EXTENDICARE
... helping people live better

Emergency Preparedness and Response Program   EP-01-01-01

LAST REVIEWED: July 2022

Note: This document is an overview of Extendicare's Emergency Preparedness and Response Program. For further details, refer to the Emergency Preparedness and Response Manual in addition to home-specific Emergency Response Plans (ERPs) which include reference to business continuity, and emergency colour code response measures.

APPENDICES:
- Appendix 1 – IMS Roles and Job Actions
- Appendix 2 – Understanding HIRA
- Appendix 3 – Emergency Response Plan Overview
- Appendix 4 – Fire Safety Plan Overview
- Appendix 5 – Fire Safety Training and Education

REQUIRED DOCUMENTS:
- EMERGENCY CODE CHECKLISTS – Emergencies are managed using procedures noted in the colour-specific emergency code checklists.
- ELEARNING EDUCATION MODULES – Training for colour-specific emergency codes and Fire Safety is provided to staff on Surge's Learning Management System (LMS) platform, also known as eLearning.

POLICY

Every Extendicare home shall have an Emergency Preparedness and Response Program in effect that reflects the model of The Incident Management System (IMS) and includes a comprehensive home-specific Emergency Response Plan (ERP) and Fire Safety Plan that defines and clearly communicates the standard response in an emergency, specific to the home.

The Emergency Response Plan and Fire Safety Plan will meet provincial and municipal regulations as well as national Fire Code and IMS emergency response standards and be based on information identified in a home-specific Hazard Identification and Risk Analysis (HIRA).

The home's ERP must be available and understood by all staff and volunteers who must participate fully in emergency preparedness activities, training, and evacuation procedures. Note the following:
   a. Each home must practice response to all colour codes at least once per year; and
   b. Colour codes must be included in orientation of new staff.

All staff members will participate in training using IMS principles that includes practicing emergency management with a multidisciplinary approach (involving two or more services or departments).

Note: Local municipality disaster/emergency response plans may supersede this program.

BACKGROUND

IMS is an internationally accepted system for managing emergency situations. Extendicare adopted the IMS to improve the management of emergencies and to ensure an effective nationwide system is in place. Thoughtful planning and practice before an emergency will provide staff with effective knowledge to respond in the event of an emergency. Regular in-service sessions in preparing staff to respond in a timely and appropriate manner in emergency situations are required.

Emergency Preparedness and Response Program

PROCEDURES

ADMINISTRATOR / STAFF EDUCATOR / DESIGNATE

OVERVIEW

1. Incorporate Emergency Preparedness and Response training into staff development programs.

2. Identify the location of an Emergency Operations Centre and designate staff to carry out an IMS role(s) as per the *IMS Roles and Job Actions, Appendix 1*.

3. Ensure all staff receive and participate in training to fulfill the requirements of the program in the event of an emergency that includes at minimum:

   a. Emergency Colour Codes;

   b. Fire Drills;

   c. Evacuation;

   d. R.E.A.C.T. fire procedures;

   e. Emergency lifts and carries; and

   f. Tabletop Scenario Exercises.

   Note: *Additional information on fire safety-related training and education can be found in Fire Safety Training and Education, Appendix 5.*

HAZARD IDENTIFICATION AND RISK ANALYSIS (HIRA)

1. Complete a HIRA to prioritize prevention, mitigation and training priorities for the home based upon the analysis' determination of the various hazards that are pertinent to a home's specific location/geographic area. Refer to *Understanding HIRA, Appendix 2*.

HOME-SPECIFIC EMERGENCY RESPONSE PLAN

1. Develop and/or update a home-specific emergency response plan using a team approach comprised of home leadership staff using information identified in a home-specific Hazard Identification and Risk Analysis (HIRA). Refer to *Emergency Response Plan Overview, Appendix 3*.

2. Review the ERP with the Regional Director and representative from Occupational Health and Safety Committee.

FIRE SAFETY PLAN

1. Use Extendicare's Fire Safety Plan template to develop a home-specific Fire Safety Plan that includes home-specific information outlined in *Fire Safety Plan Overview, Appendix 2*.

