

EMERGENCY STATEMENT

“Emergency” means an urgent or pressing situation or condition presenting an imminent threat to the health or well-being of residents and others attending the home that requires immediate action to ensure the safety of persons in the home.

General Emergency Process

The appropriate Code Emergency is declared and the appropriate **Code policy consulted and implemented**. Lakeland is physically joined to the West Parry Sound Health Centre and in all Code emergencies, the WPSHC relevant Code policy will also be consulted. WPSHC Code policies will be maintained in Lakeland policy resources.

Administrator or delegate, will consult with Lakeland CEO, or delegate, to select each external partner that is deemed relevant to the type of emergency that is taking place and determine their involvement

Tasks are assigned according to the Code Task Responsibility Matrix.

The Administrator or delegate will ensure that a debrief occurs with staff and residents. The Lakeland Leadership Team, (Administrator and Director of Nursing, or delegate(s) will direct a plan for recovery, and a plan to resume normal operations. The Administrator or delegate will ensure that residents experiencing distress have supports written into their care plan. Staff experiencing distress will be direct to the Employee and Family Assistance Plan (EFAP). Resources will be secured to support volunteers, students, visitors and essential caregivers as required.

Emergency Communication

The CEO of LAKELAND and/or Delegate will declare when there is an Emergency at Lakeland. Communication from the Incident Command Centre will include emails/phone calls/video conferencing to Substitute Decision Makers (family contacts, taken from the e-chart or hard copy chart as maintained in the emergency box) or in person conversations and hard copy memo in the case of residents, to convey frequent and ongoing communication, that will include at the minimum frequency:

1. At the beginning of the Emergency
2. When there is a significant status change in the Emergency
3. When the Emergency is over

In addition to external partners deemed relevant to the Emergency, other parties that will be included in the communication are: Resident Council, Family Council (as applicable), staff, volunteers, students and caregivers. Email/phone calls/video conferencing will be used to communicate with these parties.

The Lakeland CEO or delegate shall be responsible for public relations during a emergency/situations

Administrator or delegate **must debrief** with partners and participants after every emergency or activation of the emergency plan (mock exercise, tabletop exercise), and the appropriate Code policy reviewed and updated with any feedback and updated as applicable.

Participation to Practice

Lakeland will participate in the West Parry Sound Health Centre Emergency Response Committee. Minutes of these meetings will be kept in the Lakeland Emergency Response binder. Lakeland is co-housed within the West Parry Sound Health Centre and will participate in all joint-desktop exercises offered by WPSHC.

Notwithstanding, Lakeland will practice all Codes as outlined in the *Practice Matrix*.

The Administrator (*or delegate*) will consult with Lakeland Resident Council and Lakeland Family Council (*if any*) on EMERGENCY PLANS annually.

Lakeland will ensure that all Emergency plans are posted on the website, www.lakelandltc.com.

All staff will participate in mandatory Emergency Code education. ERP Education at minimum will include an annual review of the Code emergencies. However, it may also include participation in desktop exercises, mock exercises and debriefing situations. A record will be kept of all education delivered.

Contact information for Lakeland Long-Term Care.

Donald Sanderson – Chief Executive Officer. EXT 4136. dsanderson@wpshc.com

Steve White – Administrator of Lakeland LTC. EXT 1018. swhite@lakelandltc.com

Tiffany Boucher – Director of Nursing and Personal Care. EXT. 1016. tboucher@lakelandltc.com

Judy Rivers – Infection Prevention and Control lead for LLTC. EXT 1017. jrivers@wpshc.com

Code Task Responsibility Matrix

Emergency Type	Staff Group	Staff Included	Duties
Code Red (Fire)	Senior Leadership	Admin, DON, CEO, COO, CNO, Manager of Support Services, HR Director	R.E.A.C.T. Call command center, Monitor & evaluate. Report to MOLTC and other entities as required. Communicate to public and press.
	Leadership & Registered Nurse	ADON. Senior Nursing assistant, Nursing Support assistant, Program Manager, Nurse Managers, Social Worker, Admin, DON,CEO,COO, Manager of Support Services, HR Director	R.E.A.C.T. RN responses to fire zone and communicates situation to fire chief. Calls 3333 to notify switchboard. Debrief and update policy. Start fan out list. Announce the end of the code and a plan to resume normal operations
	Registered Practical Nurse	RPN	R.E.A.C.T. Head count, direct Immediate response, direct staff
	Recreation, Personal Support Work, Nursing Support Aide	Plus, any Students	R.E.A.C.T. receive direction from RPN & RN, close windows, locate residents, turn of O2 and place evac. to go
	Housekeeping, Dietary	Aramark Staff, Volunteers	R.E.A.C.T, receive direction from RPN & RN

