



EMERGENCY MANAGEMENT PLAN

GROVES PARK LODGE



Introduction

The **Groves Park Lodge Emergency Management Plan** is a disaster response plan which provides the principles and operational guidelines to be used to coordinate an effective response to all types of emergencies that could potentially affect Groves Park Lodge Residents, employees and facilities.

For optimum response efforts, employees must be familiar with the contents of the **Emergency Management Plan** prior to an emergency. Emergencies are defined as: “a situation or an impending situation that constitutes a danger of major proportions that could result in serious harm to persons or substantial damage to property and that is caused by the forces of nature, a disease or other health risk, an accident or an act whether intentional or otherwise.”

This **Emergency Management Plan** has been updated in response to the **Emergency Management Plan Policy** and meets the requirements under the legislation of the **ON Fixing Long-Term Care Act, 2021 (FLTCA)** and **ON Regulation 246/22**

Purpose

The purpose of this Emergency Management Plan is to ensure that Groves Park Lodge:

- Maintains a continuous state of readiness to manage disaster response,
- Minimizes the actual or potential danger to individuals, Residents, employees, or volunteers, and addresses individual employee and Resident needs, including accessibility; and
- Provides for the continuity of operations to the highest degree possible.

Objectives

To this end, the objectives of this Emergency Management Plan are to:

- Provide a structure and control method for the management of personnel, equipment, facilities and resources during an emergency.
- Outline the roles and responsibilities of key employees to prepare for, respond to, and recover from emergencies.
- Maintain and enhance communication between Groves Park Lodge, community partners, and other community resources in the preparation and implementation of emergency response activities.
- Establish a clear line of authority during an emergency, as well as clearly defined operational roles for management staff.
- Minimize the impacts of an emergency by maintaining a standard of operational preparedness, and awareness.
- Ensure as much as possible, the well-being of Residents, employees and all others on site in the event of an emergency or disaster.

Development and Updates to Plan

- Consultation in development and annual updating of this plan is done with:
 - Local Emergency Service Providers
 - Community Agencies, health service providers, community partners, etc.
 - Employees, Residents’ Council and Family Council



Definitions

Emergency: Emergency is defined as a situation, or the threat of an impending situation, that could affect the property and the health, safety and welfare of Groves Park Lodge in which, by their nature and magnitude, require a controlled and coordinated response.

Emergency Management: The term used to designate the efforts of communities or businesses to plan for and coordinate all personnel and materials required to either mitigate the effects of, or recover from, natural or manmade disasters, or acts of terrorism.

Charge Nurse: The person responsible for initiating and following through with the emergency response; including quickly developing incident objectives, managing all incident operations, application of resources as well as responsibility for all persons involved.

Emergency Codes: The use of emergency codes is intended to convey essential information quickly and with minimal misunderstanding to staff while preventing stress and panic among Residents and visitors to the Home.



ROLES AND RESPONSIBILITIES

Health and Safety Committee

- Develop an annual training and exercise program including personal preparedness training for staff, and preparedness exercises of the Emergency Management Plan and Emergency Code Procedures as defined in the Emergency Management Plan.
- Maintain records and documentation of emergency training, exercises, and maintenance of supplies and equipment.
- Maintain an accurate and most updated emergency contact of all staff and functions listed in the Fan Out.
- Establish agreements with relocation facilities and essential vendors/suppliers.

Charge Nurse: Declares activation of the plan in response to an emergency incident.

- Assess the situation and determine the appropriate action and code
- Initiate the Fan Out procedure, if applicable
- Lead the response to incidents
- Contact Administrator and DOC
- Contact Community Partners if applicable
- Follow procedures for the appropriate emergency code
- As necessary, solve problems
- Set priorities and define the organization of the incident response teams and the overall incident action plan.
- At own discretion, assign individuals, who may be from the same Home or from assisting agencies, roles.
- At the All Clear, record how the plan worked, note areas that need revisions and updating
- Chair a formal debrief of the incident after recovery

All Staff

- Participate, review, and assist in the development of the Emergency Plans and Code Procedures
- Inform the office of changes in contact information for emergency – contact during fan out procedure
- Attend and participate in emergency training and exercises
- Follow the directions given by the Charge Nurse during the Incident and recovery phase.
- Adhere to safe work practices in an emergency
- Report to their supervisor any known hazardous situation that may result in the course of an emergency
- Communicate the effectiveness of Emergency Plan at the end of the all clear
- Participate in formal debriefing as required

