



Downsview LTCC Evacuation Plan & Emergency Planning Resources Updated July 2026

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AUTHORITY

All disaster planning at Downsview Long Term Care Centre comes directly under the Administrator. Authority is delegated by the Administrator to the various members of the Administration and from them to other members of authority including Toronto Police, Toronto Fire Services, Toronto EMS or The Toronto Department of Emergency Preparedness.

On notification of an emergency or disaster it will be the responsibility of the Administrator, or in his/her absence the senior administrative employee, in consultation with the any delegate on site in charge including Toronto Police, Toronto Fire Services, Toronto EMS or The Toronto Department of Emergency Preparedness, to make immediate decisions concerning the following:

- Extent and location of the disaster
- Number of patients to be evacuated
- Phase of the plan is to be put into operation.

Purpose

The purpose of this plan is to outline the course of action to be followed when an emergency for evacuation threatens Downsview Long Term Care Centre and Retirement Home.

Aim

For the protection and preservation of life, property and the maintenance of essential services during and after an emergency.

Legislation

- Long Term Care Act
- Emergency Measures Act
- Ontario Fire Code Act

Emergency Plan Authorization

See Also (Emergency Procedures Manual) & (Downsview's Fire Plan)

Activating and Implementing the Plan

This plan will be implemented by the Administrator or the alternate, such as Toronto Police, Toronto Fire Services, Toronto EMS and Toronto Department of Emergency Preparedness.

Public Information

All information relating to the emergency may only be released by the Administrator of the institution or his/her authorized alternate.

Resources & Municipal Authorities

The Municipality and City of Toronto has the responsibility for all external agreements. (See attached Toronto Evacuation Planning)

Office of Emergency Management

- Phone: 416-392-4554 / E-mail: OEM@toronto.ca

Police Services

- Phone 416.808.3200

Fire Services

- Phone 416.338.9158

Standing Operating Procedures

Time and Work Schedules - Bulletin Boards

Fire Plan Procedures

Personnel Policies

Emergency Procedures Manual

Additional Plans and Procedures

Fire Plan

(See fire plan binder – located also in front lobby fire plan box)

Evacuation Guidelines

Removing some or all persons from the facility or the danger area.

Within Facility

(See Fire Plan / Emergency Procedures Manual (Code Green))

- **Partial Evacuation or Zone Evacuation**
 - **Horizontal Evacuation**
 - **Vertical Evacuation**

Evacuation relocation

Removing some or all residents to another facility for any period.

The Administrator or his/her designate will authorize the transfer of residents to another facility if an emergency event demands it.

In the event that the residents will need to be relocated to another facility the following procedures should be followed:

- Ensure the residents families are notified (Ask if the family can temporarily accommodate the resident until the emergency is cleared.) Notify the family of the location the resident will be taken to.
- Ensure the residents chart or medical information is available. (If safe to do so)
- Ensure the residents medications are available and communicated to the receiving party if safe to do so.
- Ensure staff is on hand and on site to care for the residents at the place of accommodation.
- Ensure some of the residents clothing, aides or devices are provided to the resident if safe to do so.

- Ensure safe transportation is provided for all residents and staff to and from the facility using our transportation resource.
- Ensure constant communication is kept with the Administration, family members and those in charge as to status of the residents well being and to update or gain information on the situation.
- The Administrator or designated alternate will advise the Municipality and the city of Toronto official, Police, Fire or Emergency Department of our facility to be evacuated and to implement their plan for relocation which includes facilities, transportation and communication.
- Residents to be arranged in predetermined groups to facilitate loading vehicles as they arrive at pre-arranged intervals.
- Supervisor will delegate staff to accompany the residents as required.
- Nursing Supervisor responsible for the gathering and safeguarding of necessary medical records.
- Office staff is responsible for the gathering and safeguarding of necessary office records.
- Our emergency re-location buildings will accommodate 40 residents in total, retirement will also accommodate 40 if required and the evacuation is internal only.
(See community partners TAB for location)

Outside Facility

(See Community partner TAB)

Reception Guidelines

Due to an emergency, there is a sudden increase in the resident population of your facility.

