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EMERGENCY POLICY

Community Living-Central Huron recognizes the health, safety and well-being of individuals both receiving and providing services, as an Agency priority. It is anticipated by having precautionary measures in place, some emergencies may be lessened or possibly averted. Community Living-Central Huron’s Emergency Preparedness Plan and Procedures for Emergency Situations will provide clear and concise measures to coincide with area/local emergency plans. Non-compliance with the Emergency Policy, preparedness planning and procedures for emergency situations is subject to discipline, up to and including dismissal from Community Living-Central Huron’s employment and/or services.

Each Agency work location will have on site, an Emergency Preparedness Binder. Staff are required to review the Binder each month. Supervisors will maintain an up-to-date Staffing List (names, phone numbers) of all Teams, which will identify the work locations to which Staff Members have been orientated. The Staffing List would be accessed in the event additional Staffing was required due to an emergency situation.

Staff, volunteers and people supported will be provided with training related to various emergency situations. Training is provided as part of orientation and on an on-going basis, specific to the needs of individuals supported or events that may present health, safety and well-being concerns of Staff, volunteers and people supported.

1. **An Emergency may include but is not limited to the following situations:**
 - a) suspicion of any illegal activity;
 - b) any serious injury or illness;
 - c) any abuse or mistreatment;
 - d) fire;
 - e) any situation where an individual supported is missing and the matter is considered serious;
 - f) pandemic (see Pandemic Policy D-008);
 - g) natural disasters;
 - h) critical injury; and
 - i) workplace violence

2. **Examples of Some Emergency Situations/Procedures:**
The following chart illustrates examples of some emergency situations and lists recommended procedures; the list is not intended to be all inclusive. Note, the term “contact” is defined as directly communicating with the relevant person.

| Situation | Procedure Step 1 | Procedure Step 2 | Procedure Step 3 | Refer to Relevant Policy |
|---|---|---|--------------------------|---|
| Abuse / Mistreatment | Intervene to ensure health, safety and well-being | Contact Supervisor/Pager | | Section C: Abuse, Serious Occurrence |
| Critical Injury | Provide emergency first aid and contact relevant emergency services | Contact Supervisor/Pager | | Section D: Health & Safety (Critical Injury, Emergency, First Aid, Serious Occurrence, Incident/Accident Investigation) |
| Death | Ensure health, safety & well being of others Call 911 | Contact Supervisor/Pager | | Section C & D: Serious Occurrence, Critical Injury, Incident/Accident Investigation |
| Fire | Evacuate premises | Call 911 | Contact Supervisor/Pager | Sections C & D: Serious Occurrence, Emergency, Preventative Maintenance |
| Medication Incident | Refer to Medication Folder/File or contact medical and/or emergency options | Contact Supervisor/Pager if serious in nature, or for non-medical emergencies contact Supervisor, designate or voice mail | | Medication Policy & Procedures document; Section C: Individual Welfare/Rights, Behavioural Support, Serious Occurrence, Individual Support Policy, Medical Care |
| Missing Person | Refer to Person Directed Plan for support needs and individual protocol(s) | Call Police if warranted by support needs | Contact Supervisor/Pager | Section C: Serious Occurrence, Individual Support Policy, Missing Person, Unknown Whereabouts; Relationship with Law Enforcement Agencies |
| Natural Disasters | Ensure health, safety, well-being; refer to location protocols | Contact Supervisor/Pager | | Sections C & D: Support Services and Health & Safety |
| Pandemic - as determined by The World Health Organization | Refer to Pandemic Policy | | | Sections C & D: Support Services - Medical Care, First Aid, Emergency, Pandemic |
| Serious Injury/Illness | Provide emergency first aid and contact relevant emergency services | Contact Supervisor/Pager | | Sections C & D: Serious Occurrence, Medical Care, Health & Safety, Medication Policy & Procedures |
| Suspicion of Illegal activity | Contact Supervisor/Pager | | | Sections C & D: Support Services, Health & Safety |
| Use of Physical Restraints | Contact Supervisor/Pager | | | Policies & Procedures (Use of Physical Restraints, Serious Occurrence) |
| Workplace Violence | Contact emergency services and/or police, as appropriate | Contact Supervisor/Pager | | Sections C, D & E: Behavioural Support, Serious Occurrence, Abuse, Bullying, Harassment & Workplace Violence, Employee Performance Standards, Sexual Harassment |

3. **For Emergency Situations in the Goderich & Clinton Areas: 911**

911 is a single emergency telephone number that makes it faster and easier for anyone to reach Police, Fire or Ambulance Emergency Services. When your call is answered, the 911 operator will ask: Police, Fire or Ambulance? Indicate the emergency service(s) you need. The operator will then forward your call to the appropriate emergency service(s).