2. Ensure the Fire Safety Plan is reviewed and approved by the Chief Fire Official having jurisdiction.

Emergency Preparedness and Response Program

PROCEDURES

MAJOR EMERGENCY EXERCISE

1. Every three (3) years the home must conduct a major emergency preparedness exercise involving at least two or more services in the home. Community response agencies should be included if possible. Consider creating a mock disaster, with possible partial evacuation, for a major emergency preparedness exercise. The mock major emergency disaster exercise could include:

    a. Loss of utility(s);

    b. Fire; and

    c. External/Natural disaster.

    Note: Homes are encouraged to plan the exercise in conjunction with regional ministry/health authority personnel and/or the local emergency response group.

ANNUAL EMERGENCY DRILL

1. Test portions of the emergency plan with drills and exercises annually. The drill must include at least two (2) areas of service. Examples include:

    a. Emergency fan out list (to be practiced twice a year);

    b. Triage;

    c. Assessment treatment centre;

    d. Code Brown;

    e. Code Orange (acting as a receiving centre); and

    f. Code Green (mock disaster with partial evacuation).

ORIENTATION OF NEW STAFF

1. Provide new staff with an orientation to the Emergency Preparedness and Response Manual:

    a. Ensure new staff read and understand the Emergency Response Plan applicable to their work area;

    b. Ensure new staff understand home-specific smoking policy and procedures and receive orientation on the contents of the emergency preparedness and response manual and the home's ERP; and

    c. Orient staff transferring to a new position to the fire safety procedures for that area.

INCIDENT MANAGER / DESIGNATE

1. The Incident Manager/designate may maintain all the functions for low to moderate risks. For high risk or critical incidents, as determined by the Incident Manager/designate, teams may be assigned to each function. The Incident Manager/designate will have the authority to cancel any staff leave, if required, based on the nature and extent of the emergency.

Emergency Preparedness and Response Program

PROCEDURES

2. Assist Administrator in establishing and organizing the IMS Team Leaders.

3. Assume responsibility for implementing the Emergency Preparedness procedures and directing staff to ensure the safety and security of residents, visitors, staff and volunteers.

4. Use Extendicare Incident Manager Checklists when responding to any emergency colour code, natural disaster or extreme weather event to assist with the direction of completing tasks during an emergency, including recording the time when each task was completed along with a debrief of the event.

DISASTER BOXES

1. Ensure disaster boxes are ready for any emergency.

2. Label disaster boxes boldly; ensure they are easily transportable, and store them at separate locations that include at minimum the following:

   a. Designated location of the Emergency Operations Centre; and

   b. Nursing station.

   Note: *Disaster box contents are outlined in a separate policy.*

IMS LEADERS / DESIGNATES	1. Be trained on and fully aware of your specific role(s) and responsibility(s) in any emergency.
	2. Ensure these specifics are communicated to all staff.

ALL STAFF	1. Apply procedures for each of the four stages of an emergency (prevent, prepare, respond, recover), including:

    a. Training in evacuation procedures;

    b. Be familiar with the Emergency Response Plan and Fire Safety Plan and the responsibilities required of your position.

    c. Completing required eLearning Modules on Emergency Colour Codes and Fire Safety; and

    d. Participating in Emergency Colour Code Tabletop exercises and drills, as needed.

2. Respond to emergency situations by following instructions provided by the Incident Manager.

3. Respond to fire alarms and other emergencies as specified in the Emergency Response Plan.

4. Treat every drill as a real emergency and respond accordingly.

Emergency Preparedness and Response Program

Alberta Emergency Management Agency
http://www.aema.alberta.ca/

Emergency Management Ontario
http://www.emergencymanagementontario.ca/english/home.html

Emergency Management Organizations
https://www.getprepared.gc.ca/cnt/rsrcs/mrgnc-mgmt-rgnztns-en.aspx

Manitoba Emergency Plan
http://www.gov.mb.ca/emo/provincial/mep.html

Extendicare's Intranet is the official source of current approved policies, procedures, best practices and directives.