacuation procedures with each audible alarm drill. Such tests are called mock evacuations and they are planned and coordinated by the Emergency Control Group. So as not to cause resident distress, residents will be informed during a mock evacuation that it is a mock evacuation. For mock-evacuations we use the equivalent number of staff as our Night shift and staff will be expected to respond fully, as they would for a true emergency. Note that the Fire Marshall is to contact the fire department in order to inform them of the mock-evacuation in advance and they are to be invited to attend as observers. • Note that the Registered staff and the Fire Marshall are to hold a debriefing meeting following the exercise in order to discuss what went well, what areas need further improvement and to answer any questions or suggestions that staff may have. A mock evacuation report is to be reported to the Leadership team by the Fire Marshall, paying particular attention to any procedure revisions. This report is to be maintained in the fire log book, together will all related advance
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	<p>notices or directives.</p> <ul style="list-style-type: none"> • Any revisions to the Emergency Manual will be first reviewed by the Emergency Control Group and all such revisions will be communicated to staff by the Administrator.
Evacuation Directive	<ul style="list-style-type: none"> • The evacuation directive may be given by the Registered Nurse or designate, by the Administrator, or the Director of Care, or by the Fire Department. • First evacuate all those in immediate danger (i.e. staff, clients, visitors volunteers, etc.) Then evacuate able bodied residents and then bed ridden residents. • The evacuation directive identifies the evacuation destination and whether the directive is for partial or total evacuation.
Partial Evacuation	<ul style="list-style-type: none"> • More often than not, evacuations do not require the evacuation of the entire building and as such <u>may-not</u> require the declaration of a state of emergency and all that this entails, visa-vie staff fan out etc. • For partial evacuations the RN is to utilize the staff that responds to the fire alarm (see EM I-1) to address the immediate need.
EVACUATION (the real thing)	
Total evacuation	<ul style="list-style-type: none"> • Should the circumstances warrant a full-evacuation, (i.e. more than 3 units) the RN may, subject to the decision of the Emergency Control Group declare a Spruce Lodge Emergency, thereby requiring the implementation of the staff mass messaging
Emergency Box	<ul style="list-style-type: none"> • An emergency box will be stored in the main nurse's station. • The Emergency box will include the following; <ul style="list-style-type: none"> ○ Emergency manual ○ Orange vest for RN or designate



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<p><i>Emergency Box (continued)</i></p>	<ul style="list-style-type: none"> ○ Note; walky-talky's are in nurses station ○ 2 clipboards, one for RN or designate and 1 for another member of staff to be appointed by the RN or designate, with specific duties and a resident list. ○ 7 information packages labeled with instructions Orange vest for RN#1. <ul style="list-style-type: none"> ▪ a pen and/or pencil ▪ 7 orange arm bands worn by designated person who picks up bag from RN #1 and distributes accordingly ▪ labels for resident name tag lanyards. (eg. admission profile sheet)
<p><i>Role of the Registered Nurse, RN #1</i></p>	<ul style="list-style-type: none"> ● RN or designate is the Registered Staff member that arrives on the scene of the emergency first and thereby assumes control of the scene by directing and delegating others. She/he is expected to; <ul style="list-style-type: none"> ○ Direct staff to remove anyone in immediate danger. ○ Phone 911 and either advise of false-alarm or give instructions as to what driveway to use. ○ Put the alarm into second stage.(solid ring) ○ Direct one staff member (Registered Staff if available) to pick-up the emergency box in the main nurses station and directs another (maintenance if available) to turn off natural gas as required. (i.e. into laundry area and back into sewing area/storage room) ○ Put on orange vest #1. <i>and direct staff</i> ○ Where possible, consult with Administrator or Director of Care as to whether to evacuate, who to evacuate and where to evacuate to. Make decision for partial or full (off-site) evacuation and inform staff of evacuation destination. ○ Designate area for command center and then <u>do not leave</u>