(See Community Partner Reception Procedures TAB)

Survival Guidelines Maintaining all essential services within the facility.

(See Survival TAB)

Bomb Threats Plan

(See Emergency Procedure Manual Code Black – Located at every nurse station & reception)

Other Emergency Procedures:

(See Emergency Procedures / Codes Manual)

Facility Floor Plan

(Floor Plan TAB)

Staff Fan-out

(See Fan-out List TAB)

Resources

(See Resources TAB)

ACTIVATING AND IMPLEMENTING THE EMERGENCY PLAN

Responsibility for activating the Emergency Plan and the order of succession for overall supervision of Downsview Long Term Care Centre and Retirement Home.

Administrator:

Robert Scott

416.633.3431 ext 274

Director of Care:

Mary Buhion

416.633.3431 ext 227

Business Operations Manager:

Amin Makawi 416-633-

3431 ext 255

Environmental Manager

David John

416-633.3431 ext 252

Gem Health Head Office:

Syed Hussain – CEO

(902) 429.6227

Communications

Telephones

In the event of a fire, communications will rely greatly on the telephone. Staff should not use the telephone except to deal with matters pertaining to a fire, evacuation or emergency situation.

Under no circumstances will any employee, except the reception, charge nurse or supervisor in charge use outside lines during the emergency situation or while necessary action is being taken following the fire. All employees are expected to remain on duty and on site until all danger from a fire or emergency has passed and Downsview has been returned to a state of normality.

Emergency Telephone and Back-up Power for Telephone.

The telephone system is equipped with a 60 minute power back up supply to keep power to the phone systems.

An emergency telephone that does not require power over the system is located at reception next to the emergency box and may be plugged in at the outlet at reception next to the reception computer for use.

Alternative telephone situations may require the use of cellular phones which may be used against the company cell phone policy in the event of an emergency.

Walkie Talkie Communications

Walkie talkies (Yellow Motorola) are located at each nurse station, 8 are located at reception command post area and various maintenance and cleaning staff are also in possession of one each.

- The channel set for communication is channel #1/1
- Hold power button to turn on, press the side MIC button and hold to speak.
- Release button to listen.
- Remember to speak loud, slowly and clearly, remain calm. (communication is key and easier when you remain calm.)
- Listen for communications from each area.

Using the PA System

(Located at reception or from any phone system in the building)

- Press “page all” to speak to the long-term care

IF AN EVACUATION IS NECESSARY

- a. Move residents horizontally away to a safe place beyond separation doors.
- b. Move **ambulatory** residents first, having them join hands and lead them out safest exit.
- c. Remove **wheel chair** residents next, then the totally dependent, working in pairs when possible to carry these people from danger. **Do not move beds. (Unless ordered to by authorities or it is needed.)**
- d. Have individual staff members assigned to move severely disturbed residents, if possible.
- e. Have staff members assigned to supervise evacuated patients.
- f. The Nurse Supervisor is responsible for the safety of the Residents Kardex and, where possible, the removal of resident's charts using the mesh bags located beside the nurse station in the fire cabinet.
- g. Once residents are removed, close all fire doors to prevent spread of flames in the event of a fire or the sudden return of residents to the danger area in the event of a different type of evacuation emergency.

Evacuation Equipment

The Nurse in charge of each unit shall see that all necessary equipment is ready for transfer to area or zone when requested including wheelchairs & blankets for carrying slides.

The Departmental Staff Will Then Complete the Following:

Dietary Staff

Turn off all equipment including main gas line supply to equipment is safe to do so and if evacuation calls for it. Staff should also ensure all electrical equipment, ovens, stoves, and appliances are turned off. (If safe to do so)

In the event of a partial evacuation to a staging area within the building or in the parking area and safe to do so, the dietary staff will provide warm or fresh drinks to residents and staff as well as snacks, if order to do so by the person in charge at the scene and safe to do so.

Housekeeping and Laundry Staff and Maintenance Staff

Turn off all equipment including gas line, power down appliances, turn off breakers and leave the area to report to the command post when instructed to. (If safe to do so)

Office Personnel

Remove cash, valuables, ledgers and important books to a place of safety. (If safe to do so)

When the emergency is not in your area

1. Stay in your Unit.
2. Reassure your residents.
3. One person stays by the phone/intercom to place calls or receive instructions.
4. Account for all residents.
5. Be ready to evacuate if instructed to do so.
6. Assist other units if required and directed.