Emergency Type	Staff Role	Staff Role	Duties
Outbreak	Senior Leadership	Admin, DON, CEO, COO, CNO, Manager of Support Services, HR Director	Monitor and Respond, report to public and press
	Leadership & Registered Nurse	ADON. Senior Nursing Assistant, Nursing Support Assistant, Program Manager, Nurse Managers, Social Worker, Admin, DON, CEO, COO, Manager of Support Services, HR Director	Post signs, daily meetings, notify PHU, deploy PPE, monitor cases, and notify of staff cases. Debrief and update policy. Announce the end of the code and a plan to resume normal operations. Report to MOLTC and other entities as required
	Registered Practical Nurse	RPN`s	Daily resident screening, Support and monitor. practice good PPE and precautions , notify RN of any symptoms from Residents and staff
	Personal Support Worker, Nursing Support Aids, Recreation	Plus, any Students	Practice good PPE & precautions, any direction for RPN & RN
	Housekeeping, Dietary	Aramark staff, Volunteers	Practice good PPE & precautions. Extra cleaning, any direction for RPN & RN

Emergency Type	Staff Group	Staff Included	Duties
Code Orange (Community Disasters)	Senior Leadership	Admin, DON, CEO, COO, CNO, Manager of Support Services, HR Director, Admin, DON, CEO, COO, CNO, Manager of Support Services, HR Director	Monitor and receive directions from emergency personnel, communicate with community partners. report to public and press
	Leadership & Registered Nurse	ADON, Senior Nursing Assistant, Nursing Support Assistant, Program Manager, Nurse Managers, Social Worker, Admin, DON, CEO, COO, Manager of Support Services, HR Director	Plan & prepare for potential code green, monitor staff & residents well- being Debrief and update policy. Prepare to communicate with family and caregivers. Report to MOLTC and other entities as required. Announce the end of the code and a plan to resume normal operations.
	Registered Practical Nurse	RPN`s	Plan & prepare for code green, monitor staff & residents well being
	Personal Support Worker, Nursing Support Aids, Recreation	Plus, any Students	Be prepared to receive directions
	Housekeeping, Dietary	Aramark and Volunteers	Be prepared to receive directions

Emergency Type	Staff Group	Staff Included	Duties
Code White (Violent outburst) Call 3333 as applicable	Senior Leadership	Admin, DON, CEO, COO, CNO, Manager of Support Services, HR Director	Monitor & keep informed. Asses for risk to WPSHC. Communicate to press & public
	Leadership & Registered Nurse	ADON. Senior Nursing Assistant, Nursing Support Assistant, Program Manager, Nurse Managers, Social Worker, Admin, DON, CEO, COO, Manager of Support Services, HR Director	Call 911 as applicable Contain & direct the situation, help & support victims, activate E.F.A.P as needed. Announce the end of the code and a plan to resume normal operations.
	Registered Practical Nurse	RPN`s	As directed by leadership team, Call 911 as applicable
	Personal Support Worker, Nursing Support Aids, Recreation	Plus, any Students & Volunteers	As directed by leadership team, Call 911 as applicable
	Housekeeping, Dietary	Aramark	As directed by leadership team, Call 911 as applicable

Emergency Type	Staff Group	Staff Included	Duties
Code Blue (Medical Emergency)	Senior Leadership	Admin, DON, CEO, COO, CNO, Manager of Support Services, HR Director	Monitor and support Communicate to press & public
	Leadership & Registered Nurse	ADON. Senior Nursing Assistant, Nursing Support Assistant, Program Manager, Nurse Managers, Social Worker, Admin, DON, CEO, COO, Manager of Support Services, HR Director	RN will respond and support RPN. RN will help with CPR, and other treatments. Support staff as needed Announce the end of the code and a plan to resume normal operations.
	Registered Practical Nurse	RPN`s	Call 911, start CPR if deemed necessary
	Personal Support Worker, Nursing Support Aids, Recreation	Plus, any Students	As directed by RN or RPN
	Housekeeping, Dietary	Aramark & Volunteers	AS directed by RN or RPN

Emergency Type	Staff Group	Staff Included	Duties
Code Brown (Chemical Spill)	Senior Leadership	Admin, DON, CEO, COO, CNO, Manager of Support Services, HR Director	Monitor and receive directions from emergency personnel, communicate with community partners. Communicate to press & public
	Leadership & Registered Nurse	ADON, Senior Nursing Assistant, Nursing Support Assistant, Program Manager, Nurse Managers, Social Worker, Admin, DON, CEO, COO, Manager of Support Services, HR Director	Plan & prepare for code green, monitor staff & residents well-being, call WPSHC plant manager, security, 3333 RN decides if evacuation is necessary in communicate with Administrator. Announce the end of the code and a plan to resume normal operations.
	Registered Practical Nurse	RPN`s	Plan & prepare for code green, monitor staff & residents well being
	Personal Support Worker, Nursing Support Aids, Recreation	Plus, any Students	Be prepared to receive directions
	Housekeeping, Dietary	Aramark Students & Volunteers	Be prepared to receive directions