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RN #1 <i>(continued)</i>	<p style="margin-left: 40px;"><u>unattended.</u></p> <ul style="list-style-type: none"> ○ Direct staff (Team Leader (RN) if in the building) to set-up and oversee a triage area. ○ Direct staff member from each unit being evacuated to organize the evacuation of their unit. (i.e. give clip-board with census, labels and orange tags) ○ Take direction from fire department upon their arrival and communicate with staff, residents and families as needed. ○ Direct designate (or Manager if in the building) to initiate mass messaging for state of emergency/full evacuation (see EM II-2) and request that contact be made both with the local Radio Station as well as transportation agencies and with off-site destinations if and as deemed necessary. ○ Designate a staff member (Director of Care if in the building) to remove the medication carts and refrigerated medication. (these medications should be put in a cooler). ○ Designate a staff member (Nursing Administration if in the building) to remove the resident charts. ○ As staff is being designated to units, do a roll call of staff. ○ Send two staff to check all rooms in the lower administrative/main kitchen level and to inform the community agencies located on this level. Evacuate as necessary. ○ Phone to inform the Support Services Manager or designate. ○ Designate the remainder of staff to assist in each unit as needed. ○ Confer with the Emergency Control Group
Roles of RN Designate	<ul style="list-style-type: none"> ● RN designate is the second Registered staff member or designate to arrive on the scene and is expected to; <ul style="list-style-type: none"> ○ Report to RN in charge and pick up emergency box if not already



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	<p>picked-up by another staff member.</p> <ul style="list-style-type: none"> ○ Put on vest #2 & put alarm into stage 2 if and as directed by RN or designate. ○ Hand out unit bags to one staff member from each unit. This staff member will wear an armband and supervise the unit evacuation. Another two staff are sent to assist with the evacuation. ○ Confer with RN in charge ○ If an off-site evacuation, coordinate the loading of transportation vehicles and ensure roll call is carried out. (note those that had previously signed out of their units) ○ Initiate the mass messaging for a full evacuation as directed ○ If the Administrator is not in the building, contact both the transportation agency as necessary and the off-site destinations if and as deemed necessary by the ECG or designate. Spruce Lodge as member of the Perth Facility Operators Group has an understanding that other Homes will assist in such times and visa versa. ○ Delegate the creation of wrist band labels for each resident being transported. (see contents of Emergency Box) ○ Attend the destination site to oversee ongoing care of residents
General Staff Response	<ul style="list-style-type: none"> ● Staff presumably has already responded to the initial fire alarm as per their fire alarm response procedure. (se EM I-1) ● Dietary staff will be instructed to remove food supplies to an appropriate destination and they will prepare food and assist with feeding residents or tenants as required. ● Maintenance staff will turn gas off to building as required.
Evacuation process	<ul style="list-style-type: none"> ● Remove first those in danger. ● Residents and Tenants are to be evacuated to an area of safety beyond



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	<p>the nearest fire door, or beyond 2 fire doors. (eg. laterally / dining room, etc)</p> <ul style="list-style-type: none"> • Ambulatory residents are to proceed in an orderly fashion down the side of the corridor least affected by fire/hazard to the nearest exit. • All residents to have one blanket from bed • Non-ambulatory residents are to be removed via wheelchair or bed. (most beds are on rollers and fit through doorways, however if not, remove the mattress and use it for transport) • Ensure residents have labeled wrist band (see Emergency Box) before they are transported from the building. • Assign staff to go to the destination site with the residents and tenants. • Residents and Tenants are helped back into the affected area, only after the fire department has declared it safe to do so. • RN to do a walk of the perimeter of the building to ensure tenants and residents are not stranded outside and a census is to be taken of residents/tenants and staff and attached to the related incident report.
<p><i>On-site destinations for the Lodge</i></p>	<ul style="list-style-type: none"> • <i>Upper Level ground:</i> Spruce Lodge residents are to be evacuated to the main Living Room or if it is inaccessible or unsafe, residents should be evacuated by the nearest exit, unless otherwise directed. • <i>Cottages:</i> If the alarm/fire is not in the cottages, remain in the cottages with the residents. If the fire is in the cottages, then evacuate the residents in immediate danger to the main Living Room or if it is inaccessible or unsafe, residents should be evacuated to the nearest exit, (i.e. Hamlet Prince Unit corridor) unless otherwise directed by the Fire Department. • <i>Lower level ground:</i> Those staff and others on the lower level business corridor area are to evacuate via the nearest exit. (i.e. loading dock, staff room, main kitchen back door or Business entrance) • Where possible attempt to keep residents on-site, eg. Main Living



