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|----------------|-----------------------|------------|-------------------------------|-----------------------------|
| Facility | DOWNSVIEW LTCC | | POLICY & PROCEDURE | |
| Department | Emergency Services | Category | Code Orange - Disaster | Policy Number ESM-ORG-05 |
| Subject | Disaster Plan | | Issuing Authority | GEM Board of Management |
| Effective Date | February 2022 | Supersedes | February 2021 | Pages 1 of 1 |

PREAMBLE

The most common disaster to prepare for is fire; however a disaster could come in other forms such as an explosion, earthquake, vehicle or plane hitting the facility, train derailment, etc.

In preparation for disasters, the fire drill with partial evacuation is practiced as part of disaster planning.

Minimally every two years a total evacuation must be performed as part of disaster planning.

If a disaster occurs, variations or combinations of “Coded Emergencies” within this manual may need to be implemented. To further support these emergency codes, the following list is to be addressed in preparing a disaster plan.

The administrator / delegate will:

- Ensure the plan co-ordinates with the community’s disaster plan.
- Ensure adequate resources, supplies, equipment and systems available to support the plan.
- Ensure arrangements are made for continued delivery of health care, dietary, activation and environmental services if residents moved to alternate locations.

PROCEDURE

The administrator will:

- Ensure that a full mock evacuation is implemented once every three years.
- Simulate and respond to a likely disaster for your geographic location. For example: ice storms, train derailment, chemical spill, tornado etc.
- Ensure that the response staff, agencies and residents simulate those actions taken during an actual disaster.
- Involve outside agencies listed as assistant providers.
- Ensure designated non participants observe and take notes of the event.
- Hold a meeting of department heads upon completion to review what could be approved upon and what went well.
- Change/modify the plan if necessary.

Training and Drills

1. Training and practice shall take place annually at least once on every shift and documentation or results, recommendations and attendance shall be kept for review.

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|----------------|------------------------|------------|-------------------------------|-----------------------------|
| Facility | DOWNSVIEW LTCC | | POLICY & PROCEDURE | |
| Department | Emergency Services | Category | Code Grey – Air Contamination | Policy Number ESM-GRY-10 |
| Subject | External Air Exclusion | | Issuing Authority | GEM Board of Management |
| Effective Date | February 2022 | Supersedes | February 2021 | Pages 1 of 3 |

PURPOSE:

1. To reduce the risk to residents, staff, visitors and families of air contamination in the event of a gas or chemical leak outside the home.
2. In the event of a confirmed case of Legionellae, the equipment shut down portion for minor odour to be initiated to prevent the spread of infection.

CLASSIFICATION OF EXCLUSIONS:

MINOR ODOUR - Fertilizer or new built roof application nearby.

MAJOR ODOUR - Heavy, toxic or gaseous odour or smoke entering home quickly.

IN ALL CASES:

DO NOT pull fire alarm.

IF ODOUR POTENTIALLY EXPLOSIVE:

DO NOT smoke or use a flame of any sort.

DO NOT turn lights or appliances on or off.

DO NOT use elevator or other major equipment.

PROCEDURE:

The person smelling the exterior odour will:

- Close windows and exterior doors in the immediate area
- Shut off bathroom fans, if applicable.
- Contact the charge person so they can determine if the odour is minor or major.

| | | | | |
|----------------|------------------------|------------|-------------------------------|-----------------------------|
| Facility | DOWNSVIEW LTCC | | POLICY & PROCEDURE | |
| Department | Emergency Services | Category | Code Grey – Air Contamination | Policy Number ESM-GRY-10 |
| Subject | External Air Exclusion | | Issuing Authority | GEM Board of Management |
| Effective Date | February 2022 | Supersedes | February 2021 | Pages 2 of 3 |

MINOR ODOUR:

The charge person/designate will:

- Notify switchboard to announce Code Grey - Minor and Location X3.
- Manually shut down ventilation and heating fans.
- Physically cover exterior wall louvers or exterior open penetrations.

All staff will:

- Close windows or exterior doors in affected area, as well as shutting off bathroom fans, if applicable.
- Close corridor fire doors to contain odour from spreading.
- Continue regular duties until instructed otherwise or Code Grey all clear is announced.

MAJOR ODOUR:

Charge person/designate will:

- Notify switchboard to announce Code Grey - and Location and call 911 with the nature of the emergency. If determined to be natural gas, call gas emergency.
- Call off duty maintenance immediately.
- Manually shut down ventilation and heating fans. If charge person determines odour is not explosive, a decision to pull the fire alarm to automatically shut down the ventilation and heating fans may be made.
- Shut off gas to all appliances and equipment.
- Physically cover exterior wall louvers or exterior open penetrations.
- Await arrival of fire department and follow further directions.

All staff will:

- Close windows and exterior doors in total building, as well as shutting off bathroom fans, if applicable, starting with affected area first.
- Close corridor fire doors to prevent odour from spreading.
- Prepare for full evacuation.
- Monitor all occupants for adverse effects.
- Await further instructions.

ADDITIONALLY:

- If evacuation is required, implement code Green.
- Equipment location and shutoffs as noted on following pages.

| | | | | |
|----------------|------------------------|------------|-------------------------------|-----------------------------|
| Facility | DOWNSVIEW LTCC | | POLICY & PROCEDURE | |
| Department | Emergency Services | Category | Code Grey – Air Contamination | Policy Number ESM-GRY-10 |
| Subject | External Air Exclusion | | Issuing Authority | GEM Board of Management |
| Effective Date | February 2022 | Supersedes | February 2021 | Pages 3 of 3 |

EQUIPMENT LOCATION FOR SHUT DOWN:

- Only shut down gas for Major Air Exclusion.
- See attached sketches for equipment and exterior wall louver locations.

LASTLY:

- Ensure all resident washroom fans, tub rooms, public and staff washroom fans are turned off.
- Unplug resident window air conditioners and wrap with plastic if necessary.

ALL CLEAR:

- Upon all clear, if emergency was due to explosive gas fumes, ensure all areas are properly ventilated prior to turning power and gas back on.

Training and Drills

1. Training and practice shall take place annually at least once on every shift and documentation or results, recommendations and attendance shall be kept for review.

| | | | | |
|----------------|-----------------------------|------------|-------------------------------|-----------------------------|
| Facility | DOWNSVIEW LTCC | | POLICY & PROCEDURE | |
| Department | Emergency Services | Category | Code Green - Evacuation | Policy Number ESM-GRN-05 |
| Subject | Evacuation Due To Emergency | | Issuing Authority | GEM Board of Management |
| Effective Date | Feb 2022 | Supersedes | February 2021 | Pages 1 of 4 |

POLICY

When an evacuation is required as a result of a fire or other similar disaster, the evacuation will be a natural progression as a result of responding to the initial emergency.

PROCEDURE

The administrator /general manager/ delegate will ensure that:

- All “Supervisory Staff” responsibilities as outlined in the “Fire Safety Plan, Section 8” are followed.

EVACUATION TYPES

The fire warden or the fire department chief will determine the magnitude of evacuation required in accordance with escalation of emergency situation.

SIMPLE EVACUATION (R - E - A - C - T)

1. Remove persons from immediate danger if possible.
2. Ensure the door is closed to confine the fire and smoke.
3. Activate the fire alarm system using the nearest pull station.
4. Call switchboard to notify fire department.
5. Try to extinguish the fire or continue to evacuate.

Evacuation to include rooms on either side and across from fire location.

PARTIAL EVACUATION

1. The fire warden or the Fire Department Chief will instruct to announce “Code Green, Partial Evacuation and Location, repeated 3 times”.

The alarm will remain in the first stage.

HORIZONTAL

- All occupants to move laterally to beyond fire doors to a safe zone until further instructions are issued.
- A safe zone is an area beyond a fire door that closes when the alarm system is activated or beyond a stairwell door.

| | | | | |
|----------------|-----------------------------|------------|-------------------------------|-----------------------------|
| Facility | DOWNSVIEW LTCC | | POLICY & PROCEDURE | |
| Department | Emergency Services | Category | Code Green - Evacuation | Policy Number ESM-GRN-05 |
| Subject | Evacuation Due To Emergency | | Issuing Authority | GEM Board of Management |
| Effective Date | Feb 2022 | Supersedes | February 2021 | Pages 2 of 4 |

- Do not use elevator.
- If horizontal evacuation is not possible, a vertical evacuation will be initiated. A vertical evacuation is less desirable because negotiating stairs are dangerous and more time consuming.
- Always proceed downward if possible.
- Once you have entered a stairwell proceed downward immediately to the next floor or exit the building as not to impede firefighters.

TOTAL EVACUATION

1. The fire warden or the fire department chief will instruct to announce “Code Green, Total Evacuation, repeated 3 times”.
2. The fire alarm system will be put into second stage.
3. All occupants will leave the home but remain on site with hopes of re-entering the home shortly if the fire department gives the all clear.

EXTERNAL EVACUATION

1. The fire warden or the Fire Department Chief will instruct to announce “Code Green, External Evacuation, repeated 3 times”.
2. The fire alarm system will be put into second stage.
3. All occupants will leave the building. Arrangements will be made for residents to be transported to other homes until permanent arrangements can be made for their safe return to the home.