Food Services

- Participate, review and assist in the development of the home emergency plans and procedures
- Maintain a sufficient supply of food and water in case of emergency, minimum three days
- Develop contingency plans to support the emergency stockpile of food and water
- Attend and participate in emergency training and exercises

Maintenance

- Participate, review and assist in the development of the home emergency plans and procedures
- Participate or lead the hazard site assessment to identify and mitigate physical hazards
- Provide and maintain Home specific information in the emergency plan, such as the location of utility controls and procedures for managing in an emergency



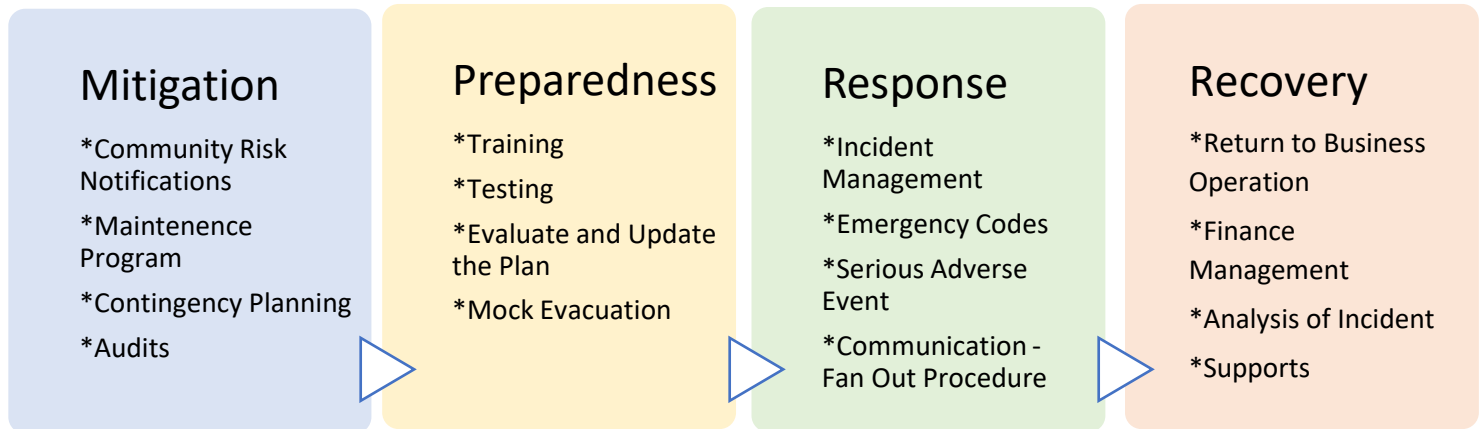
GEM HEALTH CEO + Head Office

- Various functions at the Corporate Office such as Risk Management, Communications, Finance, Business Performance and Analysis, Maintenance, Asset Management, Operations, Resident Services, etc. will provide support and guidance to the Administrator while dealing with an emergency.
- Annual review, approval, and distribution of this Emergency Management Plan, its appendixes and supporting materials

External

- Communication linkages will be enhanced within the Home/Community, other long-term care (LTC) home / community agencies and resources in the preparation and implementation of emergency response activities
- Community Partners will ensure appropriate plans and implementation procedures are developed for carrying out their roles and tasks. Community Partners will ensure that the health, safety, and welfare of the Residents are considered when developing and implementing plans and procedures.

Key Elements of the Groves Park Lodge Emergency Management Plan



Mitigation

Mitigation activities focus on anticipating and preventing disaster damage, reconstruction, and repeated damage. Activities include awareness and education on avoidable risks/threats to Groves Park Lodge residents, and the implementation of measures to eliminate or reduce risks. These measures may include preventative maintenance programs, staff education, contractor/vendor agreements, alternate suppliers (contingency) and process audits/improvements.

Preparedness

Preparedness activities are focused on planning, organizing, training, equipping, exercising, evaluating, and taking corrective action to ensure effective coordination during incident response. These activities include the assessment of unavoidable risks/threats and the development of plans for response and business continuity. Plans must be reviewed and updated regularly, and staff must be trained in the implementation of the plans.

Response

Response phase is the implementation of the Emergency Management Plan during an emergency situation to ensure that people are safe, damage and loss are minimized, and activities continue to function at an acceptable level.

Recovery

During the Recovery phase, the organization focuses on returning systems, processes, and property to normal standards while continuing with all business functions.