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	<p>Room, Griffith Auditorium or Woodland Towers dining room. Residents from Spruce Lodge can exit through the North Wing and then take the Woodland Tower elevators to the main level.</p> <ul style="list-style-type: none"> • Do not use the Spruce Lodge elevator or any elevator in a building that is under alarm, and remember to close all fire doors behind you.
<i>On-site Destinations for Woodland Towers tenants and Hamlet Prince Unit residents</i>	<ul style="list-style-type: none"> • Lateral evacuation beyond a fire door is the first evacuation step. • Evacuate to the Griffith Auditorium or to the Woodland Towers Dining Room or if not safe to do so, evacuate via the nearest exit, unless otherwise directed. • Where possible attempt to keep residents on-site i.e. Spruce Lodge main Living Room. • Do not use elevators and close all fire doors behind you.
<i>Pool Area Evacuation</i>	<ul style="list-style-type: none"> • If evacuation into Woodland Towers is not appropriate or safe, evacuate all bathers to the parking lot and where necessary because of weather, route bathers to a safe zone within the building. • Ensure pool doors are locked and have a staff member stay with the swimmers.
<i>Returning to the building</i>	<ul style="list-style-type: none"> • The facility must first be approved by the Fire Department and by the ECG for a return of residents or tenants. • The Administrator or designate must notify the Ministry of Long Term Care of all returns to Spruce Lodge • Director of Care is to inform Medical Director, and post on resident updates about the anticipated return time. A Critical Incident is to be filed with the Ministry. • Team Leader (RN) is to take a census of all returning residents and to cross reference with outgoing census lists etc. • Support Services Manager is to oversee the incoming return of Woodland tenants and Hamlet residents, to take a census and to cross



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<i>Returning to the building (continued)</i>	<p>reference with outgoing census lists and to ensure all needs are met.</p> <ul style="list-style-type: none"> • RN members of ECG are to see to the coordinated return of residents and their equipment to their units. Any missing residents or equipment is to be followed-up immediately. • Environmental Services member of ECG is to inspect all building systems to ensure they are operational. • Food Services member of ECG is to make available a snack for returning residents or tenants. • Everyone is expected to re-establish routine as soon as possible. • Post event forums are to be held, to celebrate successes, to answer any questions, to relieve any anxieties and to note suggestions for improvement to the Spruce Lodge emergency manual. 		
<i>Volunteers and Visitors</i>	<ul style="list-style-type: none"> • Volunteers and Visitors will <u>not</u> be allowed into a building during an emergency. • If volunteers and visitors are in the building they may be of some assistance in comforting residents and tenants and may also assist if necessary and instructed with evacuation. 		
<i>Off-site evacuations</i>	<ul style="list-style-type: none"> • Off-site evacuations are noted in the Preparedness section of this manual. There are evacuation agreements in place with the Huron Perth Long Term Care homes. Evacuation destination agreements indicate initial contact information. Local hotels may be a more practical and acceptable solution, depending on the nature of the emergency. • Ensure medications and files are transferred with Resident. 		
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SPRUCE LODGE
Emergency Manual

SECTION: EMERGENCY	INDEX #: EM II -5
TOPIC: Receiving Evacuees	ISSUED: Feb 2004
APPROVED BY: Administrator	REVIEWED/REVISED: December 2022

POLICY:

Spruce Lodge recognizes that from time to time it may be called upon to act as a house of refuge for other groups that have been evacuated from their homes.

PURPOSE:

To lend support and resources to other groups in their time of need.