IF NOT IN FIRE ZONE

1. Immediately upon determining the location of fire, if you are above or below the fire zone, prepare to commence a horizontal evacuation.
2. If instructed to evacuate, as rooms are emptied, the rescue markers on the doors must be set.
3. If you are not immediately above or below the fire location: continue to prepare to evacuate upon further direction.

| | | | | |
|----------------|-----------------------------|------------|-------------------------------|-----------------------------|
| Facility | DOWNSVIEW LTCC | | POLICY & PROCEDURE | |
| Department | Emergency Services | Category | Code Green - Evacuation | Policy Number ESM-GRN-05 |
| Subject | Evacuation Due To Emergency | | Issuing Authority | GEM Board of Management |
| Effective Date | Feb 2022 | Supersedes | February 2021 | Pages 3 of 4 |

IF YOU ARE IN THE FIRE ZONE

1. If you are in the fire zone continue with the horizontal evacuation until advised otherwise and wait for further instructions.
2. As rooms are emptied, the rescue markers on the doors must be set.
3. Residents will be evacuated by priority of danger, away from the fire area to beyond the fire zone.
 - 3.1 Occupants of room or area on fire.
 - 3.2 Residents either side of room with fire.
 - 3.3 Residents immediately across the hall and either side of that room.
 - 3.4 Continue alternately working away from the fire.
 - 3.5 Any residents requiring additional assistance for evacuation will be left in their room with the door closed advising them that someone will be back to help.
4. Residents will also be evacuated in order of priority of mobility as follows:
 - 4.1 Residents in immediate danger.
 - 4.2 Ambulatory residents.
 - 4.3 Residents in wheelchairs.
 - 4.4 Non-ambulatory residents.
 - 4.5 Resistive residents.
 - 4.6 The objective is to save as many lives as possible. Move those in immediate danger if possible, then from easiest to most difficult. The most difficult will most likely be evacuated by fire fighters.
5. Evacuations will be horizontal to beyond fire doors to a safe zone.
6. Vertical evacuations are more complicated and will be initiated only as a last resort.

Identification of the Whereabouts of Residents During Evacuation:

The Nurse in Charge will implement a wrist band or name tag sticker policy with numbered identification for tracking of residents during a evacuation. Wrist bands or name tag stickers will be kept on hand located in the emergency box at reception.

A check list that will identify each resident with an image will be readily available and updated weekly and stored in the emergency kit.

Staff will document any movement or transfer of any resident to hospital, families home or off site departure during an evacuation

| | | | | |
|----------------|-----------------------------|------------|-------------------------------|-----------------------------|
| Facility | DOWNSVIEW LTCC | | POLICY & PROCEDURE | |
| Department | Emergency Services | Category | Code Green - Evacuation | Policy Number ESM-GRN-05 |
| Subject | Evacuation Due To Emergency | | Issuing Authority | GEM Board of Management |
| Effective Date | Feb 2022 | Supersedes | February 2021 | Pages 4 of 4 |

NOTIFICATION

Notify MOH

TRAINING & FREQUENCY

Partial Zone & Horizontal Evacuation Drills & Training

Home staff will practice a zone evacuation **annually. Minimally, once a year** on day, evening and night shifts. Training and review will be conducted with each evacuation drill performed.

Full Building Evacuation Drill & Training

Home staff will practice a full building evacuation or total evacuation **Semi Annually. Minimally, once every two years**, day, evening and night shifts. Training and review will be conducted with each total evacuation drill performed.

Vertical Evacuation Drill & Training

Home staff will practice a vertical evacuation drill **Annually. Minimally, once a year**, day, evening and night shifts. Training and review will be conducted with each vertical evacuation drill performed.

Absence of Participation

Staff who are unavailable or unable to participate in the evacuation drills for the required times will receive extensive training and review from an outside fire training source organized by the home and/or a supervisor or designate who is capable and able to deliver the training.

Drill Scenarios & Observation By The Local Fire Chief as Required Under Regulation.

Once annually a fire drill scenario representing the lowest staffing levels in the facility during night time shift between 11 pm and 7 am, taking place in an area of the Retirement with the most challenging residents for transporting and imitating a time when residents would be asleep will be planned, practiced and performed after submission to the local fire chief and a date has been arranged for the local fire chief to observe, time and review the drill scenario.

| | | | | |
|----------------|-----------------------|------------|--|-----------------------------|
| Facility | DOWNSVIEW LTCC | | POLICY & PROCEDURE | |
| Department | Emergency Services | Category | Code Brown – Chemical Spills & Gas Leaks | Policy Number ESM-BRO-10 |
| Subject | Gas Leaks | | Issuing Authority | GEM Board of Management |
| Effective Date | Feb 2022 | Supersedes | February 2021 | Pages 1 of 2 |

CLASSIFICATION OF GAS LEAKS

- Class 1 - Faint Gas Smell - Leak from an appliance or fitting crack.
- Class 2 - Strong Gas Smell - Break in a line, gas filling a room, wing or floor etc.
- Class 3 - Exterior Gas Smell - Smell of gas entering building from outdoors.

IN ALL CLASSES IN THE AFFECTED AREA

- DO NOT - Pull fire alarm.
- DO NOT - Smoke or use a flame of any sort.
- DO NOT - Turn lights or appliances on or off.
- DO NOT - Use paging system, phones or elevator.

PROCEDURE:

Class 1 - Faint Gas Smell

The person smelling gas or delegate will:

- Identify location of leak, if possible, and shut off source. Use flash light if location is in a dark area. Keep flash light with fresh batteries in close proximity to gas appliances.
- Open windows and doors to exterior to allow fresh air in.
- Evacuate area and close door to room.
- Verbally alert others of code Brown and location.
- Monitor fumes. If smell persists or intensifies, proceed to Class 2 leak procedure. If smell dissipates, tag off equipment or source as “do not use until serviced”, and notify maintenance.

| | | | | |
|----------------|-----------------------|------------|--|-----------------------------|
| Facility | DOWNSVIEW LTCC | | POLICY & PROCEDURE | |
| Department | Emergency Services | Category | Code Brown – Chemical Spills & Gas Leaks | Policy Number ESM-BRO-10 |
| Subject | Gas Leaks | | Issuing Authority | GEM Board of Management |
| Effective Date | Feb 2022 | Supersedes | February 2021 | Pages 2 of 2 |

Class 2 - Strong Gas Smell

The person smelling gas or delegate will:

- Shut off remote valve to room or area with gas leak. If not quickly found, proceed to evacuation.
- Evacuate room, close door and ventilate room. If large area, run to get assistance to notify charge person of situation. Continue to evacuate area.

Charge person will ensure to:

- Verbally alert others issuing instructions to pass on code Brown, location and code Green, total evacuation, repeated 3 times.
- Alert switchboard to call 911 and gas company emergency number. If leak in area of switchboard, leave area or building to make calls.
- Receive and direct fire department or gas company to area of concern and to location of gas meter.

Class 3 - Exterior Gas Smell

The charge person will:

- Initiate customized Exterior Air Exclusion Policy ESM-GRY-05, by notifying others of Code Grey.

The administrator will:

- Ensure new staff are orientated to the location of gas shut-offs and the process to turn them off, for gas appliances within the home

Training and Drills

1. Training and practice shall take place annually at least once on every shift and documentation or results, recommendations and attendance shall be kept for review.

| | | | | |
|----------------|------------------------|------------|--|-----------------------------|
| Facility | DOWNSVIEW LTCC | | POLICY & PROCEDURE | |
| Department | Emergency Services | Category | Code Brown – Chemical Spills & Gas Leaks | Policy Number ESM-BRO-05 |
| Subject | CHEMICAL SPILLS | | Issuing Authority | GEM Board of Management |
| Effective Date | Feb 2022 | Supersedes | February 2021 | Pages 1 of 2 |

PURPOSE

To reduce the risk to residents, staff and visitors in the event of a chemical spill of a harmful chemical.

TRAINING FOR SPILLS

The administrator will ensure that all staff working with chemicals have:

- read and understand this policy
- have been trained to contain and clean spills.

ASSESSMENT

The administrator/delegate will:

- List all chemicals in use in the facility.
- Review MSDS for spill procedure for each chemical.
- Obtain and stock neutralizing products.
- Develop and equip spill kits in the area of chemical use including mobile carts.
- Ensure PPE and MSD sheets are readily available at chemical use locations.

SPILL KITS

Depending on the chemical used in a specific area any of the following pieces of equipment or products may be required to be readily available:

1. Absorbent clay materials.
2. Floor drain covers.
3. Commercial containment tubes. (Socks)
4. Neutralizing products.
5. Chemical resistant mop and bucket.
6. Chemical resistant dust-pan, broom and brush.
7. Wet floor signs.
8. Squeegee.
9. Wet / dry vacuum.
10. HEPA vacuum.
11. Fans.

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|----------------|------------------------|------------|--|-----------------------------|
| Facility | DOWNSVIEW LTCC | | POLICY & PROCEDURE | |
| Department | Emergency Services | Category | Code Brown – Chemical Spills & Gas Leaks | Policy Number ESM-BRO-05 |
| Subject | CHEMICAL SPILLS | | Issuing Authority | GEM Board of Management |
| Effective Date | Feb 2022 | Supersedes | February 2021 | Pages 2 of 2 |

SPILL KITS ... Continued

See Seton Catalogue “Spill Response” section for product identification and availability.

Items required for immediate containment and for securing the area will be kept at the location of chemical use as well as on mobile carts. Clean up equipment and products may be stored in a centralized location.

CONTAINMENT

The administrator/delegate will:

- Ensure proper PPE is in use.
- If possible stop continuation of spill situation.
- Secure site of spill and ventilate if required.
- Eliminate any source of ignition - for certain products.
- Contain spill from spreading and flowing down drains.
- If assistance is required, request a code brown announcement indicating spill location.

CLEAN UP

The person who cleans the spill will:

- Consult MSD sheet if necessary.
- Dilute with appropriate product.
- Clean up liquids with absorbent material, vacuum or scoop as necessary.
- Clean up dry chemicals with broom, dust-pan and brush or vacuum.
- Neutralized - dispose of down the drain, flushing area with plenty of water.
- Un-neutralized - contact your chemical provider or bulk waste removal company for disposal instructions.
- Clean and dry spill area and clean (neutralize) and return all PPE and spill equipment to its normal storage location upon completion. Restock as necessary.
- Complete incident report.
- Analyze the cause of the spill and take appropriate action to prevent a recurrence.