4. **How to Proceed:**

The following is intended to be used as a guideline only. Should you be unsure of proper procedures, refer to the relevant policies already set into place (ie. Medication Policy, Abuse Policy, Serious Occurrence, and Safety Policies), individual and location protocols or contact your immediate Supervisor/Pager.

In the event of an emergency situation, all Staff will follow one or more of the following options immediately:

- a) contact the relevant Emergency Service(s) via 911;
- b) ensure the required emergency community services are fully informed by providing all pertinent information;
- c) ensure appropriate steps are taken to address any immediate and continuing health and safety risks as per relevant Agency Policies/Procedures and individual and location protocols;
- d) if extra Staffing is required, immediately contact appropriate Supervisor or Pager;
- e) access supplies/equipment, if needed, as per 'Emergency Preparedness Plan';
- f) when situation is stabilized, ensure appropriate C.L.-C.H. contact (Step 2, as per attached chart) is directly informed;
- g) provide a summary of the situation and subsequent directives in the Communication Binder; and
- h) complete required documentation as per relevant Agency Policies/Procedures.

5. **For Non-Emergency Situations in the Goderich & Clinton Areas:**

| | <u>Goderich</u> | <u>Clinton</u> |
|---------------------------------|--------------------------------------|-----------------------|
| Ambulance (for transfers only) | 1-800-265-1868 | 1-800-265-1868 |
| Fire Dept. (not always Staffed) | 519 -524-8344 | 519-482-3043 |
| Hospital | 519-524-8323 | 519-482-3447 |
| O.P.P. | 1-888-310-1122 | 1-888-310-1122 |
| CO Alarm (carbon monoxide) | 519-524-8689, ext 0 (Switchboard) | 911 |

6. **Emergency Preparedness Plan:**

Following are the precautionary measures to be in place within all Agency locations:

- a) Community service emergency numbers such as 911 (for Police, Fire and Ambulance), as well as phone numbers for hospital, CO Alarm Contact Number and utility services, all of which are to be located next to the phone and/or programmed into the phone.
- b) Phone numbers of Immediate Supervisor, Pager, Agency cell phones and individuals' supported 'emergency contact' number next to the phone and/or programmed into the phone.
- c) The following supplies/equipment:
 - first aid kit (contents as per First Aid Policy);
 - flashlight and charged batteries;
 - battery powered radio and charged batteries;
 - photographs of utility shut-off valves, instructions as to how to shut-off;
 - blankets and/or sleeping bags for participants and Staff;
 - water supply (1 case of bottled water per person supported and 1 additional case of water for Staff). Water use/consumption is expected prior to expiration. Identify the expiration date and replace accordingly;
 - supply of 25 year emergency food (ensure expiration date is identified) and a non-electric can opener;
 - BBQ, Coleman stoves or other similar cooking equipment;
 - fire extinguisher(s);
 - smoke detector(s);
 - carbon monoxide detector(s);
 - additional set of vehicle keys (kept at Central Admin. Office);
 - candles and matches;
 - floor plans indicating exits;
 - floor plans indicating location of utility shut-off points;
 - land and charged cell phones (cordless/portable phones do not work when hydro is off);
 - portable generators (located at designated locations);
 - battery operated, functional radio and/or wireless device compatible to the Emergency Alert System to be notified of any fire, natural, biological, hazardous, environmental, terrorist or civil alert considered a threat to life.
- d) Each Agency vehicle will have a Winter Survival Kit to be kept in the vehicle and maintained from November 1st to May 1st, with the exception of the First Aid kit, which will be kept in the vehicle throughout the year. Also, appropriate extra clothing and footwear will be taken on an individual basis when travelling out of town. The following items will be included in the Winter Survival Kit:
 - Ice scraper/snow brush
 - Shovel
 - Road flares or warning lights
 - Gas line antifreeze
 - Flashlight and batteries
 - First Aid Kit (**to be in car at all times)
 - Extra clothing and footwear (based on individual needs when travelling out of town)
 - Blanket

