

Emergency Preparedness

Knowing What To Do In An Emergency



We have a plan

Our Emergency Plan is organized according to the Universal Codes for Emergencies. These are recognized 'colours' that are used by all emergency personnel across the country and internationally. This Plan is available in many locations throughout the home and stored in a **Red Binder** that is very visible. (We encourage you to look through it but please, do not remove it. We may need to use it one day.)

We know that the most likely emergencies to happen in a Care Home are Code Red (Fire), Code Green (Evacuation) and Code White (Violence). While we certainly plan for and provide training on all codes, we place an additional focus on these more-likely risk areas.

As a Staff Team Member, it is expected that you are very familiar with the Emergency Preparedness Plan including:

- 🌿 What you need to do
- 🌿 Where the emergency exits are located
- 🌿 How the alarm system works
- 🌿 What the plans are for an evacuation should it become necessary, such as how people will be moved and where

As a Resident, family member or visitor, you also need to be familiar with what to do and assess if you are prepared. For example, it is important that we always have your most up-to-date contact information so we can easily reach you. We also need to know if you would be able to take your loved one home (rather than them being sent to another facility) if we ever need to evacuate. These are important parts of our plan.

We practice the plan

An important step in Emergency Preparedness is practicing the plan and being trained for what to do.

To do this, we ensure that every staff team member receives **emergency training** at the time of hire as part of their orientation. Annually, we have all staff review the Team Member handbook which contains important safety information and take part in safety training. We use "table top exercises" to model emergency situations and we evaluate our emergency readiness.

We are mandated to perform **monthly fire drills** for each shift as part of our safety practices and annually, **we must test our evacuation process**. Everyone is expected to actively participate in these important exercises including Residents and visitors. We review and evaluate our trial actions to confirm processes are followed and to identify ways we can improve for further safety. If you happen to be on-site during one of our drills or practice sessions, we would appreciate your participation in the debriefing and review.

Sharing safety information is key to ensuring the best response in an emergency. We count on Family Council to help with this and we welcome any questions and ideas.

We are always open for improvement as we prepare for emergencies and practice, practice, practice!

What happens in an emergency?

In an emergency, a Person-In-Charge is appointed who will provide direction. For example, in a fire (Code Red), the Fire Marshall is the Person-In-Charge until the Emergency Response Team arrives. At that time, command is formally passed over to the higher authority which would be the Fire Department's Incident Commander.

In other emergency situations, the General Manager or designate will be the Incident Commander. This position will adhere to the Emergency Preparedness Plan as far as possible, working also with local emergency response teams and the Health Authority.

IF YOU ARE ON-SITE, you must:

1. **Stay calm** and help others to do the same. Know that some Residents may be confused and will need your assurance to settle and relax.
2. **Get yourself to safety** and then quickly assess how you can help others. (You are of no help to anyone if you don't look after yourself first before aiding others).
3. **Follow directions and be ready to help.** There will always be a designated Person-In-Charge and everyone must follow their direction or it may cause significant and unnecessary harm. You should be expected to be asked to assist including accompanying Residents if a move is needed.
4. **Report Out.** It is very important that you do not leave the premises without signing out as we must account for everyone including Residents, staff and visitors. Failing to do so could create an unnecessary search that may be dangerous and/or life threatening for others. You must speak to the Person-In-Charge or their designate to record any departures.



IF YOU ARE OFF-SITE, and away from the home when an emergency happens, you must:

1. **Stay put until you are contacted.** It is important that you do not drive to the home as you add to the risk and may block the way for emergency vehicles to assemble and assist.
2. **Stay calm** and know that we will contact you as soon as we safely can. Our first focus is the wellbeing of the people on-site and we will be in touch as soon as possible.
3. **Stay available and do not call the home** as this can tie up the phone lines and make it difficult for us to connect with emergency personnel. You should also get prepared to help us if asked.
4. **Check the website** for information updates. A Communications Officer is appointed as part of every emergency process and that person will decide on the safest and fastest way to communicate.

It is critical that we follow these emergency response steps for the safety of everyone.

We all have a role to play if there is an emergency!

We take Emergency Preparedness and Disaster Recovery Planning very seriously. Everyone has a role to play and we need you to be included in all aspects of our planning and preparation work. The purpose of this brochure is to help outline what your role is during an emergency – whether you are on site as a Resident, visitor or staff team member or if you are off site, such as a family member or off-duty staff team member. Safety is everyone's responsibility and we appreciate your participation in helping to ensure a secure setting for all.

We can be best prepared for emergencies by...

- 🌿 **Having a plan** and knowing what to do; and
- 🌿 **Regularly practicing that plan** to test and evaluate ourselves. We want to know how well the plan works and what we can do to continuously improve.

The best way to prevent harm in an emergency is to be prepared and we need your help to do that. Read on to learn what you need to do if we ever have to face an emergency.