Emergency Type	Staff Group	Staff Included	Duties
Code Black (Bomb Threats) call 3333	Senior Leadership	Admin, DON, CEO, COO, CNO, Manager of Support Services, HR Director	Monitor, direct and communicate and respond to public. Communicate to press & public. Call 911
	Leadership & Registered Nurse	ADON. Senior Nursing Assistant, Nursing Support Assistant, Program Manager, Nurse Managers, Social Worker, Admin, DON, CEO, COO, Manager of Support Services, HR Director	Direct, investigate if on LLTC side, prepare to activate code green. Announce the end of the code and a plan to resume normal operations.
	Registered Practical Nurse	RPN`s	As directed by leadership
	Personal Support Worker, Nursing Support Aids, Recreation	Plus, any Students	As directed by leadership
	Housekeeping, Dietary	Aramark & Volunteers	As directed by leadership

Emergency Type	Staff Group	Staff Included	Duties
Code Yellow (Missing Resident) Call 3333	Senior Leadership	Admin, DON, CEO, COO, CNO, Manager of Support Services, HR Director	Monitor, communicate with press & Public. Support search. Activate WPSHC supports.
	Leadership & Registered Nurse	ADON. Senior Nursing Assistant, Nursing Support Assistant, Program Manager, Nurse Managers, Social Worker, Admin, DON, CEO, COO, Manager of Support Services, HR Director	Monitor, direct search, review cameras footage, setup command center, contact OPP, and communicate with family. Announce the end of the code and a plan to resume normal operations
	Registered Practical Nurse	RPN`s	Fan-out, search
	Personal Support Worker, Nursing Support Aids, Recreation	Plus, any Students	Search as directed
	Housekeeping, Dietary	Aramark& Volunteers	Search as directed

Emergency Type	Staff Group	Staff Included	Duties
Code Gray (Loss of essential service)	Senior Leadership	Admin, DON, CEO, COO, CNO, Manager of Support Services, HR Director	Monitor and receive directions from municipal & emergency personnel, communicate with community providers and establish a timeline for restoration. Communicate with press & public. Activate WPSHC supports.
	Leadership & Registered Nurse	ADON, Senior Nursing Assistant, Nursing Support Assistant, Program Manager, Nurse Managers, Social Worker, Admin, DON, CEO, COO, Manager of Support Services, HR Director	Plan & prepare for code green, monitor staff & residents well-being communicate to residents and families. Direct response. Announce the end of the code and a plan to resume normal operations
	Registered Practical Nurse	RPN`s	Plan & prepare for code green, monitor staff & residents well- being make sure life saving devices are plugged into emergency power , ie o2 and surfaces
	Personal Support Worker, Nursing Support Aids, Recreation	Plus, any Students	Be prepared to receive directions
	Housekeeping, Dietary	Aramark & Volunteers	Be prepared to receive directions

Emergency Type	Staff Group	Staff Included	Duties
Natural Disasters or extreme weather boil water advisories, floods	Senior Leadership	Admin, DON, CEO, COO, CNO, Manager of Support Services, HR Director	Monitor and receive directions from emergency personnel, communicate with community providers Respond to press and public inquires. Activate WPSHC support.
	Leadership & Registered Nurse	ADON. Senior Nursing Assistant, Nursing Support Assistant, Program Manager, Nurse Managers, Social Worker, Admin, DON, CEO, COO, Manager of Support Services, HR Director	Plan & prepare for code green, monitor staff & residents well being Announce the end of the code and a plan to resume normal operations
	Registered Practical Nurse	RPN`s	Plan & prepare for code green, monitor staff & residents well being
	Personal Support Worker, Nursing Support Aids, Recreation	Plus, any Students	Be prepared to receive directions
	Housekeeping, Dietary	Aramark & Volunteers	Be prepared to receive directions

Emergency Type	Staff Group	Staff Included	Duties
Code Green (Evacuation)	Senior Leadership	Admin, DON, CEO, COO, CNO, Manager of Support Services, HR Director	Coordinate, arrange and communicate with partners. Communicate with press, public and emergency crews.
	Leadership & Registered Nurse	ADON. Senior Nursing assistant, Nursing Support assistant, Manager of Rec, Nurse Managers	Setup triage communicate with families, arrange transportation for supplies, residents, and staff. Remove residents Notify evacuation center. Active fan-out list. Announce the end of the code and a plan to resume normal operations
	Registered Practical Nurse	Any agency staff	Pack medication, place identification on residents, remove residents
	Personal Support Worker, Nursing Support Aids, Recreation	Plus, any Students	Pack equipment, clothes, and supplies. Remove residents
	Housekeeping, Dietary	Aramark & Volunteers	Pack food, blankets, water, and supplies.