



Emergency Response Plan

**508-225 King William Street
Hamilton, Ontario L8R 1B1**

2016

EMERGENCY RESPONSE

A crisis, emergency or disaster is an event which affects the normal operation of services. Fire, explosion, chemical spills, loss of heat, water, light and power, bomb threats, severe weather and infectious illness are all events which may be classified as a crisis, emergency or disaster. The degree of disruption caused by those events may be minor, as in the case of loss of water for a brief time, or major, as in the case of fire requiring total evacuation and relocation.

The purpose of this information is to state the process of preparing for, responding to, and recovery from, any unplanned event that could have a negative effect on the organization so that we can:

- protect the health and safety of our clients, employees, volunteers, students and visitors;
- minimize any inconvenience to the clients, employees, volunteers, students, visitors and community;
- minimize damage to the facilities and its contents;
- ensure the agency's continued operation and provision of services.

Part of effective response procedures is assessing the level of risk and responding accordingly. To simplify the approach and help choose a course of action, employees may approach the situation as a **minor or major emergency**.

A **minor emergency** is any event which does not pose a direct threat to the safety and security of all individuals involved. The situation remains within reasonable control of the team. Examples of minor emergencies include, but are not limited to, power disruption, water disruption or severe storms.

A **major emergency** is any event which poses a significant or immediate risk to the safety and security of all individuals involved. The situation is not within the control of the team. Examples of major emergencies are: house fires, presence of carbon monoxide, power/water disruptions in which health and safety is at risk, natural gas leaks, natural catastrophes (such as tornados, earthquakes, floods, ice storms) and mandatory evacuation by the city.

Events will be colour coded within the Emergency Response Manual to assist with implementation of response procedures as follows:

Code Green – Evacuation/Relocation

Code Orange – Severe Weather Condition

Code Red – Fire/Carbon Monoxide

Code Black – Bomb Threat

Code White – Workplace Violence

Code Yellow – Client Absent Without Notice

Code Grey – Infrastructure Loss, Failure or Damage

Code Purple – Outbreak and Exposure Risk

PREVENTATIVE MEASURES

1. Education

- Employees complete mandatory and required infection and prevention control (including Respirator Program), WHMIS and health and safety training upon hire and yearly thereafter – this includes training on proper hand hygiene etiquette, respiratory etiquette, cleaning and disinfecting procedures, safe food handling, safe use and handling of hazardous materials, use of personal protective equipment including respirators, hazard identification, and emergency situation responses to name a few.
- Health and safety presentations for employees/clients/families are held throughout the year; particularly in the months of May and October to coincide with community initiatives in health and safety and infection prevention and control.
- Manuals, policies and procedures, program practices and client plans are provided for employees reference and training to ensure consistency and thoroughness of procedures.

2. Annual Influenza Vaccination

- Employees are offered information regarding the influenza vaccination and locations of clinics.
- Employees are encouraged to get the influenza vaccination yearly.
- Employees are provided with time during work hours to go to a clinic if they are unable to attend after work hours; if possible, the agency may also offer a vaccination clinic on agency premises during work hours for all interested employees.
- Policies and procedures (e.g. Pandemic Plan) are in place regarding expectations of vaccination for employees and clients.
- Clients are supported to make and attend annual vaccination appointments with their physician.

3. Drills and audits

- Audits of employee performance and compliance with infection and prevention control techniques and routine practices are done monthly at each location and within the community as applicable.
- Audits of client compliance with hand hygiene practices are done monthly
- Monthly location audits are completed by the JOHSC representative and the location supervisor.
- Bi-annual audits of all locations are completed by the chief executive officer and management co-chair of the JOHSC.
- **Code Red** drills are completed **monthly** at all locations.
- A variety of emergency scenarios to practice response to all other coded situations outlined in this manual are scheduled throughout the year.
- Drills are to be rotationally done on every shift/time of day and attempt to involve all employees and clients at the location.

4. Personal Protective Equipment

- All employees are fitted and trained in the use of N95 respirators during orientation and minimally every two years or as required; respirator use is also included in mandatory yearly Infection Prevention and Control training.
- Personal protective equipment use is reviewed with all employees upon hire and yearly as part of mandatory Infection Prevention and Control training. Components are also discussed within Safe Medication training.
- Manuals, policies and procedures, program practices and client plans are available for employee reference for the proper use and disposal of all types of personal protective equipment as required for the task/intervention.
- Personal protective equipment is available to all employees at all times.
- Emergency supplies, which include approximately a one month supply of personal protective equipment (respirators, surgical masks, vinyl gloves, aprons, eye protection) are on hand at all residential locations and the main office location (as required).