EVACUATION OR RELOCATION WITHIN THE FACILITY

The Fire Chief, Police, EMS or Emergency Department Coordinator on arrival, will assume the authority for the duration of their stay at the scene.

1. All people at the scene of the emergency will be informed through PA system and/or word of mouth.

2. Evacuation Route: Horizontally, away from the dangerous area, always towards an **EXIT Area**.

3. Order of Evacuation:

a. First, remove **ambulatory** people, have them join hands and lead them to safety (appoint someone to stay with them).

b. Next, remove **wheelchair** people; then the **totally dependent**, working in pairs when possible. **DO NOT MOVE BEDS Unless ordered to.**

c. The Nurse Supervisor is responsible that those under his/her care are accounted for.

d. The Supervisor is responsible for removing to safety the Kardex and, when possible, the charts.

EQUIPMENT, MANPOWER, ETC. REQUIRED

- 1. The Charge Nurse and/or Supervisor on each unit is responsible to have all extra wheelchairs, blankets, etc. ready for transfer to be used where needed.**
- 2. Extra bed sheets, blankets, etc., available in the Housekeeping and Laundry Department and are kept in Storage in the Environmental Office.**
- 3. Extra available personnel from all departments shall report to the located in the lobby area or communicated command post, where he/she will be assigned to areas as required.**
- 4. No staff shall leave the premises until the emergency situation is under control; the person in charge during the emergency will make this final decision.**
- 5. Off duty staff from the fan-out could be required to return to the facility to help with evacuation.**
- 6. The Municipality of Toronto will respond to help, if required. Call Fire Department, police or the OEM office of emergency management.**

Staffing Levels

Days (7:00 – 15:00)	Nursing Home
Registered Nurses	4
Registered Practical Nurses	6
Health Care Aides	30
Housekeeping, Laundry, Maintenance, Heavy Duty and Dietary Staff	25
Programs & Recreation Staff	6
Grad Nurses	
Management Staff (9:00 – 1700)	
Administrator	1
Supervisors	14
Evenings (15:00 – 23:00)	
Registered Nurses	4
Registered Practical Nurses	4
Health Care Aides	24
Other Staff	11
Nights (23:00 – 700)	
Registered Nurses	1
Registered Practical Nurses	6
Health Care Aides	18
Other Staff	

Note: All Supervisors are available to be called in, in the event of an emergency. In the event of an emergency requiring partial or total evacuation the Chief Fire Warden (or designate) will delegate a staff member (one not directly involved in resident evacuation) to implement the following:

1. Call Administrator, Director of Care-and Environmental Supervisor. Call the Evacuation 'Relocation Site if necessary.
2. The administrator \will is responsible for calling the Supervisor of Dietary Services and Office Manager.
3. The director of Care will call ADOC's and hospitals.
4. Environmental Supervisor will call maintenance, housekeeping and laundry staff.
5. Food Services Supervisor will call the Dietician. Food Services Supervisor and Dietician will call dietary staff.
6. Office Manager will contact Receptionist and Staffing Coordinator. The Receptionist will contact office staff, while Staffing Coordinator will call Nursing staff.
7. Clinical Supervisor will call Program Director and Nursing Staff.
8. ADOC will call Physicians and Nursing Staff.

In addition, each Department Head has a list of contact numbers of staff living close to Downsview Long Term Care & Retirement Centre. These people may be asked to report to work to assist in the event of an evacuation or relocation of residents.