PROCEDURE:

<i>The Call for Help</i>	<ul style="list-style-type: none"> • Calls to receive evacuees must be directed to the Administrator or to the Director of Care. • The Administrator or designate will contact and then convene a meeting of the Emergency Control Group (ECG) • The ECG will assess the risk, if any, to the Lodge and its residents, tenants, staff and it will determine if it has the capacity to assist either in whole or in part. Spruce Lodge is equipped to house upwards of 100 refugees temporarily (ie. few hours) and considerably less with cots, and that it has been designated as an evacuation center for other Long Term Care facilities in Perth County. The City of Stratford through its Social Services Department has an arrangement with the Canadian Red Cross for portable beds and linens, which may be made available to the Lodge if needed. • Possible short term solutions <ul style="list-style-type: none"> ○ Any empty beds ○ Quiet room ○ Chapel (two beds in Woodland Tower mezzanine) ○ Possible beds in WT3 lower-level storage room • The Administrator will confirm or deny the request for help. • Members of the ECG will prepare for the arrival of the evacuees.
<i>Receiving Evacuees</i>	<ul style="list-style-type: none"> • Evacuees will be met and welcomed with the utmost of professional courtesy and respect.



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Receiving Evacuees (continued)	<ul style="list-style-type: none"> • Immediate needs will be assessed and addressed. (E.g. Nourishment, personal hygiene, etc.) • A profile of the evacuees and the situation at hand will be recorded. <ul style="list-style-type: none"> ○ How many evacuees ○ their immediate care needs, ○ their available resources and related needs. (e.g. Medications, equipment, supplies, staff and volunteers) ○ available Spruce Lodge resources to address immediate needs • Orient evacuees to the Spruce Lodge facilities and staff. • Inform the Ministry of Long Term Care, the Spruce Lodge Board staff about the situation. • It is fully expected that evacuees coming from other Long Term Care homes will be serviced by staff from these other Long Term Care homes.
Role of ECG	<ul style="list-style-type: none"> • Convene a meeting to discuss the initial assessment of evacuees and a projection of the resources needed. • Meet with the incoming evacuees ECG to confirm assessment and to predict and project future resource needs. • Implement the mass messaging as needed. (schedulers) • Message via the staff email list located at L: Emergency Contacts • Maintain Spruce Lodge routines where possible and appropriate. • Maintain records of extra-ordinary resources used during evacuee experience.

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SECTION: Emergency	INDEX #: EM-II-6
TOPIC: Emergency Codes	ISSUED: Feb 2004
APPROVED BY: Administrator	REVIEWED/REVISED: December 2022

POLICY:

When necessary, a code will be paged on the paging system to alert staff to an emergency situation. While there are many universally accepted alert codes, the list will be limited to those relevant to the operations of the Lodge.

PURPOSE:

The use of codes to indicate emergency situations shall alert staff to the issue but not alarm the general population at Spruce Lodge. Note that such codes are posted by each SL telephone.

PROCEDURE:

Alert codes	Dr. Red - Silent fire alarm or Woodland Towers emergency Code Blue - medical emergency Code White - Violent/ behavioral situation Amber Alert - Missing person Code Brown - Hazardous Spill Code Black - Bomb threat Code Purple - Hostage taking Code Orange - External Disaster Code Green - Evacuation
Dr. Red	Means the fire alarm has been activated in Woodland Towers and they need assistance, or that the Spruce Lodge alarm procedure is being tested in silent mode. Appropriate Staff are to attend the nurse's station as per staff fire alarm response. (see EM I-1)
Code Blue	<ul style="list-style-type: none"> • To be used for a medical emergency when a person is in danger of immediately dying. • Persons who are not CPR qualified and who witness someone in distress are to call a CODE blue to the location, and are to call 911. • Persons who are qualified in CPR will commence CPR if needed, and delegate someone to call 911. • This procedure applies to a resident who is a Level 4 of Active Intervention, staff member, visitor or volunteer who has a witnessed collapse, and it is judged would benefit by extraordinary measures.