Training and Drills

1. Training and practice shall take place annually at least once on every shift and documentation or results, recommendations and attendance shall be kept for review.

| | | | | |
|-------------------|-----------------------|------------|----------------------------------|----------------------------|
| Facility | DOWNSVIEW LTCC | | POLICY & PROCEDURE | |
| Department | Emergency Services | Category | Code Blue – Medical Emergency | Policy Number |
| | | | | ESM-BLU-05NR |
| Subject | Medical Emergency | | Issuing Authority | GEM Board of Management |
| Effective Date | February 2020 | Supersedes | February 2019 | Pages 1 of 1 |

PURPOSE

To notify appropriate staff that a medical emergency involving cardiopulmonary arrest exists and location of required service.

PROCEDURE

Staff member will:

Contact reception to announce CODE BLUE and location 3 times for medical assistance to respond upon discovering an emergency.

Medical staff will assess status of person in need and administer aid (CPR) and/or get instructions for additional assistance; or call for an ambulance. (Take into consideration if the person is a resident and their care plan instructions or special requests such as DNR orders)

Training and Drills

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| | | | | |
|----------------|-----------------------|------------|-------------------------------|-----------------------------|
| Facility | DOWNSVIEW LTCC | | POLICY & PROCEDURE | |
| Department | Emergency Services | Category | BLACK – BOMB AND HOSTAGE | Policy Number ESM-BLA-10 |
| Subject | Hostage Taking | | Issuing Authority | GEM Board of Management |
| Effective Date | Feb 2022 | Supersedes | February 2021 | Pages 1 of 3 |

PURPOSE:

To ensure the safety of all residents, staff and other involved parties and to return the home to normal as soon as possible.

HOSTAGE:

- Do whatever the captor tells you.
- Be especially careful during the first four or five minutes. **This is a critical time.**
- Speak only when spoken to.
- Try not to show open emotions. Hostage-takers like to play on emotional weaknesses.
- Sit down if you get a chance. It shows a lack of an aggressive stance. Act as relaxed as possible.
- Observe for an opportunity to escape that would clearly not endanger anyone.
- Have faith in your fellow workers and negotiators.
- Do not make suggestions to hostage-takers. If your suggestions go wrong, he may think you planned it that way.
- Maintain eye contact without staring. People are less likely to harm someone they are looking at.

| | | | | |
|----------------|-----------------------|------------|-------------------------------|-----------------------------|
| Facility | DOWNSVIEW LTCC | | POLICY & PROCEDURE | |
| Department | Emergency Services | Category | BLACK – BOMB AND HOSTAGE | Policy Number ESM-BLA-10 |
| Subject | Hostage Taking | | Issuing Authority | GEM Board of Management |
| Effective Date | Feb 2022 | Supersedes | February 2021 | Pages 2 of 3 |

FIRST EMPLOYEE TO IDENTIFY THE SITUATION WILL:

- Secure immediate area where possible, by removing all non-participating persons; secure door, if appropriate, isolate the incident.
- Notify the person in charge by the quickest possible means.
- Observe and report
 - Number of hostages taken and type of disturbance,
 - Type and number of participating persons,
 - Type and number of weapons, if any.

FIRST SENIOR PERSON ON THE SCENE WILL:

- Assess the situation, contact both the police and administrator/general manager and take control until they arrive.
- Attempt to have the following information available when police and administrative staff arrive:
 - Threats and demands by the hostage taker,
 - Type and number of weapons thought to be in the hostage-taker's possession,
 - Precise location of area controlled by hostage-taker,
 - Floor plan of area,
 - Identity and description of participants,
 - Photographs of hostages and hostage-taker, if available,
 - Location and numbers of available area telephones.

For Long-Term Care:

- Contact Ministry of Health

| | | | | | |
|-------------------|-----------------------|------------|-------------------------------|----------------------------|--------------|
| Facility | DOWNSVIEW LTCC | | POLICY & PROCEDURE | | |
| Department | Emergency Services | Category | BLACK – BOMB AND HOSTAGE | Policy Number | ESM-BLA-10 |
| Subject | Hostage Taking | | Issuing Authority | GEM Board of Management | |
| Effective Date | Feb 2022 | Supersedes | February 2021 | | Pages 3 of 3 |

GENERAL GUIDELINES:

Negotiations with hostage takers are best handled by the police, who have trained personnel for this type of job. If the home staff must enter into negotiations with hostage-takers pending the arrival of the police they should follow these suggestions:

- Have negotiations conducted by a junior ranking employee in order to allow delaying tactics e.g.: “I will ask”, “I will seek clarification”.
- Meet demands with “I will do my best”. Never say “No”.
- Never give drugs to any parties involved in these incidents.
- Regain control of the situation by peaceful means, e.g. discussion, if at all possible.
- Contact those clinical staff who are familiar with and have some influence over the persons involved in the hostage situation.
- Leave any decision making process to the police and/or administrator/general manager.
- Do not follow orders given by a hostage under conditions of duress, except to save lives.

Training and Drills

1. Training and practice shall take place annually at least once on every shift and documentation or results, recommendations and attendance shall be kept for review.

| | | | | |
|----------------|----------------------------|------------|-------------------------------|-----------------------------|
| Facility | DOWNSVIEW LTCC | | POLICY & PROCEDURE | |
| Department | Emergency Services | Category | Code Black Bomb & Hostage | Policy Number ESM-BLA-05 |
| Subject | Bomb and Hostage Situation | | Issuing Authority | GEM Board of Management |
| Effective Date | Feb 2022 | Supersedes | February 2021 | Pages 1 of 4 |

POLICY

All staff responsible for receiving home phone calls will be familiar with the bomb threat procedures and the handling procedures for unusual packages or circumstances.

Training and Drills

1. Training and practice shall take place annually at least once on every shift and documentation or results, recommendations and attendance shall be kept for review.

PURPOSE OF A BOMB THREAT

1. The caller knows or believes an explosive device has been or will be placed and wants to minimize personal injuries and/or property damage. The caller may or may not be the person who placed the device; or
2. The caller wants to disrupt normal activities by creating anxiety and panic.

RECEIVING A BOMB THREAT BY PHONE

- All threats must be taken seriously and dealt with in such a way as not to create panic. The person handling the call must remain calm and appear undaunted as panic is contagious and can cause personal injury and property damage.
- The call recipient must remember to do many things, all of which will aid the search for the device and provide authorities with as much information as possible for their later investigation.
- The "Telephone Check List (BOMB)" - Form should be kept at each phone in an envelope marked "Code Black".
- The call recipient must get the most from the communication while it is going on. Try to keep the caller on the line as long as possible and attempt to record everything being said using the exact wording in the threat.

Be an intent listener for the following:

- Is the caller male or female, nervous or calm and approximate age?
- Is the voice rough, refined, has an accent or speech impediment?
- Are there any unusual or reoccurring phrases?
- Is the voice familiar and if so who does it sound like?
- Are there background noises such as music, running motors, traffic, whistles, bells, horns, aircraft, trains, machinery or other sounds?
- Did the caller sound as though they were familiar with the home? If so how?

| | | | | |
|----------------|----------------------------|------------|-------------------------------|-----------------------------|
| Facility | DOWNSVIEW LTCC | | POLICY & PROCEDURE | |
| Department | Emergency Services | Category | Code Black Bomb & Hostage | Policy Number ESM-BLA-05 |
| Subject | Bomb and Hostage Situation | | Issuing Authority | GEM Board of Management |
| Effective Date | Feb 2022 | Supersedes | February 2021 | Pages 2 of 4 |

When the opportunity arises try and obtain the following information if not freely offered:

- When is the device set to detonate?
- Where is it located?
- What type of device is it?
- What size is the device?
- What does it look like?
- Why kill or injure innocent people?

Other information to note:

- Did the call come in on an unlisted line?
- Was any information displaced and if so recorded?
- Use call trace *57 to obtain information for the police.

THREAT BY TANGIBLE FORM

- If the threat is received in a tangible form, all the materials, including envelopes and containers must be saved and all contact with these materials minimized. Use caution not to destroy finger prints or other clues while placing in container or in a safe area.
- Record how the threat was delivered and by whom. If by messenger, record the personal and vehicle descriptions.

REPORTING THE THREAT

- Do not discuss the threatening phone call or tangible material with other persons.
- Report all information obtained immediately to the administrator/general manager/charge person.

RESPONSE TO THE THREAT

- The administrator / general manager / charge person or designate will:
- Search control centre and adjacent rooms to ensure area is safe before use.
- Review the completed "Telephone Check List" with staff who received call.
- Assess information and decide if a preliminary search is to be conducted or if an evacuation is to be implemented. (See next section: "Search Procedure").
- Upon further assessment of the situation, make a decision whether to call 911.
- Call 911 to report the threat and instruct a staff member to receive emergency personnel at a designated entrance and direct them to the control centre. Staff will secure entrance from anyone else entering and note that the home is temporarily closed.
- Announce "Code Black - B.T." to alert all personnel that there is a bomb threat.

| | | | | |
|----------------|----------------------------|------------|-------------------------------|-----------------------------|
| Facility | DOWNSVIEW LTCC | | POLICY & PROCEDURE | |
| Department | Emergency Services | Category | Code Black Bomb & Hostage | Policy Number ESM-BLA-05 |
| Subject | Bomb and Hostage Situation | | Issuing Authority | GEM Board of Management |
| Effective Date | Feb 2022 | Supersedes | February 2021 | Pages 3 of 4 |

- Confirm that staff has locked down any other entrance points into the home prior to calmly reporting to the control centre.
- Locate home drawings and offer them to the emergency personnel upon arrival.
- Offer assistance to emergency personnel as requested.
- Designate staff to reassure and monitor resident response throughout emergency and report any untoward symptoms to DRC/HCC.
- Have staff prepare for a Partial, Total or External evacuation as advised by emergency personnel.
- Notify the administrator/general manager (if not in home), regional manager and for Long-Term Care, the Ministry of Health

SEARCH PROCEDURE - PRELIMINARY

The following guidelines can be used as search procedure:

Searchers are not to touch anything suspicious during search

- If the caller identified or made reference to the possible location of the bomb, the search will start in this location.
- Areas accessible to the public and entrances/exits should be searched next.
- Staff to search their own work areas.