MITIGATION

Community Risk Assessment

The purpose of a Community Risk Assessment is to analyze potential hazards, assess risks and vulnerabilities of Groves Park Lodge in order facilitate risk-based decision making. These decisions aim to address vulnerabilities, mitigate hazards, and prepare for response to and recovery from hazard events. Risk-based means based on informed choices of alternate unwanted outcomes. Groves Park Lodge makes risk reduction choices based on the acceptability of consequences and the frequency of hazards. The Community Risk Assessment is also utilized to develop the response procedures.

Risk	Consequences	Impact	Resources	
Communicable disease outbreak	Damage to critical infrastructure* – Energy & Utilities, Finance, Health Services, Information & Communications Technology, Food, Water, Safety, Government Services, Logistics	Facilities	Mitigation strategies to remove or reduce hazard Emergency Plan & applicable response procedures Related education, training and exercises Resources and supplies Contingency plans External resources	
Criminal – bomb threats, hostage, shooting		Families		
Earthquake		Environment		
Extreme weather		Residents		
Fire		Damage to critical facilities		Operations Staff
Flooding		Injuries and fatalities		
Hazardous Material event		Staff and Residents' safety		
Medical Supply chain interruption		Business Disruption		
Missing Residents				
Utility outages				
Other threats (geographic specific events that are identified in the Canadian Disaster Database)				

Maintenance Program

The Home shall keep a Maintenance Program of the critical services and utilities to ensure they are working properly. The program shall outline all scheduled inspections, checks, audits and monitoring of the critical services and utilities.

PREPAREDNESS

Preparedness activities are focused on planning, organizing, training, equipping, exercising, evaluating, and taking corrective action to ensure effective coordination during incident response.

Mandatory Training

Item	Audience	Frequency	Objective
Emergency Plan and Codes	Groves Park Lodge Employees, Volunteers, Students	During General Orientation Annually at the review of the Plan	Fire Prevention and safety, emergency evacuation plan, and to update Emergency Plan with any changes and revisions.
Emergency Codes	Groves Park Lodge Residents and families	At Admission Annually – email to share information	Familiarization with emergency codes and procedures.

Testing of the Plan

Item	Objective	Frequency	Record
Emergency Plan* Code Grey – Loss of essential services Code Yellow – Missing Resident Code Blue – Medical Emergencies Code White – Threat of Violence Code Red/REACT – Fires Code Orange – Disaster	Test the Plan Meet regulation: Ontario:Reg 246/22 s. 268 (10)	Mandatory – Annually	Code specific checklist and Action Plan Template
<i>Testing the Emergency Management Plan must include arrangements with community agencies, partner facilities, and resources that will be involved in responding to an emergency.</i>			
Mock Evacuation – Planned Code Brown – Chemical Spills Code Black – Bomb Threat Priority Code – Intruder	Test the Plan Meet regulation: Ontario:Reg 246/22 s. 268 (10)	Mandatory – Once every 3 years	Code specific checklist and Action Plan Template
Fan- Out Call List	Test the Plan	Mandatory – every 6 months	Fan-Out call list is updated
Drills	See the Fire Safety Plan	Mandatory – One drill per month Fire Dept to observe	Fire Drill Checklist and Action Plan Template



PREPAREDNESS

The Health and Safety Committee will implement exercises to test the plan as frequently as required in the previous chart.

There are three main types of exercises to test the Plan: Discussion-based, Tabletop, or Live exercises. The choice of which one to adopt depends on what the purpose of the exercise is. It is also a question of lead-in time and available resources. A combination of the three types can also be an option for testing of the Plan.

Emergency Contact Lists

Emergency Contact Lists contain the emergency contact information of all of the staff and relevant positions in the organization, and the contact info for all of our vendors and service providers, community partners and local emergency services.

Residents and Family Contacts List

Families and responsible parties will be contacted promptly by staff in the event of an emergency situation.

At least one list of all Residents and family contact information is maintained. This is kept on Point Click Care.

Each resident has an Emergency/Disaster ID Card on a lanyard which contains relevant information on Residents and families to be utilized in case of an emergency.

The Administrator or designate will delegate staff to make the necessary phone calls. When establishing initial contact with families, staff will convey emotional support and reassurance that safety and well-being of the Resident is the home's priority. When families are contacted in an emergency situation, they should be notified of:

- Type of emergency
- Time of emergency
- Status and/or location of Resident
- Mechanism in place for access to updated information



RESPONSE

This section outlines the framework for the home response. It includes an organizational structure to provide overall direction and control of Groves Park Lodge emergency operations.