- Non-perishable energy foods (ie. chocolate or granola bars, juice, soup, bottled water with consideration to individual needs/restrictions)
 - Candle and a small tin can
 - Matches
- e) Emergency Preparedness Binder to include:
- Index
 - Emergency Policy and Emergency Preparedness Plan
 - Relevant Staff and Volunteer contact information
 - Community emergency shelter addresses and phone numbers
 - Floor plans (to include tornado "safe space")
 - List of utilities, location of fuse panel/breaker and water shut offs
 - Generator start-up instructions
 - Monthly checklist indicating review of the Emergency Binder
 - Information as to where to report in an emergency situation
 - Record of fire drills (monthly in residential locations, 4 times annually in Activity Centre)
 - Record of tornado drills (1 time annually for all work locations)
 - Up-to-date Personal Data Sheets, Person Directed Plans, Timelines, Routines for each person supported
 - Individual Inventory Lists
 - Evacuation Procedures/Fire Safety Plan
 - Individual and location specific protocols
 - Recent photograph of each person supported, as applicable
 - Resource information/section (ie. Red Cross package which includes info on "Severe Storms"; "Emergency Preparedness Guide"; Safe food storage)
 - Local community Emergency Plan; County Emergency Plan
 - Insurance Company Name, phone number
 - CO alarm procedure
 - List of emergency supplies/equipment (ie. food, water, blankets, batteries, etc., and where such supplies/equipment are stored)
- f) The Coordinator of Adult Services, Senior Case Managers and S.I.L. Support Workers will retain up-to-date accessible "Emergency Assessment Checklists" for all S.I.L. participants. The purpose of an "Emergency Checklist" is to identify each individual's vulnerability pertaining to an emergency situation. Personal data information will also accompany the "Checklist." The designated S.I.L. Support Worker will ensure the relevant emergency information and assistance is provided.
- g) All Agency policies, procedures to be readily accessible in Policy & Procedures Binder.
- h) All Agency vehicles will include a Vehicle Inspection Report, HS-8, to be completed by all Staff and Volunteers who access an Agency vehicle, prior to such use. The purpose of the Vehicle Inspection Report, HS-8, is to ensure any problems/concerns with the vehicle are identified prior to use, as well as confirming the vehicle contains all required safety equipment (ie. first aid kit, winter survival kit). Staff and Volunteers are required to notify their Supervisor if an Agency vehicle does not provide for a Vehicle Inspection Report, HS-8.

7. **Communication:**

Each work location has a cell phone which Staff are to ensure is fully charged and on to enable two way communication. Staff are required to take the work location cell phone with them when supporting individuals in the community.

Clear, concise and timely communication to the Board of Directors; Relevant Funder; Authorized Contract/Agreement; Coordinators; Managers; Administrative Staff; Support Staff; Individuals, Families/Caregivers; Location Health & Safety Representative, is imperative for emergency situations, as per established reporting procedures.

Policy Number B-002, Press and Media Releases, details communication with media. The format and frequency of communication will be determined by the Executive Director or designate, depending on immediate circumstances and may occur in a variety of ways: telephone, email, memos, faxes and/or in person.

8. **Post-Emergency Preparedness Plan and Procedures:**

Following an emergency as defined in the Policy, Staff will undertake an evaluation of the Emergency Plan and Procedures for Emergency Situations to determine its effectiveness and any necessary revisions.

Related Policies and Procedures:

- Press and Media Releases (B-002)
- Usage of Agency Equipment/Electronic Communication Technologies (B-006)
- Duty of Care Policy (B-010)
- Code of Conduct (B-011)
- Individual Welfare/Rights (C-001)
- Behavioural Support (C-002)
- Abuse (C-004)
- Use of Physical Restraints (C-005)
- Serious Occurrence (C-006)
- Communication Book (C-007)
- Orientation of People Supported (C-011)
- Medical Care for Persons Supported (C-012)
- Missing Person/Unknown Whereabouts Policy (C-016)
- Relationship with Law Enforcement Agencies (C-017)
- Critical Injury (D-006)
- Bullying, Harassment and Workplace Violence (D-007)
- Pandemic Policy (D-008)
- Preventative Maintenance (D-009)
- First Aid Policy and Procedures (D-011)
- Working Alone Policy (D-012)
- Infection Control Policy and Procedures (D-013)
- Hazard/Risk Policy and Procedures (D-014)
- Health & Safety Orientation Policy (D-015)
- Location Health & Safety Representatives (D-016)
- Workplace Inspections (D-021)
- Incident/Accident Investigation (D-024)
- Employee and Volunteer Orientation (E-005)
- Professional Development/Training (E-006)
- Vehicle Use (E-009)
- Employee Performance Standards (E-011)
- Disciplinary (E-012)
- Sexual Harassment (E-013)
- Early and Safe Return to Work (E-016)
- Benefit Plans (E-017)