PROCEDURE

- The search is to be systematic.
 - Enter room or area and stand quietly and listen to identify unusual background noises and sources.
 - Complete a visual search starting at floor level and working upward to waist level, then eye level and then to upper limit.
- Searchers report back to control centre when designated search areas are completed.
- Any suspicious items or circumstances must be reported.
- Searched areas will be highlighted on home floor plans.
- Information must be turned over to emergency personnel and await further instructions.

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|----------------|----------------------------|------------|-------------------------------|-----------------------------|
| Facility | DOWNSVIEW LTCC | | POLICY & PROCEDURE | |
| Department | Emergency Services | Category | Code Black Bomb & Hostage | Policy Number ESM-BLA-05 |
| Subject | Bomb and Hostage Situation | | Issuing Authority | GEM Board of Management |
| Effective Date | Feb 2022 | Supersedes | February 2021 | Pages 4 of 4 |

IF BOMB IS FOUND

- Do not go near or touch any suspicious article and keep everyone away.
- Do not use cell phone or other electronic devices close by.
- Notify administrator/charge person and give a description and location of object found.
- Evacuate all staff and residents from immediate area (Code Green - Partial).
- Use signs, ropes or other barricade measures, to secure area.
- Leave light switches in the position they are found. Do not turn them on or off.
- Do not discontinue the search.
- Remain in the area, but outside the cordoned area until police arrive.
- Establish the most direct route to the suspicious item for quicker action by the police.
- Emergency personnel should be on site by this time to give further direction.

EVACUATION DURING BOMB THREAT

- After consultation with emergency personnel an evacuation may be advised prior to, during or following search procedures. If an evacuation is decided upon, emergency personnel are to ensure that the evacuation routes have been searched and are clear of explosive devices.
- Evacuation plans will include an instruction that all building occupants remove personal belongings (purses, briefcases, lunch bags, etc.) when evacuating the home.
- Announce "Code Green" and direction to exit home then follow procedure ensuring all residents are accounted for.

ANNOUNCING ALL CLEAR

The administrator/general manager/charge person will announce all clear upon assurance from emergency personnel that the home is safe to reoccupy.

POST EMERGENCY EVALUATION AND FOLLOW-UP

The administrator/general manager will:

- Review the plan and its provisions to determine if the procedures were appropriate or if anything needs revision. This review should be in the form of critique involving all staff members involved in the threat and representatives from the emergency services.
- Prepare a report and distribute it to the regional manager and all persons and agencies having a responsibility for any action to the incident.
- Incorporate the changes after approval from corporate office.

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|----------------|------------------------------|------------|-------------------------------|-----------------------------|
| Facility | DOWNSVIEW LTCC | | POLICY & PROCEDURE | |
| Department | FIRE & SAFETY | Category | Emergency CODES | Policy Number EDU-RED-03 |
| Subject | Fire – Watch and Foot Patrol | | Issuing Authority | GEM Board of Management |
| Effective Date | February 2022 | Supersedes | February 2021 | Pages 1 of 1 |

Policy:

- Charge staff are responsible for ensuring fire patrol sheets are properly filled out and completed fully. Charge staff are also responsible to ensure fire watches during fire system silencing or shut down are conducted every hour and documented.

Procedures:

The Charge Nurse will ensure:

- A fire watch patrol sheet is properly and completely filled out and signed during a fire watch situation by a designated staff on their unit.
- When conducting a foot patrol, walk through entire unit looking for signs of fire or smoke, check all exits that they are clear and free of obstruction.
- If any signs of fire or smoke, the fire alarm should be activated, if the system is on silent then a facility PAGE should be completed to inform all areas of the fire and its location, begin REACT measures. CALL 911 when system is on bypass to request fire services.
- Ensure to document each fire foot patrol when completed.
- Foot patrols should be conducted every hour.

Fire Safety Plan

- The fire safety plan policies and procedures will be followed in the event of an actual code red and also during a drill practice.

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|----------------|-----------------------|------------|-------------------------------|-----------------------------|
| Facility | DOWNSVIEW LTCC | | POLICY & PROCEDURE | |
| Department | Emergency Services | Category | Code White – Violent Person | Policy Number ESM-WHI-05 |
| Subject | Violent Person | | Issuing Authority | GEM Board of Management |
| Effective Date | Feb 2022 | Supersedes | February 2021 | Pages 1 of 1 |

Threat of personal violence to staff by an aggressor or telephone caller consider the following:

1. Signal (preplanned) to other staff to call 911 or for support.
2. Question the purpose of this visit (or call), if uncooperative.
3. Do not argue or attempt to be a hero.
4. Attempt to keep the aggressor or caller talking and calm.
5. Do not look at the aggressor straight in the eye
6. Note all details of the aggressor, if unknown, eg. size, weight, clothing, speech accent and any other unusual characteristics and record them as soon as possible.
7. Training and practice shall take place annually at least once on every shift and documentation or results, recommendations and attendance shall be kept for review.

Threat of personal violence to staff by another staff, resident or family member:

Staff member will:

Contact reception to announce CODE WHITE for assistance and give location 3 times. Follow above steps 3, 4, 5, and 6.

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|----------------|---------------------------|------------|-------------------------------|-----------------------------|
| Facility | DOWNSVIEW LTCC | | POLICY & PROCEDURE | |
| Department | FIRE & SAFETY | Category | Emergency CODES | Policy Number EDU-RED-01 |
| Subject | Fire – Drill / Watch Logs | | Issuing Authority | GEM Board of Management |
| Effective Date | February 2022 | Supersedes | February 2021 | Pages 1 of 1 |

Policy:

- Charge staff are responsible for ensuring fire drill sheets are properly filled out and completed fully. Charge staff are also responsible to ensure fire watches during fire system silencing or shut down are conducted.

Procedures:

The Charge Nurse will ensure:

- A fire drill sheet is properly and completely filled out and signed during a fire drill or live bell situation by all staff on their unit.
- A silent drill is conducted and documented when asked to do so by the manager assigned to fire plan implementation.
- Silent drills are conducted using the scenario provided.
- Fire watch patrol log forms are properly filled out by the charge nurse or someone appointed by the charge nurse during a fire system silence or a system shut down.
- All false alarms and live fire events should be also treated as a practicing situation and a drill sheet should also be filled out.
- Drill sheets should be returned to the Environmental Manager.

Fire Safety Plan

- The fire safety plan policies and procedures will be followed in the event of an actual code red and also during a drill practice.

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|----------------|---|------------|---|-----------------------------|
| Facility | DOWNSVIEW LTCC | | POLICY & PROCEDURE | |
| Department | Emergency Services | Category | Code Yellow – Missing or Wandering Resident | Policy Number ESM-YEL-05 |
| Subject | Search Plan For Missing or Wandering Resident | | Issuing Authority | GEM Board of Management |
| Effective Date | Feb 2022 | Supersedes | February 2021 | Pages 1 of 4 |

POLICY

The residence/home will take every reasonable precaution to safeguard the residents under its care.

The code yellow procedure will be automatically implemented when:

1. Resident is thought to be missing but no exit alarm has sounded;
2. An exit alarm sounds and upon staff response and search of the immediate surroundings, a resident is thought to be missing.
3. Training and practice shall take place annually at least once on every shift and documentation or results, recommendations and attendance shall be kept for review.

PROCEDURE

SEARCH COORDINATOR

- The administrator/general manager, director of resident care, charge person (in order) will be the search coordinator.
- Once a resident is presumed missing, the search coordinator will be contacted immediately.
- Announce code yellow three times using the P.A. system as well as location and unit.
- The search coordinator has overall responsibility for the implementation of the missing resident search procedure.

HOME SEARCH PROCEDURE

Search coordinator will:

- Identify search parties and zones using an assignment sheet within the code yellow kit.
- Assign 2 persons to search each zone.
- Identify each zone using building floor plans (copies to be available). within the code yellow kit.
- Mark off each area searched in zone by search party, using a yellow highlighter, including all closets, storage, tub rooms, cupboards etc.
- Ensure search party signs off search plan check list and returns to command post.
- Post completed search forms/plans at command post.
- Ensure repeat searches are done as per search coordinator's instructions.