5. Delegation of Duties and Roles

- Every shift within a residential service will have an assigned **Emergency Response Leader** who will be responsible to enact emergency response procedures as directed (e.g. from emergency personnel, program supervisor/on-call supervisor/chief executive officer) or expected according to training and procedures within the Emergency Response Manual.
- Within the main office location, the Emergency Response Leader is specifically delegated to specific individuals within the location (see Main Office Response in the Event of an Emergency).
- The agency has a Business Continuity Plan that outlines relocation directives for the main office location. Additionally, there is an outline of replacement coverage for specific job positions and responsibilities to ensure consistent communication, continuity of services and effective implementation of procedures.
- Every supervisor has the duty to ensure that employees within their service know, understand and are trained in response procedures pertaining to that location; every employee is responsible to know this information and request additional training or clarification as required.
- Every residential location has a Delegated Duties binder that outlines expected duties for the night shift to complete – these duties include cleaning and restocking supplies.
- Every residential location has a Day Plan/Division of Responsibilities Sheet which outlines expected duties for day/evening/night shifts to complete – these duties include emergency response leader, safety checks of location and equipment, documentation, medication administrator, money reconciliation.

6. Surveillance

- The agency encourages the reporting and documentation of all potential or identified exposure risks, hazards, incidents and accidents in the workplace – from this information, measures are investigated, recommendations made and actions put into place to reduce or eliminate the concern in the workplace.
- Data regarding infection rates, audit results, rates of hazards/incidents/accidents is tracked, compiled, reviewed and reported at minimum quarterly.
- Surveillance tools are used – these include: the Visitor Sign In/Out Sheet, reporting procedures for client communicable/infectious diseases through the Appointment Summary Report, screening and control procedures during outbreak situations, the Client Incident Report, and the Employee Hazard Incident Accident Report.

7. Hazard Identification and Preventative Measures

- All employees and clients are encouraged to identify and report any perceived hazard or risk in their location.
- As part of the Internal Responsibility System, employees are encouraged to address health and safety risks, hazards and concerns as they arise to the best of their ability/within their training and job duties.
- Supervisors and management assess potential workplace risks and hazards (e.g. assessment of hazardous materials in the workplace, client needs) and ensure that all necessary preventative measures, information and training are provided to employees as required. Some examples of this include: review and implementation of personal protective equipment requirements and use, available emergency supplies, equipment use and maintenance, behaviour management techniques, written instruction and hands on training.
- Clients are assessed prior to admittance to services and throughout their duration of services; this may include physical, cognitive, behaviour, skin, falls, and safety risk assessments.
- Once risks or hazards are identified, efforts are made to either reduce or eliminate the risk from the workplace. If a risk or hazard cannot be eliminated, then the agency must ensure that it provides training, preventative measures (e.g. PPE, tag out process), written information and instruction, and supervision to employees in order for employees to safely work with the hazard or risk that is an inherent part of their job duties (e.g. working with aggressive clients – risk is reduced due to safe management training, a behaviour support plan providing employees direction for recognizing and managing a client's problematic behaviours, environmental assessment and controls, employee ratios, client placement in applicable services, medications, etc.).

COMMUNICATION IN THE EVENT OF AN EMERGENCY SITUATION

Notifications

- **If the emergency happens during regular business hours, the location supervisor and/or the director of the service will be notified – if they are unavailable, the supervisor on-call will be contacted.**
- **If the emergency happens after hours, the supervisor on-call is to be contacted.**
- **The location supervisor/on-call supervisor will notify the applicable supervisor, director and chief executive officer and ensure the procedures and documentation are completed as required (e.g. if relocation required, police/media involvement, harmful incident (client), if family communication is required, critical injury (employee), event that affects normal operations of agency/location) – supervisors will have access to employee contact information for each location online in the management section**
- **The chief executive officer will communicate with the board of directors and the media**

AUTHORITY AND CHAIN OF COMMAND

Authority and Chain of Command, for major emergencies, shall be in the following succession:

1. Emergency Personnel (i.e. Fire Officer from Fire Department)
2. Emergency Response Leader - delegated on each shift, by the team, noted on Day Plan/Division of Responsibilities Sheet
3. Emergency Response Leader will notify and work with location supervisor (in house or supervisor on-call)

All other employees will assist in the case of any emergency situation and follow directions from the Emergency Response Leader or designate.

ROLES AND RESPONSIBILITIES

Emergency Response Leader – Residential Programs

The role of the Emergency Response Leader will be designated to a competent employee **at the beginning of each shift.**

The **Emergency Response Leader** shall be responsible for the emergency response and assisting with “day to day” safety within the building and shall:

1. Be prepared to respond to all emergency situations and enact recommended procedures in the Emergency Response Manual/Fire Plan (as applicable) and act within the policies and procedures of the agency.
 2. Be in complete charge of Emergency Response Procedures during all emergencies or code conditions.
 3. Ensure that all employees, under his/her direction, know and understand the emergency procedures assigned to them during a response.
 4. Remind all employees of their duty to recognize and report any known or suspected hazards.
 5. Act as a liaison with Emergency Personnel, until the supervisor, or designate arrives on location.
 6. Act as a liaison with the supervisor/on-call supervisor and the service team.
 7. Provide written reports (i.e. Evacuation and Emergency Response Report) to the supervisor and management co-chair of the JOHSC.
 8. Appoint a designate to act in the capacity of Emergency Response Leader, during their absence from the building.
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Emergency Response Leader - Main Office

