



# EMERGENCY PLAN

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## Emergency Preparedness & Response Plan

**PREPARED BY:** Management Team  
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# PLAN OVERVIEW

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Community Living Stormont County (CLSC) is prepared to respond to emergency situations including:

- Medical Emergencies and/or serious illness of individuals receiving support or employees
- Fire
- Natural Disasters
- Utility Failures
- Safety during a violent or threatening situation
- Bomb Threats

Responding to each emergency is intended to:

- Address the needs of all individuals receiving support and employees
- Specify appropriate responses to various emergencies including evacuation where appropriate
- Address voluntary or involuntary closure of facilities in emergency situations
- Ensure that notification of families and other appropriate authorities occurs

It is the responsibility of all CLSC employees to ensure the safety of all individuals receiving support, employees and visitors. It is also the responsibility of all CLSC employees to ensure all properties owned and operated by CLSC are protected during an emergency situation or disaster.

CLSC has created an Emergency Preparedness Plan as a guide to provide all employees with directives on what to do during an emergency or disaster situation ensuring each site is prepared with a response system to protect life, maintain services and minimize property damage during and immediately following a disaster.

CLSC shall ensure an individualized evacuation plan is in place for anyone with a mobility challenge who is either supported by, or is employed by this agency.

## DEFINITIONS and FACTS

**Emergency** - A sudden unforeseen crisis (usually involving danger) that requires immediate action.

**Violence** - Means physically or psychologically aggressive behaviors including but not limited to:

- hitting, kicking, punching, pushing, shoving, slapping, pinching, grabbing, biting
- carrying or brandishing weapons of any type
- throwing objects at an individual supported with a view to cause physical injury or fear
- destruction of workplace, or co-worker's property
- threats of violence
- intimidating behavior that causes the recipient to have a fear of physical violence
- obscene or harassing telephone calls or contact made with the use of any electronic communication device

A **Floor Plan** showing all exits clearly marked with the location of fire extinguishers and the locations of bedrooms (if applicable) as well as any special requirements for evacuating people from the location will be clearly posted at each exit. It will be the responsibility of the Health and Safety Representatives to ensure this is in place and current.

Employees in each location will hold a **Fire Drill** on a monthly basis and record the results on the Monthly Safety Audit. The fire drill should include all individuals living in the home or attending a community support program and should be done at various times of the day or night to ensure everyone is familiar with the process. The results will be kept in the Health and Safety red binder for a minimum of 12 months.

A **Fire Evacuation Plan** will be posted at each location, just inside the front door and at all exits. This evacuation plan will be reviewed when orienting new employees and at each monthly fire drill to ensure it is being followed. It will also be reviewed by the individuals supported in the home or attending a community support program. It will be the Health and Safety Representatives responsibility to ensure this in place and current.

**Inspections by the local Fire Department** will be completed on an annual basis for each location. The Assistant Executive Director will ensure annual fire related inspections are completed. The original inspection certificate will be filed at the Head office and a copy will be kept in the Health and Safety red binder in each location.

All **Fire Extinguishers** will be inspected on an annual basis, the results documented and each fire extinguisher will be tagged indicating the inspection date. A designated Manager will arrange for the inspections to be scheduled. The original inspection certificate will be filed at the Head office and a copy will be kept in the Health and Safety red binder in each location.

Any other **Fire Related Equipment** will be inspected annually by a qualified inspector. A designated Manager will arrange for the inspections to be scheduled. The original certificate will be filed at Head office and a copy will be kept in the Health and Safety red binder in each location.

All **Gas Fired Appliances and Heating/Cooling Systems** will be inspected annually by a qualified inspector. A designated Manager will arrange for the inspections to be scheduled. The original certificate will be filed at the Head office and a copy will be kept in the Health and Safety red binder in each location.

All **Battery and Electrically Operated Smoke Detectors** in each CLSC location will be inspected on a monthly basis by the Health and Safety Representative. The results will be recorded on the Monthly Safety Audit, signed off by the Manager and filed in the Health and Safety red binder in each location. Batteries will be changed a minimum of twice per year (April and October) and documented on the Monthly Safety Audit.

**Employees Shall Participate in Training** related to fire prevention, detection, fire extinguishers and their responsibilities. These training sessions will be documented and all records will be maintained by the Human Resources Manager.

All **Fire Equipment Deficiencies** shall be reported to the Manager immediately by the employee identifying the deficiency.

## **AGENCY RESPONSIBILITY EMERGENCY/DISASTER PLANNING and RESPONSE**

Community Living Stormont County's responsibilities with respect to emergency planning and response are:

1. Assessment of emergency situations and their impact on individuals receiving supports and employees;
2. Development and execution of health and safety policies and procedures, including infection control;
3. Development of a comprehensive Emergency Preparedness Plan to be used throughout all CLSC locations.
4. Provision of training for new employees upon hire and continued employee training to ensure all employees are fully knowledgeable in health and safety policies and procedures, emergency preparedness and infection control.
5. Development of a strategy for effective communications in emergency situations.