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|----------------|---|------------|---|-----------------------------|
| Facility | DOWNSVIEW LTCC | | POLICY & PROCEDURE | |
| Department | Emergency Services | Category | Code Yellow – Missing or Wandering Resident | Policy Number ESM-YEL-05 |
| Subject | Search Plan For Missing or Wandering Resident | | Issuing Authority | GEM Board of Management |
| Effective Date | Feb 2022 | Supersedes | February 2021 | Pages 2 of 4 |

SEARCH KIT CONTENTS

- One for each zone
- Contents: yellow highlighter, map of zone, flash light.
- **Zones can be:**
1C, 2C, 1E, 2E, 1N, 2N, Kitchen, Basement / Laundry, Outside Perimeter and Courtyards, Offices, Stairwells, Neighbors, Elevators

SEARCH COMMAND POST

A quiet area with access to a phone and fax will be the search command post.
(Reception Area Will Be Designated Command Post)

Upon implementation of the missing resident search procedure, the search coordinator will:

- **Move immediately to the search command post and:**
 - Gather all available information regarding the missing resident (if identified) and,
 - Take out the missing resident search procedure code yellow and use a copy of the building plan fire drawings as a guide. The **home search record** form will be completed as the search proceeds.
 - Notify police within 15 minutes of the resident going missing after building search is completed.
 - **ENSURE TO CALL POLICE USING 911 – Follow Up If Police Do Not Respond Within 30 Minutes**
 - Record Police Data – Names and Badge Numbers When Speaking To Them.
 - Designate staff to search for the resident in the building.
 - Specify areas/zones to be searched and instruct all staff to report back as soon as search completed.
- **Search all of the following areas:**
 - rooms
 - closets
 - bathrooms and tub rooms
 - beneath beds
 - lounges, common areas
 - stairwells, elevators
 - storage and service areas
 - hidden areas
 - other floors
 - roof tops
 - garages - unlocked vehicles
 - vacant suites
 - dining room
 - garbage dumpsters

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|----------------|---|------------|---|-----------------------------|
| Facility | DOWNSVIEW LTCC | | POLICY & PROCEDURE | |
| Department | Emergency Services | Category | Code Yellow – Missing or Wandering Resident | Policy Number ESM-YEL-05 |
| Subject | Search Plan For Missing or Wandering Resident | | Issuing Authority | GEM Board of Management |
| Effective Date | Feb 2022 | Supersedes | February 2021 | Pages 3 of 4 |

NOTE: Make certain that the search is progressively expanding within the building.

- Instruct two staff to search the outside grounds checking the following areas:
 - All vehicles / bushes / sheds / roads, etc. / ask neighbors

NOTE: Do not conduct a car search or a walking search off the property. Police will do that.

- **Provide the following information to the police:**
 - name of resident
 - a description of the resident
 - a recent photograph of the resident
 - the time the resident was last seen
 - history of elopement
 - pre-elopement verbal information (wanted to go home)
 - cash on hand
 - time of last medication pass
 - medication missed and effects
 - the clothing worn by the resident
 - the resident's general medical diagnosis and condition
 - the resident's ability for self care
 - level of confusion and any contributing factors
 - the places the resident is likely to go
 - friends in the building & neighborhood
 - previous address prior to living at the home
 - spouse's address (if applicable)
 - if deceased, location of grave site
 - family history for LOA sign in/out notification
 - was resident wearing and ID bracelet/shoe tags

Residents on the wandering registry with the Alzheimer Society will have this information already on file with the police department.

- **Notify (if not in the building):**
 - Administrator/General Manager
 - Director of Resident Care
- Notify the resident's family: number on chart
- Notify the attending physician
- Notify the Ministry of Health: (if LTC)

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|----------------|---|------------|---|-----------------------------|
| Facility | DOWNSVIEW LTCC | | POLICY & PROCEDURE | |
| Department | Emergency Services | Category | Code Yellow – Missing or Wandering Resident | Policy Number ESM-YEL-05 |
| Subject | Search Plan For Missing or Wandering Resident | | Issuing Authority | GEM Board of Management |
| Effective Date | Feb 2022 | Supersedes | February 2021 | Pages 4 of 4 |

Missing Persons:

If resident is missing less than three hours and returned to the home with no injuries or adverse changes in condition – contact Compliance Advisor (CA) the next working day by voicemail or email. (LTC only)

If resident is missing less than three hours and returns with injuries or adverse changes in condition, use emergency pager.

If resident is missing more than three hours, or if the resident returned to the LTC home with injuries or adverse changes in condition, use emergency pager.

- **Document:**

- time resident last seen and by whom
- time resident discovered as missing
- any unusual behavior
- search procedures and involvement
- notification time of pertinent individuals
- complete an on-line Critical Incident System form (CIS) to MOH (LTC only).

- Contact any off duty staff who had contact with the resident to determine time and location last seen.

WHEN RESIDENT IS FOUND

When the resident has been found the search coordinator will:

- Make an announcement that the resident has been found and that the search is cancelled.
- Notify those shown in the home search record.
- Have the resident's condition assessed by the physician.

DOCUMENTATION

- In nurses' progress notes chart all relevant activities and condition of resident.
- Complete Ministry of Health CIS form and so inform the DRC/HCC.
- Complete home search record and submit to administrator/general manager and MOH (LTC only). Complete an on-line Critical Incident System (CIS). (LTC only)

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|----------------|-----------------------|------------|-------------------------------|-----------------------------|
| Facility | DOWNSVIEW LTCC | | POLICY & PROCEDURE | |
| Department | FIRE & SAFETY | Category | Emergency CODES | Policy Number ESM-RED-05 |
| Subject | Fire – CODE RED | | Issuing Authority | GEM Board of Management |
| Effective Date | Feb 2022 | Supersedes | February 2021 | Pages 1 of 1 |

Policy:

- Fire Drills will be held and maintained for three years.
- Actual Code RED's, staff will follow fire plan procedures.

Procedures:

The Administrator / general manager will ensure:

- All staff know what to do in the event of a fire and or fire drill.
- Drills are conducted 3 times per month at least once on each shift. (The night shifts may participate in a drill without activation of the bells.)
- All staff participate in at least one drill per year.
- Maintain a master listing of all attendance of fire drills, the list will be compiled at the end of each year. Those who have not participated in an actual drill will be scheduled to do so before year end.
- Drills will be unannounced and conducted in a manner which simulates a real fire situation
- Since the fire system is connected throughout the entire building, Long term care and retirement facilities will participate equally in fire drills and assist each other in both drills and actual alarm events.

Fire Safety Plan

- The fire safety plan policies and procedures will be followed in the event of an actual code red and also during a drill practice.

Identification of the Whereabouts of Residents During Evacuation:

- The Nurse in Charge will implement a wrist band or name tag sticker policy with numbered identification for tracking of residents during a evacuation. Wrist bands or name tags will be kept on hand located in the emergency box at reception.
- A check list that will identify each resident with an image will be readily available and updated weekly and stored in the emergency kit.
- Staff will document any movement or transfer of any resident to hospital, family's home or off site departure during an evacuation.

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|----------------|-----------------------|------------|---------------------------------|-----------------------------|
| Facility | DOWNSVIEW LTCC | | POLICY & PROCEDURE | |
| Department | Emergency Services | Category | Code Purple – Other Emergencies | Policy Number ESM-PUR-30 |
| Subject | Loss of Water | | Issuing Authority | GEM Board of Management |
| Effective Date | February 2022 | Supersedes | February 2021 | Pages 1 of 1 |

LOSS OF WATER

1. Call emergency number at City Hall
Blocked sanitary sewers - city will have information as to whether problem is in our building or city problem
2. If problem is at the home, it is our responsibility
3. If problem is city it is their responsibility

PROCEDURE:

In the event of a complete loss of water, contact local Public Utilities at in order to determine expected duration of shut down.

In the event that water services return to normal quickly no further action need be taken.

In the event that water supplies will not be available for several hours, the following procedure is to be followed:

- Milk and fruit juices will be used to supply the needs of the residents in place of water.
- Laundry and dishwashing operations and regular resident bathing shall be discontinued for the duration of the shortage.
- Use emergency water supply until used up. (Water bottles kept in emergency supply.)
- Water required for emergency care of the residents may be obtained from the water tanks located in the boiler room. Water used for this purpose must be allowed to cool before use, as tank temperatures are normally 60C. (Contact Maintenance for assistance)
- Contact monitoring station to inform loss of water pressure for sprinkler systems and maintain a watch in sprinklered areas.

Minimize the use of toilets during the period of shortage. Remember, tank toilet can be flushed only once after supply to building is cut off. If advanced notice is given, maintenance will provide prefilled tanks for each shower room location for purposes of use to flush toilets manually using a bucket of water.

In the event that water supplies will not be returned to normal for an extended period of time, initiate contact with pre-planned emergency water sources. Order additional water bottle from regular bottled water supply services. (Sysco Services)

Shut down water pumps and water operated devices including water fed freezers and move items requiring freezing to non water run freezers.

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|----------------|-----------------------|------------|---------------------------------|-----------------------------|
| Facility | DOWNSVIEW LTCC | | POLICY & PROCEDURE | |
| Department | Emergency Services | Category | Code Purple – Other Emergencies | Policy Number ESM-PUR-35 |
| Subject | Tornado Precautions | | Issuing Authority | GEM Board of Management |
| Effective Date | February 2022 | Supersedes | February 2021 | Pages 1 of 3 |

PURPOSE

To avoid injury to residents, visitors or staff during a tornado or heavy winds.

PROCEDURE

The administrator or designate will:

- Be aware of the weather up dates/warnings.
- Know the name of the forecast region and the county.
- Understand the magnitude of tornado classifications. (Listed below).
- Review the following action plans regularly.

Tornado Watch (Possibility of a tornado)

Upon the notification of a “Tomado Watch” by a local weather broadcast or other reliable source, the Charge Person will:

- Ensure that an announcement is made over the public address system of “Code Purple – Watch” X3.
- Instruct all staff to check that safety supplies are readily available in the event the situation escalates.
- Scale down resident activities in the event residents and staff need to be taken quickly.
- Postpone any outings until situation improves.
- Contact any staff or residents on outings to be aware of situation and to continue with caution.

Tornado Warning (A tornado has been spotted)

Upon the notification of a “Tomado Warning” by a local weather broadcast or other reliable source, the charge person will:

- Ensure that an announcement to be made over the public address system of “Code Purple – Warning” X3.
- Halt all resident activities and assist residents to pre-designated safe areas.
- Bring residents in from any exterior areas.
- Instruct all staff to distribute safety supplies in the event the situation escalates.
- Contact group on outings to take immediate shelter.