SURVIVAL GUIDELINES

ACTIVATING AUTHORITY

- 1. The Director of Nursing is responsible to maintain at least one week's supply of drugs (resident medication). (Located in medication room)**
- 2. The Dietary Supervisor is responsible to maintain at least one week's supply of food and a supply of disposal cutlery, cups and plates for use in the event of a power failure or other emergency including equipment failure. (Located in dietary storage area in 1 Centre near exit 4)**
- 3. The Maintenance Supervisor is responsible to continually check fuel supply for portable generators and check them for operation. Also maintain a supply of linens and emergency blankets, back up water supply, pales for water holding, diaper supply, paper product and housekeeping supply and batteries, flashlights, chemical supply for laundry and Virox / Wipes. (Gas is located in outside back shed, and all other supplies are located in storage room located in the basement pandemic room, chemicals are stored in the chemical storage area in basement near laundry)**
- 4. Nursing Manager should also maintain a supply of gowns, gloves, masks and other nursing supply on hand in order to accommodate at least one week including liquid feed. (Located in basement nursing storage and pandemic storage)**
 - **Supplies should be rotated and checked annually or as required according to expiry dates.**
 - **Supplies should be ordered and replenished as required.**

Fan Out List Procedures

1. The fan out list should be reviewed quarterly and updated as required as staff leave, join or change.
2. The administrator, director of care, assistant director of care, business manager and management staff should be contacted first, for assistance after the emergency authorities have been called.
3. The call procedures should allow for the calling of all staff who are within the shortest response time range as noted on the fan out listing.
4. Calls should then continue with contact of staff who are at a further distance.
5. Staff should be checked off as called and marked as confirmed, convey location and the state of the emergency to them and ask them for their estimated time of arrival.

Other Outside Resources – Contact Information

Bed and Cot Rentals and Supply

(In the event cots are required for resident's evacuation or transfer)

BJ Cot Rentals

Phone: 416.787.0208 Contact: Frank (Available 24 hours as needed)

300 Cots on Hand – Downsview Location - \$15 Per Cot /Day Rental Fee

Outside Laundry Services

(In the event of a power failure or other emergency.)

The Laundry Centre

3075 Pharmacy Ave Toronto, Ontario M1W 2H1

(1 km east of Victoria Park Ave., 1 Block north of Finch)

647-439-9996

Laundry on Wheels – Pick-up and Delivery – Commercial off-site Laundry Services

1-888-771-6961

Fridge and Freezer Rentals

(In the event of a power failure or other emergency.)

KoolZone Rentals – Available 24 Hours

1-866-943-3675

Transportation Services

(To assist with bus transportation to alternate sites)

Dignity Transportation Services

(905) 470-2399 (Contact Jeff) – See Agreement

Emergency Generator Rentals

(In the event of a power failure or other emergency.)

Battlefield Construction – Rentals on portable heaters and generators

(416) 406-5778

LM Generator Rentals – We Have an Account Open

Stepano Lee • Accounts Manager

1900 Shawson Drive, Mississauga, ON, L4W 1R7

Phone: (905) 564-7322 Ext: 116 • Fax: (905) 564-6917

E-mail: slee@lmgenpower.com • Website: www.lmgenpower.com

Gen Rep – Account Generator Services

121 Watline Ave.
Mississauga, ON L4Z 1P2
Tel: (905)502-9950

Electrical Repair

(In the event of a power failure or other emergency.)

A-Plus Electrical – General Electrical Contractor

416.821.6205

905.509.9954

Schneider Electric – High Voltage and Panel Contractor

1800-565-6699

Plumbing Emergency

(In the event of a flood due to pipe breakage or drain back up)

A-Alert Drain – 24 Hour Drain Clear Service

416-244-6891

905-761-8755

Ocean Mechanical Emergency Plumbing Repair

(905) 760-1343

Sentinal Plumbing

(416) 235-0704

Structural Damage or Repair

(Due to damage from a storm or other natural cause)

Black General Contracting – Provides immediate structural repairs and containment

(416) 546-2286

Emergency Linen Supplies

(Due to heat loss or lack of laundry capabilities)

MIP Linen Supplies – Provides linen supplies expedited if required overnight delivery available.

Phone: 1 (877) 356-2987

Emergency heaters

(Portable electric rentals)(Due to heat loss)

Battlefield Construction – Rentals on portable heaters and generators

(416) 406-5778

Community Transport Service Partners

Dignity Transport Services

900 Magnetic Drive

Toronto, Ontario

416.398.2109

info@dignitytransportation.com

Wheel Trans Services

580 Commissioners St

Toronto, ON M4M 1A7

416.393.4111

All other off-site partners listed in onsite binder plan copy.