Emergency Management begins at the home level where most incidents are managed. If the incident cannot be adequately managed from Groves Park Lodge due to insufficient resources, an emergency call will be made.

Emergency calls are prioritized based on the severity of the incident and the availability of resources. In a larger scale incident, local authorities may also activate emergency operations centers or mobilize staff to coordinate the response.

During these major emergencies, the local authority, together with first responders, will assess and prioritize community needs, allocate resources, and respond based on the determined priorities. In a major emergency such as major disruption to transportation networks or severe storms, outside assistance or community resources may not be immediately available.

Incident Management

When an incident occurs, appropriate steps should be followed to deal with the incident.

- Implementation of the Emergency Response Procedures – Codes.
- Notify the Administrator or designate immediately.
- The Administrator or designate will follow the Code Specific Procedures; with
- Communication utilizing the Emergency Fan out Procedure when applicable.

Response Procedures – Codes

The “Emergency Response Procedures – Codes” provides a general approach to procedures on how to deal with various incidents or guidelines on how to respond to incidents. Consideration must be given to the incident scenario, contributing factors, resources available, magnitude, etc. to provide a proper respond to the incident.

The Emergency Response Guide is a simplified version of the procedures to be utilized as a tool for consultation and staff training.

MEDICAL EMERGENCY – CODE BLUE

Medical Emergency – Code Blue

Standard

Code Blue will be used to alert individuals in the home of a medical emergency and provide a systematic approach for responding to it.

A medical emergency is defined as a medical condition requiring immediate treatment, for example a cardiac and/or respiratory arrest, convulsive seizure, acute chest pain, respiratory distress, syncope and/or any other situation where clinical assistance is needed.

NOTE: A medical emergency that involves and resident of Groves Park Lodge must be addressed in accordance with their individual Goals of Care.

Procedure

Upon discovering the emergency:

- Pull the nearest call bell and alert nearby staff by shouting Code Blue.
- Stay with the individual.
- If no response to the call bell or the call for help, page “CODE BLUE”, floor number, room number, then return to the resident and begin assessment and/or resuscitation.

Upon receiving the page for “Code Blue”:

- The RPN will bring the emergency equipment to the area called.
- The DOC will go immediately to the area of Code Blue and direct it until ambulance personnel arrives. At all other times, in the absence of the DOC, the Charge Nurse will attend the code and assume responsibility.

The Nurse Manager/ADOC on duty will direct the code and ensure appropriate resuscitation endeavors:

- The DOC/Charge Nurse will direct 911 to be called where appropriate and the person will give name, address, wing, and room location.
- A PSW will be assigned to wait for ambulance at main entrance, and provide directions to Code Blue (after reception hours)

FIRE – CODE RED - REACT

Fire – Code Red

Standard

Emergency **Code Red** will be used:

To alert all occupants when a fire is discovered.

When conducting FIRE DRILLS

When there is a suspicious event that may lead to a fire (e.g. smoke, smelling something burning).

Procedure

A. If you discover a Fire/Smoke

Call out “CODE RED”, and fire location; R.E.A.C.T:

R: Remove Residents from immediate area.

E: Ensure windows and doors are closed.

A: Activate Alarm.

C: Call the Fire Department.

T: Try to extinguish fire (if possible).

CODE RED Activated

Charge Nurse to Check FIRE Panel, and Page Location of Fire “CODE RED – Exact Location”

See “Charge Nurse Fire Duties” on ER Flip Chart at Nursing Station.

IF FIRE IS IN YOUR AREA	IF FIRE IS NOT IN YOUR AREA
GO TO THE SOURCE OF THE FIRE	CLOSE ALL DOORS AND WINDOWS
REMOVE ALL OCCUPANTS AND CLOSE WINDOWS AND DOORS	ENSURE ALL RESIDENTS ARE ACCOUNTED FOR. STAFF TO COMPLETE CHECKLIST
MARK LOCATION OF FIRE WITH EXTINGUISHER OUTSIDE DOOR	SOME STAFF TO REMAIN ON WING
WAIT FOR CHARGE NURSE AND GIVE REPORT	SOME STAFF TO GO TO FIRE AREA TO ASSIST WITH EVACUATION
FOLLOW DIRECTIONS OF CHARGE NURSE	

EVACUATION PROCEDURES – CODE GREEN

Evacuation Procedures – Code Green

Standard

Code Green will be used to evacuate Residents from immediate danger in the event of an impending emergency disaster.