## **EMPLOYEE RESPONSIBILITY EMERGENCY/DISASTER RESPONSE**

1. Assessment of emergency situations and their impact on individuals receiving support and co-workers.
2. Employees are instructed to ensure their own safety prior to assisting others and to only assist when it is safe and reasonable to do so.
3. Employees are to take any and all reasonable actions to ensure the safety of the individuals they are supporting and their co-workers.
4. Ensure health and safety and emergency preparedness training is completed.
5. In the event of an emergency, as soon as safe to do so, the employee shall contact 911.
6. When it is safe to do so, the employee shall contact their Manager, who will contact the Executive Director/Assistant Executive Director who will then contact the Board Chair to inform them of the emergency.

## EMERGENCY CONTACT / MEDICAL INFORMATION

Emergency information for **individuals receiving support** may include: name, age, emergency contact information, distinguishing features, medical conditions including allergies, medications, physician's names and contact information, and health card number.

Emergency information about **employees** may include emergency contact information, emergency medical information such as allergies and health card number. Please refer to the Red Emergency Response Plan book found.....

## RESPONSE FOR MEDICAL EMERGENCIES

An employee that first becomes aware of a medical emergency will assess the situation and then call 911 or ask another employee to call 911 and report back. The employee is to follow the instructions given by 911 or other emergency personnel.

Employees should administer first aid/care as appropriate, providing it is safe to do so. The employee should continue with the first aid/care until emergency personnel arrive to relieve them or as directed by 911 or other emergency personnel.

## EVACUATION PROCEDURES DURING EMERGENCY / DISASTER / FIRE DRILL OR BOMB THREAT

Community Living Stormont County will ensure that all programs which provide residential or community supports to individuals will conduct **emergency/fire drills** at least once a month, during each shift, to ensure awareness of the procedures and the effectiveness of evacuation protocols. Ninth St. - 3 times - January, May, & September

All CLSC locations will develop site specific procedures for the successful evacuation of the location during an emergency/disaster/fire drill or bomb threat. All evacuation procedures must be in plain language, be posted in common areas and must clearly identify:

1. The route(s) to exit the building in case of an emergency/disaster/fire drill or bomb threat
2. A meeting point for employees and individuals receiving support that is a safe distance from the building and offers shelter if possible.
3. Employees working are responsible for ensuring that all individuals receiving support and co-workers are successfully evacuated.
4. The location of alternate shelter, if remaining at the location is not possible or reasonable (i.e. location of another agency facility, community emergency shelters)

The evacuation/emergency drill results and any follow-up action required will be documented on the "Monthly Safety Audit" form.

## FIRE OR SUSPECTED FIRE EMERGENCY

1. In the event of a fire, the first employee who becomes aware of the situation is to:
  - a. Sound the alarm (where one exists) and/or yell "FIRE, FIRE, FIRE"
  - b. Call 911 when safe to do so
2. When a fire notification is heard, all employees are to exit the building immediately following the approved Fire Evacuation Plan.
3. The first employee to reach the evacuation meeting point is to call 911 to report the fire (if it has not already been reported) and then report the emergency to the immediate Manager. Confirmation of the evacuation of all individuals supported and employees is to be completed as outlined in the residential or Community Support Fire Evacuation Plan.
4. When the "all clear" is given by the appropriate emergency response personnel (i.e. Fire Department) employees and individuals receiving support shall return to the building.

In the event that the employees and the individuals receiving support are not able to return to the building, arrangements are to be made to relocate to an alternate shelter.

For residential settings the emergency preparedness plan must include a plan to provide alternate care for all individuals receiving support as well as to provide the basic needs for a period of 72 hours.

## BOMB/TERRORIST THREAT

1. In the event a suspicious package is discovered:

In the event a suspicious package is discovered in your working location, the employee discovering the package shall evacuate the individuals receiving supports as well as co-workers. When it is safe to do so, the employee is to call 911 and report the suspicious package. The employee shall then follow the instructions of the 911 dispatcher. When safe to do so, the employee is to contact their Manager.

**Under no circumstances shall either employees or individuals receiving supports attempt to handle a suspicious package.**

2. In the event a telephone call is received:

In the event a bomb threat is received by telephone, the person receiving the threatening call should attempt to get as much information as possible and relay the information to 911. The information should include:

- Where the bomb is planted or is going to be planted
- When the caller indicated the bomb will go off
- Why the caller indicated he/she is doing this
- Description of the caller (i.e. male or female)
- Voice characteristics or accents
- Affiliation with political group
- Background voices or noises
- Anything which may identify the caller or where the call was coming from.