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|----------------|-----------------------|------------|---------------------------------|-----------------------------|
| Facility | DOWNSVIEW LTCC | | POLICY & PROCEDURE | |
| Department | Emergency Services | Category | Code Purple – Other Emergencies | Policy Number ESM-PUR-35 |
| Subject | Tornado Precautions | | Issuing Authority | GEM Board of Management |
| Effective Date | February 2022 | Supersedes | February 2021 | Pages 2 of 3 |

In The Event of a Tornado

- Go to a basement area or to an inside hallway or stairwell at the lowest level.
- Gather residents, visitors and staff in center of facility on side away from storm.
- Avoid places with wide-span roofs such as auditoriums or dining rooms.
- Stay away from rooms with windows.
- Get under a piece of sturdy furniture such as a workbench or heavy table or desk and hold on to it.
- Use blankets or pillows over one’s head to protect from flying debris.

In The Event of a Tornado While on an Outing

- Do not remain in a vehicle.
- If possible get everyone into a building and take protection as previously mentioned.
- If shelter is not available or there is no time to get indoors, lie in a ditch or low-lying area or crouch near a corner of a strong building. Be aware of the potential of flooding.
- Use arms and other items to protect head and neck.

After the Tornado or All Clear is Announced

Charge person will:

- Assess condition of facility and residents.
- Contact Regional Manager to update situation.
- Proceed to normal operations if no damage or injury .
- Implement Code Orange as necessary if damage or injury has occurred.

Depending on Severity of Tornado

Charge person will:

- Call 911. Use phone only for emergency communication.
- Help injured or trapped persons.
- Give medical aid as appropriate.

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|----------------|-----------------------|------------|---------------------------------|-----------------------------|
| Facility | DOWNSVIEW LTCC | | POLICY & PROCEDURE | |
| Department | Emergency Services | Category | Code Purple – Other Emergencies | Policy Number ESM-PUR-35 |
| Subject | Tornado Precautions | | Issuing Authority | GEM Board of Management |
| Effective Date | February 2022 | Supersedes | February 2021 | Pages 3 of 3 |

- Move only the seriously injured if they are in further immediate danger.
- Turn on radio or television for additional emergency information. More tornado's may be in the area.
- Stay out of badly damaged areas and direct rescue crews.

- Clean up spills of hazardous or flammable materials. If necessary implement Codes Brown or Grey.
- Stay clear of and cordon off any downed power lines.

Safety Supplies

Flashlights and extra batteries.

First aid kits.

Essential medicines.

Emergency food and water.

Plastic sheeting and duct tape.

Protective clothing, gloves and shoes.

Classification of Tornadoes. (Fujita - Pearson Scale)

- **F- 0: 40 to 72 mph:**
- **F- 1: 73 to 112 mph:**
- **F- 2: 113 to 157 mph:**
- **F- 3: 158 to 205 mph:**
- **F- 4: 206 to 260 mph:**
- **F- 5: 261 to 318 mph:**

Training and Drills

1. Training and practice shall take place annually at least once on every shift and documentation or results, recommendations and attendance shall be kept for review.

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|----------------|-----------------------|------------|---------------------------------|-----------------------------|
| Facility | DOWNSVIEW LTCC | | POLICY & PROCEDURE | |
| Department | Emergency Services | Category | Code Purple – Other Emergencies | Policy Number ESM-PUR-25 |
| Subject | Loss of Power | | Issuing Authority | GEM Board of Management |
| Effective Date | February 2022 | Supersedes | February 2021 | Pages 1 of 4 |

In the event of a total loss of power contact the local Public Utilities 24 Hour emergency service and determine the anticipated duration of the power loss.

In the event that power is to be restored quickly, no further action need be taken. Downsview is equipped with a full back up generator. The generator will automatically start within 8 seconds following a power loss.

In the event of generator failure, contact Gen Rep. 905.502.9950 ask them to send a technician, they provide 24 hour response. If the generator cannot be restored there are two options;

Genrep can provide an immediate portable external generator for immediate power within 3 hours.

If Genrep cannot supply a generator, contact LM Generator, Downsview is on Account, they can provide an immediate portable generator hook up. (905) 564-7322
For electrical related issues contact A-Plus Electrical (416)821.6205

If the loss of power occurs during cold weather:

- Ensure that all windows and exterior doors are closed.
- Obtain additional blankets for use as necessary to keep residents warm.
- Open boiler by-pass valves to facilitate heating water circulation.
- Supply residents with hot beverages as needed, if gas supplies are still available.
- Keep vacant room doors closed, to minimize loss of heat.

If temperatures drop to unacceptable levels, and/or power supply will not be restored for an extended period of time, initiate evacuation.

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|----------------|-----------------------|------------|---------------------------------|-----------------------------|
| Facility | DOWNSVIEW LTCC | | POLICY & PROCEDURE | |
| Department | Emergency Services | Category | Code Purple – Other Emergencies | Policy Number ESM-PUR-25 |
| Subject | Loss of Power | | Issuing Authority | GEM Board of Management |
| Effective Date | February 2022 | Supersedes | February 2021 | Pages 2 of 4 |

Power Outage Checklist

Staffing:

- Reassign staff in home/residence as required.
- Ensure call in list is up-to-date.
- If additional staff are required, start emergency call ins. If unable to contact, continue down list until required quantity is achieved.
- Ensure other emergency numbers are up-to-date, including Public Utilities Commission, Regional contacts, etc.

Generator:

- Confirm monthly and quarterly check of generator.
- Post operating instructions on inside door of security enclosure of generator. (back up key and access instructions located at the front lobby in keybox, code under keybox)
- Make sure the generator tank is always full and that additional fuel cans are on hand. Empty cans are inside Generator room (12 Cans) Contact Canada Clean Fuels for fueling 24 hours 416.521.9533

Emergency Supplies:

- Propane for barbecues & flash lights for all units, batteries
- Emergency Kits are located at each nursing station and at reception.
- Phones are on battery backup power supplies – (3 hour supply)
- Use cell phones if required.
- Extra Blankets on hand for cold weather related loss of power.

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|----------------|-----------------------|------------|---------------------------------|-----------------------------|
| Facility | DOWNSVIEW LTCC | | POLICY & PROCEDURE | |
| Department | Emergency Services | Category | Code Purple – Other Emergencies | Policy Number ESM-PUR-25 |
| Subject | Loss of Power | | Issuing Authority | GEM Board of Management |
| Effective Date | February 2022 | Supersedes | February 2021 | Pages 3 of 4 |

Recreation:

- Plan diversionary activities for residents.

Nursing:

- Oxygen supplies.
- Take contents of medication fridge to a working fridge or attach fridge to generator.
- If using air mattresses, get an emergency manual pump, or have an alternative mattress.
- Plan for G Tube feeding.
- Secure exits to required locked areas on the secure unit.

Dietary:

- Ensure adequate supply of food and non-food items are on hand at all times. This includes three days supply of non-perishable food items and disposable food service paper products, and a 24 hour supply of perishable food items. This includes jars of baby food meat, vegetables and fruit on hand for residents on pureed diets (long-term care homes.)
- Juice would either need to be mixed by hand (follow manufacturer’s directions for concentration of juice to water), or keep some juice in cans.
- If fridges and freezers not hooked up to generator, restrict access to the fridges and freezers and reduce opening of doors to a minimum (may duct tape some shut once you have removed what is needed.
- Consolidate all items in the fridges and freezers to be as close together as possible and insulate with a blanket. Once the power goes on, ensure that the refrigerator and freezer temperatures have been maintained. Record temperatures on fridge/freezer temperature log. If in doubt, throw it out.
- Alter food production to utilize gas stove and barbeques.
- If an elevator that is not working, review the home protocol for delivery of bulk food and/or trays to the floors.

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|----------------|-----------------------------|------------|---------------------------------|-----------------------------|
| Facility | DOWNSVIEW LTCC | | POLICY & PROCEDURE | |
| Department | Emergency Services | Category | Code Purple – Other Emergencies | Policy Number ESM-PUR-20 |
| Subject | Loss of Fuel / Gas Services | | Issuing Authority | GEM Board of Management |
| Effective Date | February 2022 | Supersedes | February 2021 | Pages 1 of 1 |

PROCEDURE:

In the event of loss of fuel, contact the local gas company 24-Hour Emergency Service in order to determine expected duration of shutdown.

In the event that the supply of gas will be restored quickly, no further action need be taken.

In the event that loss of fuel has occurred during cold weather and is to be restored in a reasonable period of time, no action is required, if fuel will disrupt water heating supply and common area heat, request maintenance to provide portable electric room heaters in a safe operating manner to all areas affected (Resident rooms and common spaces.)

ensure that all windows and exterior doors are closed and all air supply and exhaust fans are off. Obtain additional blankets from storage to keep residents warm.

For emergency feeding of residents, see "Loss of Dietary Services" (Make use of outdoor BBQ's if required for cooking purposes) or switch resident diet to cold plate meals until fuel is restored. Provide warm beverage using electric coffee and hot water equipment (Non fuel based)

In the event that gas supplies are not to be restored for an extended period of time initiate total evacuation or relocation of residents to unaffected areas if required, consult Administrator for instructions

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|----------------|--------------------------|------------|---------------------------------|-----------------------------|
| Facility | DOWNSVIEW LTCC | | POLICY & PROCEDURE | |
| Department | Emergency Services | Category | Code Purple – Other Emergencies | Policy Number ESM-PUR-15 |
| Subject | Loss of Dietary Services | | Issuing Authority | GEM Board of Management |
| Effective Date | February 2022 | Supersedes | February 2021 | Pages 1 of 1 |

PROCEDURE

In the event of loss of hydro, gas and/or kitchen facilities, food for resident care will be prepared following an emergency services menu and served in disposable containers. (Cross reference to Dietary manual.)

Portioned pack containers of some food items such as: juice, cereal, cookies, milk, muffins and other pre-portioned items are available from primary food distributor (contact Sysco Food Service at 1-800-461-6543).

If there is power available, the food service supervisor will ensure that availability of some hot food items and items for special therapeutic diets are maintained, through the assistance of portable generator use.