All Groves Park Lodge employees are responsible for understanding the use of Code Green in the event of a disaster/emergency situation.

Code Green: Internal Evacuation

This is relocating Residents from a danger to a safer area within the Home. All Residents to be evacuated to a safe area beyond the fire barrier doors.

Authority:

The Charge Nurse (in consult with the Administrator, if present) initiates relocation procedure if warranted.

Code Green STAT: External Evacuation

The purpose of this plan is to save lives by relocating Residents to an outside facility.

This can be the result of fire, natural gas failure, Bomb Threat, Power Failure, etc. This is accomplished by moving all Residents to the designated sorting area to be assessed for further relocation.

Authority:

The Charge Nurse on duty (in consult with the Administrator, if present) will make this decision if warranted before the Fire Department arrives. Once the Fire Department is present, the Senior Officer then becomes in charge and makes this decision.

NOTE: Internal/External evacuation will be announced on the communication system as “Code Green” or “Code Green Stat” followed by location(s) to be evacuated. For example, “Code Green, GEM”.

MISSING PERSON – CODE YELLOW

MISSING PERSON – CODE YELLOW

Procedure

1. Once the resident has been identified as missing, page *3301 and say “Would (resident name) please return to the nursing desk?”
2. All staff in the immediate vicinity are to search the unit of the missing resident, including the sitting room, other residents’ rooms, the washrooms and other non-resident rooms.
3. After the initial search, the Charge Nurse is to notify the following people of the missing resident and to page “**Code Yellow (Wing) (Resident Name)**”
 - **Director of Care**
 - **Administrator**
 - **Medical Director**
 - **911**
 - **Quail Creek**
 - **Renfrew Victoria Hospital**
 - **Bonnechere Manor**

Provide the following information:

- Your Name
 - Resident’s Name
 - Give brief description of the patient (Age, Sex, Weight, Clothing, Distinguishing marks)
4. When Code Yellow is paged:
 - Maintenance Dept – to search the grounds
 - Staff on Other Wings – they will search their wing
 - Staff on missing Resident’s wing will Perform a second search of the wing.
 5. Assess the risk of the resident.
 6. **If the resident is not located within 15 minutes, the Charge Nurse or DOC or delegate will:**
 - Contact the patient’s physician;
Contact the POA;
 - Communicate with the police who will continue to assist in the search.

An incident form should be completed after each Code Yellow.

THE CHARGE NURSE WILL ASSIGN STAFF TO SUPERVISE THE EXITS.

THREAT OF VIOLENCE – CODE WHITE

CODE WHITE

CODE WHITE is defined as a situation which has the actual or potential possibility of endangering residents, staff or visitors. Any staff member who feels threatened or endangered by a potentially violent resident, family member or visitor may initiate the CODE WHITE.

Once the need to announce a “CODE WHITE” has been identified, the following interventions will be evaluated and implemented as needed.

1. Contact 911 – POLICE as directed by the charge nurse. Explain the situation ie. resident is striking out with a cane and is endangering the safety of others
2. Remove any resident or visitor from the danger area and take to a secure, safe environment
3. Contact Physician, Administrator, Director of Care and/or Resident Centered Care Coordinator as directed by the charge nurse
4. Family will be contacted as directed by the Administrator and/or Director of Care
5. Director of Care or designate will contact the Ministry of Health & Long-Term Care Compliance Officer to inform of the situation if necessary.
6. Event to be documented in as an incident report and workplace violence and harassment incident to be completed.

The Charge Nurse will evaluate the need for further intervention.

PROCEDURE

1. The person that identifies the situation will announce “CODE WHITE” and location over the inhouse intercom system.
2. All Supervisors, maintenance staff and available team members on team of origin are to respond to the call immediately.
3. The Charge Nurse is to assess the situation and give direction to staff.

EMERGENCY DISASTER PLAN IN EFFECT – CODE ORANGE

Emergency Disaster Response Plan in Effect – Code Orange

Standard

Code Orange is paged to alert employees that the home will be receiving an influx of Residents as a result of an external disaster.