The emergency response leaders for designated areas within the main office location (225 King William Street, 5th floor) are as follows:

Management, HR, Rehabilitative Services area	1. Director Rehabilitative Services	first lead
	2. Director Finance	back up for Director Rehabilitative Services
	3. Human Resources Analyst	back up for Director Finance
IT office to Reception area	1. Chief Executive Officer	first lead
	2. Director Human Resources	back up for Chief Executive Officer
	3. Manager Administrative Services	back up for Director Human Resources
Group to Outreach area	1. Director Community Services	first lead
	2. Manager Outreach Services	back up for Director Community Services
	3. Supervisor Group Services	back up for Manager Outreach Services
	4. Recreation Therapist Group Services	back up for Supervisor Group Services

Employee Responsibility During Emergency Response/Evacuation

1. All employees (including the Emergency Response Leader) will be aware of, and adhere to, the Occupational Health and Safety Act, Regulations and policies and procedures of the agency.
2. All employees will respond safely, promptly and calmly, when called upon in an emergency and follow the direction of the Emergency Response Leader.
3. Employees will ensure that safety is priority when assisting clients or others during an emergency situation or evacuation.
4. If location employees have been called in to assist, they may be assigned responsibilities, such as evacuation, relocation of supplies, records, reception, client supervision or any other required duties.
5. Additional employees/volunteers, as they arrive, will be assigned to assist in the areas listed above, based upon the emergency conditions and needs.

Removal of Essential Materials During Evacuation

Any essential items (i.e. keys, medications, client records, clothing, etc.) should be taken to the Designated Meeting Area, in preparation for a long-term evacuation or relocation.

Employees should only attempt to remove these items if safe to do so. Employees are never to place their personal safety or the safety of others in jeopardy.

Transportation for Relocation Purposes

Client transportation, to the relocation location, in an emergency, will be arranged by the Emergency Response Leader (and location supervisor/on-call supervisor), and other employees called in to support.

Employees will utilize agency vehicles (if available) or appropriate alternative transportation (i.e. taxi, DARTS, Paratransit) to transfer clients.

SUCCESSION PLAN

In the event that any member of the management team or the location supervisor is not available to respond or assist during an emergency response or situation, the agency's succession plan will be put into action. The following positions may be covered as follows:

Position	Replacement Coverage
Chief Executive Officer	Director, Human Resources Director, Finance Director, Rehabilitative Services
Director, Rehabilitative Services	Clinical Director Chief Executive Officer Behaviour Therapist(s) Clinical Coordinator
Director, Finance	Accounting Clerk Outsource to a consulting firm/OACBABIS
Director, Human Resources	Human Resources Administrative Employees Agency Legal Consultant Outsource to recruitment services
Director, Community Relations	Chief Executive Officer Director, Rehabilitative Services
Director, Residential Services Director, Behavioural Residential Services Director, Transitional Living Services Director, Community Services	Remaining Directors Managers Director, Rehabilitative Services
Clinical Director/Psychologist	Director, Rehabilitative Services Behaviour Therapist(s) Psychometrist Clinical Coordinator Outsource to consulting psychologist
Behaviour Therapist/Clinical Coordinator/Social Worker/Resource Nurses/Psychometrist	Director, Rehabilitative Services Clinical Director Behaviour Therapist(s) Clinical Coordinator Resource Nurse Psychometrist
Manager, Administrative Services	Director, Finance (for payroll only) Administrative Assistant H/N Outreach Case Facilitator (CRMS only)
Manager, Volunteer Services	Chief Executive Officer
Managers/Supervisors	Other Managers Other Supervisors Directors of Services
Case Facilitator/House Coordinators	Other Case Facilitators/Coordinators Supervisor/Manager Director of Service

EMERGENCY EXTERNAL RESOURCES

As of January 2016

Emergency Services (Fire/Police/Ambulance) 9-1-1

Poison Information	1 800 268-9017
Crime Stoppers	1 800 222-8477
Environmental Spill Reporting	1 800 268-6060
COAST (crisis outreach support team)	905-972-8338
Mental Health Crisis Helpline	1-866-531-2600
Community, Social and Health services in Ontario	211
Salvation Army Suicide Prevention Crisis Line	905-522-1477
Public Health Agency of Canada	1-844-280-5020
Public Health Ontario	1-877-543-8931
Public Health Units:	
Hamilton	905-546-2424/ 905-546-2063
Haldimand/Norfolk	519-426-6170
Niagara	905-688-8248 ext. 7330
Telehealth Ontario	1 866 797-0000
DARTS (Ham)	905-529-1717
Accessible Transit Services	905-529-1212
Paratransit (St. Cat)	905-685-9844
Gov. of Canada pandemic influenza info line	1-800-454-8302
Good Shepherd (Ham)	905-528-9109
Salvation Army	1-800-725-2769
Red Cross Emergency Services	1-416-209-0432 1-416-676-8559