Training and Drills

1. Training and practice shall take place annually at least once on every shift and documentation or results, recommendations and attendance shall be kept for review.

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|----------------|------------------------|------------|---------------------------------|-----------------------------|
| Facility | DOWNSVIEW LTCC | | POLICY & PROCEDURE | |
| Department | Emergency Services | Category | Code Purple – Other Emergencies | Policy Number ESM-PUR-10 |
| Subject | Loss of Communications | | Issuing Authority | GEM Board of Management |
| Effective Date | February 2022 | Supersedes | February 2021 | Pages 1 of 1 |

PROCEDURE

In the event of loss of regular telephone services, utilize the telephone located at reception for power loss situations, contact Rogers Cable to notify them of the disruption of service and request emergency repairs.

The same procedure will be followed to obtain ambulance service or medical services, during the period of emergency. (Use nursing cell phones or personal cellular phone if required)

The telephone system is equipped with a 3 hour battery back up system and tied to the generator backup system when running and will continue to function if power is the source of the interruption.

Alternate use of personal cell phone or nursing cell phone should be used in the event of local loss of communications.

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|----------------|--|------------|---------------------------------|-----------------------------|
| Facility | DOWNSVIEW LTCC | | POLICY & PROCEDURE | |
| Department | Emergency Services | Category | Code Purple – Other Emergencies | Policy Number ESM-PUR-07 |
| Subject | Hot Weather Related Illness Prevention | | Issuing Authority | GEM Board of Management |
| Effective Date | February 2022 | Supersedes | February 2021 | Pages 1 of 8 |

POLICY

All disciplines (environmental, nursing, recreation, dietary and medical) will work together to determine the risks that residents are facing on any given day. Through interdisciplinary risk assessment of both the individual resident's risk and prevailing environmental conditions, a plan will be developed to ensure resident comfort.

PROCEDURE

A. Preparation and Planning

Prior to hot weather conditions:

The administrator will:

- Develop a communication protocol to convey hot weather action plans (including humidex readings) to residents, staff, volunteers, families, visitors and others as required.
- Implement annual staff education and training program on prevention and management of heat related illness and hot weather plan. Training must take place prior to the beginning of the summer season for all departments.
- Make available and maintain appropriate cooling equipment and other resources.

All staff will:

- Attend annual staff education and training program on prevention and management of heat related illness.
- Contribute to interdisciplinary care plans for heat related illness.
- Review policies and procedures for heat related emergencies.
- Identify need for additional cooling resources as warranted.

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|----------------|--|------------|---------------------------------|-----------------------------|
| Facility | DOWNSVIEW LTCC | | POLICY & PROCEDURE | |
| Department | Emergency Services | Category | Code Purple – Other Emergencies | Policy Number ESM-PUR-07 |
| Subject | Hot Weather Related Illness Prevention | | Issuing Authority | GEM Board of Management |
| Effective Date | February 2022 | Supersedes | February 2021 | Pages 2 of 8 |

The nurse will:

- Complete resident risk assessment with physician for heat related illness.
- Identify residents who are at an increased risk of, or potentially at risk of, heat related illness and communicate to the interdisciplinary team members.
- Develop heat related interdisciplinary resident care plans.
- Notify resident/substitute decision maker and families of the requirement for appropriate hot weather clothing and accessories.

The physician will:

- Complete resident risk assessment with nursing for heat related illness. The food service supervisor and registered dietitian will:
- Identify and develop a plan for those residents assessed with altered fluid requirements, including those residents on external nutritional replacement therapies.
- Evaluate the need for specialty products to address the need for electrolyte replacement, if required.

The recreation staff will:

- Develop seasonal activation program or modify existing programs for hot weather to decrease physical exertion.
- Identify cooler areas of the home interior and protected outdoor areas for programs.
- Plan for the distribution of additional fluids during activity programs with input from dietary department staff.
- Plan community outings that are located in appropriate cool settings and include the use of air conditioned transportation.
- Plan for availability of cook rest/break areas during outdoor activities especially during peak hot times of the day.
- Collaborate with nursing to advise resident/substitute decision maker and families of the requirement for appropriate hot weather clothing and accessories.

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|----------------|--|------------|---------------------------------|-----------------------------|
| Facility | DOWNSVIEW LTCC | | POLICY & PROCEDURE | |
| Department | Emergency Services | Category | Code Purple – Other Emergencies | Policy Number ESM-PUR-07 |
| Subject | Hot Weather Related Illness Prevention | | Issuing Authority | GEM Board of Management |
| Effective Date | February 2022 | Supersedes | February 2021 | Pages 3 of 8 |

The environmental supervisor will:

- Review and update the building and equipment including review for keeping the building as cool as possible.
- Review and implement agreements with external contractors responsible for building systems to support preventative maintenance of cooling systems.
- Review and update the home’s internal “Preventative Maintenance Plan”.
- Ensure generator (if available) is functional with backup fuel supplies.
- Implement routine checks beginning June 15th each year to assess indoor temperatures and humidex levels. This program will end September 30th each year.

| Humidex (CC) | Degree of Comfort |
|---------------------|---|
| 20 - 29 | No discomfort |
| 30 - 39 | Some discomfort |
| 40 - 45 | Great discomfort; avoid exertion |
| 46 and over | Dangerous; probable heat stroke |

Maintenance Department Will:

- Check and log temperature and Humidity levels twice daily and report some discomfort levels to the nurse in charge on the unit
- Checking temperature and humidity will be gathered using an average between 3 - 4 resident rooms and 2 – 3 common areas by way of laser thermometer and temperature gauges within the unit

All staff will:

- Implement, evaluate and monitor the results of hot weather related plan.
- Monitor residents for signs and symptoms of heat related illness.

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|----------------|--|------------|---------------------------------|-----------------------------|
| Facility | DOWNSVIEW LTCC | | POLICY & PROCEDURE | |
| Department | Emergency Services | Category | Code Purple – Other Emergencies | Policy Number ESM-PUR-07 |
| Subject | Hot Weather Related Illness Prevention | | Issuing Authority | GEM Board of Management |
| Effective Date | February 2022 | Supersedes | February 2021 | Pages 4 of 8 |

- Monitor indoor climate for overall comfort and report resident discomfort and/or temperature changes that would affect overall resident well-being, health and safety.
- Keep shades, drapes, blinds or window coverings closed.

The nurse will:

- Assess need for and provide additional fluids to residents 24 hours per day, and seven days per week based on assessed needs.
- Refer residents at increased risk due to poor fluid intake to registered dietitian for further assessment and action.

The HCA/PSW will:

- Assess and implement body cooling strategies as required.
- Assess and provide additional skin care in response to hygiene requirements of each resident.
- Dress residents in suitable clothing and accessories that are appropriate for the weather conditions.

The food service supervisor will:

- Assess the need to implement any plans to modify menus, including reducing the use of heat generating equipment.
- Assess the need to provide additional fluids, including additional beverage passes and/or provision of additional beverages in accessible locations.
- Offer a variety of beverage choices at meals and with snacks.
- Implement enhanced fluid protocols specific to residents at increased risk.

The recreation staff will:

- Carry out activity programs inside in cooler areas of the home utilizing additional cooling sources as warranted.
- Refrain from moderately intense or intense physical activity.
- Incorporate frequent rest breaks and seated activities into programs.

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|----------------|--|------------|---------------------------------|-----------------------------|
| Facility | DOWNSVIEW LTCC | | POLICY & PROCEDURE | |
| Department | Emergency Services | Category | Code Purple – Other Emergencies | Policy Number ESM-PUR-07 |
| Subject | Hot Weather Related Illness Prevention | | Issuing Authority | GEM Board of Management |
| Effective Date | February 2022 | Supersedes | February 2021 | Pages 5 of 8 |

- Provide fluid and additional external body cooling aids as necessary.
- Limit outdoor activities to cooler times of the day and provide those activities in areas that are shaded from the sun.
- Encourage residents where feasible, or appropriate, to dress in appropriate clothing and provide sun blocking accessories.

The environmental supervisor will:

- Implement strategies to maximize ventilation.
- Distribute cooling equipment and portable fans.
- Maximize use of an ice machine to support a continuous supply of ice.
- Monitor the indoor temperatures and humidex levels at varying times throughout the day.

C. Intervention

The administrator will:

- Implement resident care policies and procedures and environmental policies and procedures related to hot weather conditions.
- Determine when emergency contingency plans are to be implemented.

All staff will:

- Monitor residents' responses to interventions implemented.
- Refer to table below for treating hot weather related illness.