## **SEVERE WINTER/ICE STORM**

1. In the event that a storm is likely to impact the access to the agency facilities or impact the safety on the local roads, an employee with approval of the Executive Director, may implement a shutdown of operations following the shutdown procedure outlined below.
2. Where residential services are provided and shutdown is not possible, the employees should prepare to ensure the safety of individuals receiving supports by accessing the appropriate emergency supplies.
3. In the event employees are unable to implement shutdown procedures and it is unsafe to remain in the facility, the employee, with the approval of the Executive Director, will relocate to an alternate shelter.

## **SEVERE WINDSTORM / TORNADO / EARTHQUAKE**

1. If a severe windstorm/tornado occurs, all employees and individuals receiving support will be asked to remain indoors. Employees should note the location of any outdoor hazards such as large trees and should move everyone to the safest or least hazardous part of the building (i.e. away from glass doors and windows.)
2. In the event that the windstorm/tornado causes damage to the building, employees will ensure their personal safety and the safety of individuals receiving support by moving to a safe location in the building.
3. In the event that it is unsafe to remain in the building the employee with approval of the Executive Director/Assistant Executive Director, will evacuate the building following the approved Fire Evacuation Procedures.
4. Every CLSC location will be inspected by the Executive Director prior to resuming normal operations.

## **HYDRO, GAS, UTILITY (WATER, SEWER) FAILURE**

### **In the event of a Power Outage:**

1. All residential and community support locations will have flashlights or other emergency lighting available.
2. If a power outage occurs, employees will ensure the safety of all individuals receiving support and their co-workers.
3. Employees will ensure that all persons are accounted for.
4. Employees should be aware of the location of the main electrical panel for their home and should **check to see if the power outage is due to a breaker being tripped.**

**In the event of a Power Outage** cont'd:

5. If the power outage is more than 15 minutes, an employee will contact the appropriate utility authority to advise them of the power outage and seek instruction.
6. In the event that the power outage is likely to last for an extended period of time or where the loss of electricity will impact heating systems during cold weather, the employee with the approval of the Executive Director may affect a shutdown of operations where safe and appropriate to do so, following the shutdown procedures described below.
7. Where residential services are provided and a shutdown is not possible, employees shall prepare to ensure the safety of individuals receiving support and their co-workers by maintaining appropriate emergency supplies.

**In the event of Gas or Utility Outage/Failure:**

1. The employee will contact the gas provider in the event of a gas outage and seek instruction. Employees should be aware of the location of the main gas and water shut-offs for their location. The Manager should be contacted and made aware of the situation.
2. In the event the utility failure (water, sewer) is likely to last for an extended period of time or where loss of gas service will impact heating during cold weather, employees with the approval of the Executive Director will affect a shutdown of operations where appropriate and safe to do so following the shutdown procedures described below.
3. Where residential services are provided and a shutdown is not possible, employees should prepare to ensure the safety of individuals by maintaining appropriate emergency supplies.
4. In the event employees are unable to implement shutdown procedures and it is unsafe to remain in the location, the employee will evacuate the individuals receiving support and co-workers following the approved Fire Evacuation Procedures.

**Gas Leak:**

1. Upon discovery of/or suspected gas leak, the employee will evacuate the individuals receiving support and co-workers following the Fire Evacuation Procedure.
2. Call 911 when safe to do so.
3. Notify the Manager as soon as it is safe to do so.



## **SHUTDOWN OF OPERATIONS AT A PROGRAM SITE**

An employee, with the approval of the Executive Director, may affect the shutdown of a program or building under the circumstances described in the procedures above or when directed to do so by emergency personnel. The procedures for shutdown are as follows:

1. Employees are to arrange for the safe transport of all individuals to their homes or make alternative arrangements when returning home is not possible.
2. Employees are to confirm the full evacuation of the facility and secure it prior to leaving.
3. Emergency information for individuals receiving support should be removed from the premises and stored in a safe location until the shutdown has ended.
4. All employees will be contacted and individuals and /or family members will be informed as decisions are made.
5. Prior to individuals receiving support and employees returning to a shutdown location, the Executive Director will ensure an inspection of the building and grounds are completed prior to resuming operations.

## **FIRST AID KITS**

1. Each CLSC location shall contain a well stocked First Aid kit complying with Regulation 1101 of the Occupational Health and Safety Act for use in case of a medical emergency.
2. All employees shall be familiar with the location and contents of the First Aid kits and the location of emergency medical information.
3. First Aid kits and their contents are to be used only in an emergency.
4. The Health and Safety Representative from each location is responsible for ensuring that the kit remains stocked.

## **EMERGENCY KITS**

1. Each Community Living Stormont County residential location will have a 72 Hour Emergency Kit. This kit will contain essential supplies for residential locations to be used in the event of a disaster/emergency lasting at least 72 hours or in the event the residential location needs to be evacuated.
2. Each CLSC location with a household pet will have a Pet Emergency Kit. This kit will contain the essential supplies for a pet to be used in the event of a disaster/emergency.
3. Health and Safety Representatives for each location will inspect the Residential Emergency Supplies quarterly using the Residential Emergency Supplies Checklist to indicate inspection completed.