Procedure

1. The Administrator or designate will approve the receipt of Residents from another facility or the community following an external disaster.
2. On request, an employee will be directed to communicate "Code Orange Alert" to advise employees of a potential influx of Residents.
3. "Code Orange" or "Code Orange Confirmed" will be communicated to declare a confirmed influx of Residents.
4. The reception plan will be implemented to handle the influx of Residents.

Outcome

Code Orange is paged, and the reception plan is implemented upon notification of an influx of Residents after an external disaster.

Hazardous Chemical Spill – Code Brown

Hazardous Chemical Spill – Code Brown

The spill or leak of any hazardous material can result in immediate danger to life or health, disruption of resident care and threaten both the property and the environment.

These procedures must be carried out immediately for:

1. The unplanned and/or uncontrolled release of any hazardous or potentially hazardous chemical in any quantity.

	Class A - Compressed Gas		Class D -Division 2 - Poisonous and Infectious Material: Toxic
	Class B - Combustible and Flammable Materials		Class D -Division 3 - Poisonous and Infectious Material: Biohazardous
	Class C - Oxidizing Materials		Class E - Corrosive Materials
	Class D -Division 1 - Poisonous and Infectious Material: immediate and serious		Class F - Dangerously Reactive Materials

2. The spill or leak of any UNIDENTIFIED SUBSTANCE.

In the event of a spill or leak of any substance as defined above, the person(s) involved or discovering the spill/leak shall:

- S:** Safely evacuate everyone from the immediate area.
- P:** Prevent the spread of fumes by closing doors, if possible.
- I:** Initiate notification of Dietary Manager or Health & Safety Rep. Over the P/A system and state the unit and exact location of the spill as well as the chemical if known.
- L:** Leave all electrical equipment, appliances and switches alone. **Do not turn them on or off.**
- L:** Locate any information regarding the chemical spills from the M.S.D.S.

LOSS OF SERVICE/NATURAL DISASTER – CODE GREY

Loss of Essential Service/Natural Disaster – Code Grey

Standard

Code Grey is any unplanned interruption or loss of a critical essential service or a natural disaster event. Groves Park Lodge will contact local authorities for further information on specific actions for each individual Code Grey situation. Its purpose is to provide an immediate plan of action to ensure the safety of everyone and allow the Groves Park Lodge to continue its operations.

Procedure

Groves Park Lodge has specific process in place to deal with the loss of essential services/natural disaster such as the ones listed, but not limited to:

1. Loss of hydro
2. Loss of natural gas
3. Loss of water/Boil Water Advisories
4. Loss of telephone
5. External Air Exclusion
6. Flooding
7. Tornado/Hurricane
8. Extreme cold
9. Withdrawal Services -No staff
10. Interruption of Food Services
11. Emergency Power Hook-up

CODE BLACK – BOMB THREAT

CODE BLACK – Bomb Threat

Any information received by Groves Park Lodge concerning a bomb placement is considered to be a real threat.

If you receive a bomb threat by note or letter:

- Contact your immediate Supervisor;
- If you notice a package or foreign object in a strange place - **DON'T TOUCH IT.**
- Prepare to evacuate – do so if you perceive danger;
- Await further instructions.

DO NOT USE CELLULAR TELEPHONES. TRANSMISSIONS FROM THESE DEVICES COULD SET OFF AN EXPLOSION.

If you receive a threat by telephone:

- Keep the caller on the phone as long as possible.
- Attempt to learn:
 - Location of bomb;
 - Type of bomb;
 - Time it is set to go off;
 - Type of container it is in;
 - Why they are doing it;
 - Use the BOMB THREAT CHECKLIST (immediately following)
 - Get another person's attention. Use sign "Bomb Threat Call 911" located in the emergency flip chart located at each nursing station.



TELEPHONE BOMB THREAT CHECK LIST

Date: _____ Time: _____

Caller's Identify:

Male: _____ Female: _____ Adult: _____ Juvenile: _____

Origin of Call:

Local: _____ Long Distance: _____ Both: _____ Number: _____

Bomb Facts:

When will it go off? _____

Where is it located? _____

Voice Characteristics:

Loud ___ Soft ___ High-Pitched ___ Raspy ___ Pleasant ___ Intoxicated ___ Other ___

Speech:

Fast ___ Slow ___ Distinct ___ Slurred ___ Stutter ___ Nasal ___ Distorted ___ Lisp ___

Language:

Excellent ___ Poor ___ Good ___ Foul ___ Fair ___

Accent:

Yes _____ No _____

Manner:

Calm ___ Angry ___ Coherent ___ Irrational ___ Deliberate ___ Emotional ___

Background Noises:

Factory ___ Machines ___ Music ___ Street Traffic ___ Quiet ___ Trains ___ Airplanes ___

Other _____

RESPONSE

Additional Emergencies -Outbreaks, Epidemics, Pandemics

Groves Park Lodge will be proactive in the identification and prevention of outbreaks. In the event of an outbreak, an outbreak management plan will be in place and will be implemented as expeditiously as possible to interrupt further transmission of a disease-causing agent.

