

# **Emergency Plan**

Subject:	Emergency Plan: Community Disasters Including Natural Disasters or Extreme Weather Events (e.g., earthquakes, tornadoes, drought) - Code Orange
Emergency Code:	Code Orange

St. Joseph's Continuing Care Centre has developed this <i>Disaster Plan</i> to provide for the care of residents and patients in the event of an external disaster.
The objective is to outline a brief plan of action:
<ol> <li>For the efficient utilization of all service requirements should an external disaster occur.</li> </ol>
<ol><li>To obtain the earliest possible response to an emergency call by all services that may be required.</li></ol>
<ol> <li>To provide for controlled evacuation should the need arise. (See Code Green section.)</li> </ol>
4. To participate as a receiving facility from other area facilities if and when an external disaster is declared.
St. Joseph's Continuing Care Centre would act as a holding area for residents/patients being discharged from the acute care hospital and awaiting someone to take them home if a disaster occurred in the community. Available staff will be positioned at the main entrance to assist.
<ul> <li>The Executive Director or Administrator on Call</li> <li>Director of Information and Support Services</li> <li>Senior Management Team</li> <li>Medical Staff, Managers and Registered Nurses</li> <li>Manager of Environmental Services</li> <li>Security</li> </ul>
When the External Disaster Plan has been put into effect, the Executive Director or Administrator on Call will notify the Switchboard Operator or Security to:
- Page "CODE ORANGE - External Disaster Plan" three (3) times over the public address system.
In the case of an External Disaster Exercise, the words "CODE ORANGE - Disaster Plan Exercise" shall be paged three (3) times instead.
BASIC POLICIES FOR DECLARED EXTERNAL DISASTER
The Control Centre will be set up upon direction of the Executive Director.
<ol> <li>Medical Staff, Managers and Registered Nurses will report to the Control Centre on Level 1, (Boardroom Room 1190).</li> </ol>



- 3. The Executive Director or delegate will determine whether off-duty personnel will be recalled.
- 4. St. Joseph's Continuing Care Centre staff may be requested to work extended shifts during a declared disaster.
- 5. In all disaster situations, admissions will cease.
- 6. On-duty personnel who can be spared from the Nursing Unit(s) will report to the Control Centre to be available to help in emergency areas.
- 7. Visitors will be restricted while the Disaster Plan is in effect.
- 8. Job descriptions are outlined on the following pages.
- 9. All media inquires are to be referred to the Executive Director at the Control Centre (Room 1190), ext. 21190.

# **CHIEF NURSING EXECUTIVE**

# **NURSING SERVICES**

# PURPOSE:

1. To provide emergency Nursing Services to a large number of casualties, patients or residents from surrounding Hospitals or Long-Term Care Homes.

# **DUTIES**:

- 1. To assign a Charge Nurse (RN) to the receiving area.
- 2. To use the emergency contact system to bring in all available Nursing Staff as required. To meet with all available Nursing Staff and create Nursing Teams to work the receiving area.
- 3. To create a list of nursing supplies and send the order to the Stores Department.
- 4. To have professional staff do a physical assessment once the residents or patients are inside the receiving area.
- 5. To give the Command Centre (Boardroom on Level 1, Room 1190, ext. 21190).updates every thirty (30) minutes as we are accepting these people.



# Plan for Recovery:

# **DIRECTOR OF THERAPEUTIC SERVICES**

# **PURPOSE:**

1. To provide emergency equipment and Therapy Services to a large number of casualties, patients or residents from surrounding Hospitals or Long-Term Care Homes.

# **DUTIES**:

- 1. To meet with all available Therapies Staff and have them do a current inventory of all equipment that may be needed (e.g. wheelchairs, recliners, etc.).
- 2. To have staff ready at the front doors to assess what type of equipment will be required in the short-term for the arriving people.
- 3. To have professional staff do a more in-depth assessment once the new arrivals are inside the receiving area.
- 4. To give the Command Centre (Boardroom on Level 1, Room 1190, ext. 21190).updates every thirty (30) minutes as we are accepting these people.
- 5. Respond to areas where needed. If any resident/patient is very ill/dying, provide spiritual help and comfort.
- 6. Comfort residents, patients and families who are frightened and anxious.
- 7. Have a member of staff (from the staff pool) escort any minister, priest or relative to the Nursing Units when necessary.
- 8. Have regular reports for relatives of up-to-date information regarding residents, patients, and/or casualties.

# **CHAPLAIN SERVICES**

# **PURPOSE:**

- 1. To administer the Sacrament of the Sick to the dying.
- 2. To provide spiritual help and comfort to the dying and also to the members of their families.

#### **DUTIES**:

- 1. Rotate to the various treatment areas and Nursing Units to respond to the needs that arise.
- 2. Have volunteers to answer telephone and relay messages to the Chaplain or delegates.
- 3. Have a guide to escort any Minister, Priest or Chaplain to the Casualty Area which requires spiritual help.
- 4. Comfort the families and relatives.



5. Respond to areas where needed. If St. Joseph's Continuing Care Centre (the Centre) has received residents/patients from other facilities (awaiting pick up by their families), they will be placed in Jeanne Mance Hall.

# **ENVIRONMENTAL SERVICES**

#### PURPOSE:

- To control flow of traffic through the Main Entrance in the event Security is unable to do so.
- 2. To assist incoming residents and patients.
- 3. To have all services readily available, in working order (heat, water, ventilation).
- 4. To have extra equipment available, as needed.