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TOPIC: Emergency Codes	ISSUED: Feb 2004
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Code White	<ul style="list-style-type: none"> • To be used if a resident becomes aggressive, staff feel physically threatened and therefore in need of assistance. Staff will page “Code White to the specific location. • Also used if staff feel threatened by a visitor. • Staff is to remove staff and other residents or visitors from immediate danger. Remain calm. • Upon hearing the “Code White” the following staff is to respond: <ul style="list-style-type: none"> ○ 1 PSW from the North/South/East/ West/ Cottage A ○ Maintenance/Business Manager/Facility Manager/ Housekeeping and Laundry Manager, and Administrator ○ If on nights the Night Watchman is to respond • Upon arrival at the designated unit, staff will continue to remove all residents who are in danger, and attempt to isolate the person who is exhibiting physically aggressive or threatening behaviour.
Amber Alert	<ul style="list-style-type: none"> • To be used when a resident is identified to be unexpectedly absent from a unit, the RN will page “Amber Alert”. • All available staff will then report to the nursing station where they will be shown a photo of the resident. Staff will then start a search of the building and surrounding property. • ADRC takes resident photo’s. Extra photo’s are located on the front page of the resident chart. • When resident is found, the RN will then page “Amber Alert clear.” • Once the immediate home area has been inspected, staff are to inspect the whole home, and the RN staff are to search the camera’s to see if the resident left the building. Be sure to also check the sign out book to see if they signed out or were signed out by a visitor. • If resident is not located within 15-20 minutes, call 911 and provide Police with the name and a description of their appearance. • Note that those residents who are provided with an ELPASS bracelet will have their photo displayed at their point of exit, along with their name and living area.



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Code Brown	This code is a hazardous spill code that could be used when chemicals leak from their containers or have been inadvertently spilled and are at risk of mixing with other liquids, emitting fumes, etc.
Code Black	<p>This is the code used for a bomb threat.</p> <ul style="list-style-type: none"> • If unclear as to what you may have heard, ask the caller to repeat... • Inform the caller that there are many innocent people in the building that could die or sustain serious injury. • Where possible, the receiver of the threat is to write down BOMB-THREAT on a piece of paper and motion to a colleague, who will then be expected to phone the police (911) and relay the information from the receiver as it is transcribed. • Where possible the receiver of the call is to take extensive notes starting with the time the call was taken. Remain calm. • Ask the caller to indicate why they would make such a threat. • The colleague is also expected to, or to designate another staff member to inform the Administrator, the Director of Resident Services, Registered Nurse, or any member of the ECG as soon as possible. The ECG member or Registered Nursing Staff are to attend the scene immediately to initiate evacuation. • Ask the caller for specifics; <ul style="list-style-type: none"> ○ where is the bomb, ○ when is it set to activate, ○ what type of bomb, ○ what does it look like, ○ where are they, (listen for peculiar background noises, etc.) ○ who are they (i.e. male or female, accents etc.) • Where possible and appropriate, given the nature of the threat, the Administrator or designate (i.e. member of the ECG) is to begin evacuation of the threatened area first and then to proceed with evacuation of surrounding areas. Suspicious packages are not to be moved. Residents and staff are to be informed of the need to evacuate due to a building emergency. Keep the situation low-key. • The Police are to search the building and they are to determine when it is safe for residents and staff to return.



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Code Purple	<p>This is used in the case of an intruder or a hostage taking.</p> <ul style="list-style-type: none"> • Staff are to secure residents in their rooms and to call police 911 • Those that utter threats must be talked to immediately, they must be made aware of the serious concern such threats evoke and where possible they must be removed first from public areas and then from the building. • Where staff have reason to believe they are at risk of domestic violence they are to inform their Manager immediately and where possible to supply a photograph of their abuser. This photograph will be shared with the office staff and the Administrator. • Police must be called where threats are validated or where hostile activity or hostile behavior escalates or where the receiver of the threat requests Police involvement. • Staff is to notify police if, at any time, they feel that their personal safety is in danger or being compromised. (phone 911) 		
Code Orange	This code is to be called in all instances where staff need to gather immediately either to hear about a pending serious external disaster or an actual disaster.		
Code Grey	To be used for weather alerts where staff are to go to the nurses station to await instructions. (See EM III-1)		
Code Green	This is a precautionary evacuation code to be used when staff are needed to evacuate a given area. (eg for flood, chemical spill, gas smell, etc)		
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