- Outbreaks will be reported to Renfrew County Public Health Department
- Groves Park Lodge has a pandemic plan in place to guide infection prevention and control practices and provide interventions in the event of an active pandemic.
- All homes will follow the provincial/regional outbreak management protocols as applicable

Fire Safety Plan

This Fire Safety plan is established to ensure that our Residents, clients, and employees, as well as our properties, are protected to the greatest extent possible and are cared for in the safest possible manner. The Home's environment will be 100% compliant with fire code standards.

Hazard Identification Risk Assessment (HIRA)

Groves Park Lodge reviews annually a "Hazard Identification Risk Assessment" to ensure that measures are in place to respond to any risks identified as most likely to occur. The expectation is that training, practice and resources are customized to react to the risks that are most likely to affect our home.

"Food, Fluid Provision Plan"

Emergency Management Plans will include:

- A plan for food and fluid provision in an emergency.
- A plan to ensure that in an emergency all residents have timely access to all drugs that have been prescribed for them.
- Resources, supplies, personal protective equipment, and equipment vital for the emergency response being set aside and readily available at the home including, without being limited to, hand hygiene products and cleaning supplies, as well as a process to ensure that the required resources, supplies, personal protective equipment and equipment have not expired.

Drug Provision Plan

In the event of a disaster, fire or other forced evacuation at the home:

Pharmacy will work closely with the home to provide the following in a timely manner:

- Replacement and dispensing of all required medications
- Delivery of required medication to alternative locations
- Delivery and Printing of MAR Sheets and/or Prescriber's Medication Review
- Provide ongoing refills to the alternate location for the duration of the evacuation.

During any evacuation, the person assigned (as per roles and responsibilities) will remove the medication cart(s) and the E-mar back up USB.

Emergency Fan out Procedure

The Fan out Procedure is a call out process utilized to contact, notify, and direct staff to report, respond and/or assist the Home in the event of an emergency.



RECOVERY AND CONTINUITY

Recovery planning is just as important as preparedness planning.

Return to Business operation

Recovery from an incident is dependent on the nature of the incident but it may consist of the following:

- Contacting local Renfrew County District Health Unit to advise on the issue, and seek any local resources, if available.
- Identifying critical supplies, equipment, and key suppliers that support the Home to determine strategies to protect key resources or to identify alternatives. Include contact information of key suppliers in the communications directory.
- Implementing plans to maintain critical operations to ensure the continuity of those operations or to bring those systems back online.
- Indicating back up or store off-site copies of key documents, files and business records.
- Based on Agreements or appropriate arrangements for an alternate location, ensure the continuity of care provision in case Groves Park Lodge cannot be re-occupied or will be temporarily unavailable.
- Contacting GEM Health Head Office to determine and advise on insurance, and claim management.
- Maintaining adequate records to inventory furniture, equipment, and high-cost items
- Photographing all damage including contents, and major damages. Retaining photos in an electronic format and forward to Head Office.
- Conducting a thorough damage assessment of Groves Park Lodge facilities following the disaster/incident
- Considering plans for supporting staff, such as cash advances, salary continuation, flexible work hours, reduced work hours, crisis counseling, care packages, daycare.
- Identifying restoration companies that can assist with the cleanup of the Home and include their 24-hour contact information in the communications directory.

Analysis of the incident and Process Improvement

After the incident is managed and the operation of the Home is recovered to business as usual, the Administrator in conjunction with a selected team involved in the incident response and recovery will debrief to evaluate the incident and how it was managed. This selected team could include, but not limited to Community Agencies, partner facilities, resources, corporate representatives, etc. The purpose of this evaluation is to learn from the incident, identify changes and revisions to the plan and identify areas for improvement.

Actions for improvement are documented and implemented according to established timelines. The action plan is also used to document improvements identified during the annual review of the Emergency Management Plan, after testing exercises or review of procedures, inspections, and/or audits.