# **DUTIES**:

- 1. Go to the Control Centre.
- 2. Proceed to the Main Entrance, and man the entrance as \*required.

\*Main/Front Door: Someone familiar with the Centre staff and who can turn away unauthorized persons, visitors, etc.

- 3. Delegate a person to control parking, if necessary.
- 4. Have portable barricades available wherever needed in the parking area.
- 5. Designate three (3) people to operate the elevators, as required.
- 6. Report back to the Control Centre for further orders.

# **FOOD SERVICE MANAGER**

#### **FOOD SERVICES**

# PURPOSE:

To provide emergency food services to a large number of residents, patients, casualties, Centre personnel and volunteers.

# **DUTIES**:

- 1. Utilize the existing cafeteria facilities to feed the Centre personnel and volunteer workers on a three (3) shift basis, if necessary.
- 2. Utilize the mobile electric food cart and plastic utensils and disposable dishes to feed casualties in designated areas.
- 3. Notify the Control Centre of urgent needs.



### **LINEN AND HOUSEKEEPING SERVICES**

# PURPOSE:

- 1. To maintain essential housekeeping services throughout the Centre.
- 2. To provide assistance to Food Services and Nursing Service as required.
- 3. To establish a system for procuring extra supplies.
- 4. To ensure there is sufficient linen in all emergency areas as well as the regular areas throughout the Centre.

# **DUTIES**:

- 1. Proceed with Housekeeping procedures, keeping in mind the priority of the emergency areas.
- 2. Contact the Environmental Services Manager in the event of disruption of water supply and/or waste disposal system.
- 3. Prepare to introduce substitute methods and procedures for Housekeeping duties in the event of disruption of water supply and/or waste disposal system.
- 4. Maintain linen supplies, as needed. If more linen is required, please contact:

Ottawa Regional Linen Services 1-613-842-3051 or 1-613-842-3061

# RESPONSIBILITIES OF THE COMMUNITY ENGAGEMENT OFFICER (AND SECURITY IF AFTER HOURS)

# **PURPOSE:**

- 1. Screens and directs all volunteers to help in the various areas throughout the facility.
- Communicates with the Command Centre (Boardroom on Level 1, Room 1190, ext. 21190).

# **DUTIES: (IF DISASTER OCCURS DURING WORKING HOURS)**

- 1. Screens all volunteers entering the facility and have them sign in.
- 2. Directs all volunteers (as appropriate) to the respective areas which have requested help.
- 3. Maintains a list of all available volunteers and the area to which they have been assigned.



4. Directs relatives of injured to Jeanne Mance Hall and contacts the Spiritual Health Specialist.

# PLEASE NOTE: (IF DISASTER OCCURS AFTER REGULAR WORKING HOURS)

# 1. Security will:

- a) Direct all Managers to the Control Centre (Boardroom on Level 1, Room 1190).
- b) Maintain a list of all available personnel and volunteers and the area to which they have been assigned.
- c) Stop unnecessary pedestrian traffic from entering the building.

# **SWITCHBOARD OPERATOR**

HOURS OF DUTY: 0800-1600 HOURS, MONDAY TO FRIDAY

# **PURPOSE**:

- To make any announcement as delegated by the Executive Director/Delegate.
- 2. To handle the flow of incoming calls.

# **DUTIES**:

- 1. When an emergency or disaster telephone call arrives, notify the Executive Director or Delegate (Administrator on Call).
- 2. On the direction of the Executive Director/Delegate, page "Code Orange" or "Code Orange Exercise" three (3) times.
- 3. Direct all incoming calls <u>regarding the casualties</u> to the Control Centre (Boardroom on Level 1, Room 1190, ext. 21190).
- 4. Direct all incoming calls from the press, radio and television to the Control Centre (ext. 21190).
- 5. Any other information regarding the emergency will be directed to the Executive Director/Delegate at the Control Centre (ext. 21190).

# UPON ANNOUNCEMENT OF "CODE GREEN - STAT" OR NOTIFICATION OF EVACUATION:

- 1. The Switchboard Operator, upon notification, shall record the name of the resident/patient being discharged, address, phone number and location to which he/she is being sent.
- 2. The Switchboard Operator shall receive from the Charge Nurse on the floors a list of non-ambulatory residents/patients to be transferred to other facilities.

# TEMPORARY MORGUE (STORES DEPARTMENT, NEAR LOADING DOCK)

<u>PURPOSE</u>: To receive and hold bodies of residents, patients and casualties who die at St. Joseph's Continuing Care Centre (SJCCC).



# THE EXECUTIVE DIRECTOR/DELEGATE WILL DETERMINE WHO TO ASSIGN THESE DUTIES TO:

- 1. Identify the body initially and tag it.
- 2. Do not remove clothing or valuables from the body.
- 3. Each casualty must be officially identified by the relatives to the SJCCC official with a Police Officer in attendance. The Police Officer should be requested through the Control Centre.
- 4. Record the date, time, identification of body and person who identified body, along with relationship to the deceased.
- 5. Notify the Control Centre of urgent needs.
- 6. Release the body to the Undertaker after the Coroner has authorized the release.
- 7. The Undertaker must sign for each body before he removes the body from the premises.

Reviewed:	05 November 2024
Revised:	25 November 2025