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|----------------|--|------------|---------------------------------|-------------------------------|-------------------------|
| Facility | DOWNSVIEW LTCC | | | POLICY & PROCEDURE | |
| Department | Emergency Services | Category | Code Purple – Other Emergencies | Policy Number | ESM-PUR-07 |
| Subject | Hot Weather Related Illness Prevention | | | Issuing Authority | GEM Board of Management |
| Effective Date | February 2022 | Supersedes | February 2021 | Pages 6 of 8 | |

| | Definition | Cause | Symptoms | Treatment |
|---------------------|---|---|---|---|
| Heat Rash | Where the sweat on the skin surface is not able to evaporate. The skin remains moist, which causes the sweat glands to plug, resulting in a skin rash. | Hot humid environment, plugged sweat glands | <ul style="list-style-type: none"> • Red bumpy rash with severe itching. • Prickling sensation on the skin. | Maintain dry skin as much as possible. If the condition persists, consult physician. |
| Heat Cramps | When a person is sweating profusely due to high temperatures and is drinking large quantities of water to compensate for the water loss but fails to replenish the salt losses. | Heavy sweating drains a person's body of salt, which cannot be replaced just by drinking water. | <ul style="list-style-type: none"> • Painful muscle spasms in the arms, abdomen and/or legs. • Heat cramps are serious - they can be warning of the start of other more dangerous heat-induced illness. | Physical exercise and recreational activity should be restricted to cooler environment. |
| Heat Syncope | A heat induced dizziness and fainting caused by a temporary loss of blood supply to the brain. This often occurs in persons who are not acclimatized to the hot environment and who are standing for prolonged periods. The dizziness is caused by the pooling of blood in the lower extremities. | Fluid loss and inadequate water intake. | <ul style="list-style-type: none"> • Sudden fainting after being in a hot area. • Cool moist skin. Weak pulse. • Dizziness, confusion. | Rest in bed and provide drinking water and other fluids as tolerated. |

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|----------------|--|------------|---------------------------------|-------------------------------|-------------------------|
| Facility | DOWNSVIEW LTCC | | | POLICY & PROCEDURE | |
| Department | Emergency Services | Category | Code Purple – Other Emergencies | Policy Number | ESM-PUR-07 |
| Subject | Hot Weather Related Illness Prevention | | | Issuing Authority | GEM Board of Management |
| Effective Date | February 2022 | Supersedes | February 2021 | Pages 7 of 8 | |

| | Definition | Cause | Symptoms | Treatment |
|------------------------|--|---|---|--|
| Heat Exhaustion | Can develop after several days of exposure to high temperatures and inadequate or unbalanced replacement of fluids. It is the body's response to an excessive loss of the water and salt lost through sweating. | Fluid loss and inadequate intake of water and salt causing a person's body cooling system to start to breakdown. | <ul style="list-style-type: none"> • Heavy sweating. • Cool moist skin. • Body temperature over 38°C. • Weak pulse. • Normal or low blood pressure. • Person is weak and tired. • Headache, dizziness, nausea and vomiting. • Complains of great thirst. • Panting or breathing rapidly. • Vision may be blurred. • Mild confusion, usually orientated. • Pale and cool. • Pronounced sweating. • Fatigue. • Irritability. | <p>Rest in a cool environment.</p> <p>Fluid replacement, which may include small quantities of semi-liquid food, if conscious.</p> |
| Heat Stroke | This is the most serious heat-related illness, occurring when the body is unable to regulate its core temperature. Body temperature rises rapidly, sweating mechanisms fail and the body is unable to cool down. Heat stroke can cause death or permanent disability if emergency treatment is not provided. | Person has used up all water and salt reserves and stops sweating, causing the body temperature to rise. This may develop suddenly or follow from heat exhaustion | <ul style="list-style-type: none"> • High body temperature (over 40°C). • Weakness. • Confusion. • Agitation. • Hot, dry and red skin. • Nausea. • Fast pulse. • Little or no sweating. • Flushed. • Severe headache, convulsions, dizziness. • In later stages, person may pass out or have convulsions. | <p>Immediate aggressive, and effective cooling (fans and water, cold water bath, etc.).</p> <p>Transport to an appropriate medical facility as soon as possible for subsequent care.</p> |

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|----------------|--|------------|---------------------------------|-----------------------------|
| Facility | DOWNSVIEW LTCC | | POLICY & PROCEDURE | |
| Department | Emergency Services | Category | Code Purple – Other Emergencies | Policy Number ESM-PUR-07 |
| Subject | Hot Weather Related Illness Prevention | | Issuing Authority | GEM Board of Management |
| Effective Date | February 2022 | Supersedes | February 2021 | Pages 8 of 8 |

The nurse will:

- Notify physician of any resident suspected or assessed to have heat related illness.
- Request consultation with registered dietitian for those residents experiencing any degree of hot weather illness.

The food service supervisor and registered dietitian will:

- Monitor, evaluate and modify fluid requirements based on signs and symptoms in all residents with a particular focus on those assessed as being at high risk or those residents receiving enteral nutritional therapy.
- Determine need to provide specialty products to correct electrolyte imbalances.
- Make menu substitutions, as required to spring/summer menu e.g. some hot entrees, baked desserts, etc.
- Minimize use of heat generating equipment where possible.

The recreation staff will:

- Avoid/cancel outdoor programming in areas that do not provide for air conditioned transport to air conditioned indoor settings.
- During programs, if resident status changes, immediately notify registered staff and obtain assistance; administer first aid as necessary and implement appropriate heat illness interventions.

The environmental supervisor will:

- Coordinate with the care team to move residents to common air conditioned areas.
- Reduce the use of heat generating equipment from kitchen, laundry and other areas to alternate times during the day (night/evening).
- Turn off unused electrical appliances and equipment as appropriate.
- Implement alternate methods for air cooling as appropriate.

Reference: Ministry of Health and Long-Term Care “Guidelines for the Prevention and Management of Hot Weather Related Illness in Long-Term Care Homes”, May 2006.

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|----------------|------------------------|------------|---------------------------------|-----------------------------|
| Facility | DOWNSVIEW LTCC | | POLICY & PROCEDURE | |
| Department | Emergency Services | Category | Code Purple – Other Emergencies | Policy Number ESM-PUR-05 |
| Subject | Earthquake Precautions | | Issuing Authority | GEM Board of Management |
| Effective Date | Feb 2022 | Supersedes | February 2021 | Pages 1 of 2 |

PURPOSE:

1) To avoid or minimize injury to residents, visitors and staff during or after an earthquake.

- Depending on the magnitude and extent of damage caused by the earthquake use discretion as to the extent that the following procedure is to be followed.

PROCEDURE:

The administrator / general manager or designate will ensure all staff are aware of the following:

DURING AN EARTHQUAKE:

- If you are indoors during an earthquake if possible gather as many residents as practical against an inside wall away from windows, drop to the floor, cover up and hold on. If there is furniture that one could crawl under for protection do so holding on to a leg.
- Do not attempt to go outside as falling building materials may injure you.
- Wait in a safe place until the shaking stops then check if you or others with you are hurt. You will be better able to help if you take care of yourself first.
- Residents in bed during the earthquake are to be encouraged to stay in the bed covering their head with a pillow.
- Search for others that may need help by moving carefully and watching out for things that have broken or still may fall.
- Be on alert for aftershocks that may come after the initial shaking.
- Maintenance should be ready to shut off gas or electricity if there are fires or damaged appliances.
- If the building structure is unsafe to stay in, after shaking stops exit by stairwell using the fire evacuation procedure. Do not use the elevators. Move quickly away from the building to avoid falling objects.
- Assemble on hand disaster supplies if possible.
- Be aware that the fire alarm system and sprinkler system may be activated by the structure shifting.
- If you are outside when the earthquake starts, gather others as practical, move away from the building, trees, streetlights, power lines etc., crouch down and cover your heads.

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|----------------|------------------------|------------|---------------------------------|-----------------------------|
| Facility | DOWNSVIEW LTCC | | POLICY & PROCEDURE | |
| Department | Emergency Services | Category | Code Purple – Other Emergencies | Policy Number ESM-PUR-05 |
| Subject | Earthquake Precautions | | Issuing Authority | GEM Board of Management |
| Effective Date | Feb 2022 | Supersedes | February 2021 | Pages 2 of 2 |

DURING AN EARTHQUAKE: (Con't)

- Homes in the coastal areas are to be aware of Tsunamis that may occur and move to high ground if necessary.
- If you are in a vehicle, pull over to a clear location, stop and keep your seatbelt fastened. After shaking has stopped proceed slowly aware of items that still may fall. Avoid bridges, tunnels or ramps that may still collapse.
- Be aware that roaming animals may become dangerously aggressive or defensive.

AFTER THE EARTHQUAKE:

- Be aware of after shocks. If the building has been severely damaged get as many persons out to a safe area as the building will be less stable during an aftershock.
- Protect yourself from further danger by putting on long pants, long sleeve shirt, sturdy shoes and work gloves.
- Help locate trapped or injured persons. Give first aid but don't try to move seriously injured persons unless immediate further injury is imminent.
- Follow evacuation procedures and meet at gathering place for head count.
- Secure fire extinguishers if possible and extinguish minor fires.
- Leave gas main on unless there is a major gas leak. Try to shut off localized valves to leaking equipment. It may be weeks to have gas service restored posing further problems if the building is usable after the earthquake.
- If possible listen to radio (battery operated) updates on the emergency for further instructions.
- Depending on severity, assess the damage, documenting damage with photos and notes.
- Inspect all services for damage not readily available such as cracked or crushed sanitary lines.
- Remove or secure unstable items that may still fall.
- Clean up chemical or medicine spills as per policy.
- Consult Regional Manager/VP Operations for further directions.

Training and Drills

1. Training and practice shall take place annually at least once on every shift and documentation or results, recommendations and attendance shall be kept for review.

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|----------------|-----------------------------------|------------|-------------------------------|-----------------------------|
| Facility | DOWNSVIEW LTCC | | POLICY & PROCEDURE | |
| Department | Emergency Services | Category | Code Grey – Air Contamination | Policy Number ESM-GRY-05 |
| Subject | Carbon Monoxide Detector Response | | Issuing Authority | GEM Board of Management |
| Effective Date | Feb 2022 | Supersedes | February 2021 | Pages 1 of 1 |

PURPOSE:

1. To summarize the key actions by individuals during an activation of a carbon monoxide (CO) detector in a service room.

PROCEDURE:

Upon activation of a service room CO detector, an audible alarm will broadcast locally. If you are in the room, immediately ventilate the room and leave. Contact the ESS to investigate. When the alarm is activated, treat the room as a confined space.

The ESS, upon arriving on location, will:

Ensure the room is ventilated to clear detector.

Once the detector clears:

Investigate and rectify source of CO.

If the detector will not clear, or alarm reoccurs:

Call in a mechanical service provider or gas company to identify the source.

Training and Drills

1. Training and practice shall take place annually at least once on every shift as part of a fire drill practice and documentation or results, recommendations and attendance shall be kept for review.