



<b>Hastings/Quinte Long Term Care Services Emergency Response Manual</b>	<b>15-10-05</b> Page 2 of 7
Section: Other Emergencies	Policy/Procedure: Centennial Manor – Operating a Receiving Centre
By Authority of the LTC Committee: Administrator/DOLTC	Effective Date: October 19, 1998 Revised: December 15, 2022 Reviewed: December 15, 2022

## IMMEDIATE RESPONSE TO CODE

- Prepare and clean the auditorium as an immediate area of refuge.
- Prepare a registration desk for incoming evacuees.
- Prepare loading dock for incoming supplies.
- Contact Community and Human Services for cots, etc., if needed.

**The Emergency Coordinator** is the 1<sup>st</sup> Floor RN/RPN.

**The Communications Coordinator** is the 2<sup>nd</sup> Floor RN/RPN.

**The Runners** are the most senior PSWs from Glanmire and Thanet.

### ROLES/RESPONSIBILITIES OF THE EMERGENCY COORDINATOR

- Provide direction to the RNs/RPNs and assist if necessary.

### ROLES/RESPONSIBILITIES OF THE RUNNER(S)

- Follow direction of Emergency Coordinator.

### ROLES/RESPONSIBILITIES OF THE RNs/RPNs

- Follow direction of Emergency Coordinator.

### ROLES/RESPONSIBILITIES OF THE PSWs

- Follow direction of the RNs/RPNs.
- Monitor and reassure evacuees.
- In conjunction with incoming facility team members:
  - Administer nourishments and documentation as required.
  - Nursing care as required.

### ROLES/RESPONSIBILITIES OF THE ACTIVATION TEAM MEMBERS/VOLUNTEERS

- Orientate unfamiliar team members and residents to the facility.
- Follow direction of the Recreation and Volunteer Services Supervisor.

### ROLES/RESPONSIBILITIES OF THE DIETARY TEAM MEMBERS

- Follow direction of the Dietitian/Manager or Supervisor.
- Plan and prepare healthy meals, snacks and beverages for incoming evacuees.
- Food Services Supervisor will determine a delivery system

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### **ROLES/RESPONSIBILITIES OF THE HOUSEKEEPING TEAM MEMBERS**

- Follow direction of the Facilities maintenance supervisor.
- Access pandemic supplies, if needed.
- Set up linen carts, if needed.
- Assist as needed with initial activity areas

### **ROLES/RESPONSIBILITIES OF THE LAUNDRY TEAM MEMBERS**

- Follow direction of the Facilities maintenance supervisor.
- Document and label each incoming evacuee's clothing and linens as necessary.
- Launder all clothing and linen.

### **ROLES/RESPONSIBILITIES OF THE MAINTENANCE TEAM MEMBERS**

- Follow direction of the Facilities maintenance supervisor.
- Access pandemic supplies, if needed.
- Bring cots to Auditorium, if needed.
- Go to designated entrance:
  - allow only team members, evacuees and emergency support team members to enter,
  - direct people to command post.
- Assist as needed with initial activity areas.
- Create inventory checklist of incoming equipment received.

### **ROLES/RESPONSIBILITIES OF THE ADMINISTRATION TEAM MEMBERS**

- Follow direction of the Administrator.
- Set up registration area.
- Change the outgoing message to include information regarding evacuees.

### **ROLES/RESPONSIBILITIES OF THE HAIRDRESSER AND SERVICE PROVIDERS**

- Follow direction of the Recreation and Volunteer Services Supervisor.

### **ROLES/RESPONSIBILITIES OF THE WELLNESS CENTRE TEAM MEMBERS**

- Follow direction of the Recreation and Volunteer Services Supervisor.

### **ROLES/RESPONSIBILITIES OF THE ADMINISTRATOR**

- Approve the use of the facility as a receiving centre.
- Notify Senior Management Team members to establish Emergency Operation Centre to organize the receiving, accommodating and caring for evacuees.
- Notify:

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- Administrator/DOLTC
- Medical Director
- CAO of the County of Hastings
- Ministry of Long-Term Care Services
- Community and Human Services for pandemic supplies
- Residents, families and team members
- Ensure a notification system for families and friends of evacuees is set up
- With the assistance of incoming personnel, ensure all evacuees are tagged
  - Complete tag information
  - Confirm that there are 24HR Care Plans (if incoming evacuees are from long term care facility)
  - Transfer client to holding area
- Ensure sufficient staffing.
- Keep track of movement of all evacuees.
- Set up triage and receiving desk to ensure that reception of evacuees is as efficient as possible:
- Review if additional team members should be notified.
- Assign team members to set up command post location.
- Meet incoming commanding officer (could be from facility or emergency service, etc.).
- Arrange response to incoming facility's needs – transportation, security/care of evacuees, nursing supplies.
- Communicate appropriate information via emergency radio.
- Set up holding and registration area with assistance from Environmental Services Team members.
- Discuss operational planning for current emergency
  - Complete summary report when DISASTER/EMERGENCY SITUATION DECLARED ENDED in consultation with external emergency support groups

#### **ROLES/RESPONSIBILITIES OF THE DIRECTOR OF NURSING/ASSISTANT DIRECTORS OF NURSING**

- Meet with Administrator or delegate to determine location of reception areas.
- In cooperation with the supervisor from the evacuated facility, assign staffing duties.
- Assist set-up for assessment area.
- In cooperation with the supervisor from the evacuated facility, arrange for supplies and paper documentation to be delivered to holding area, if needed.

#### **ROLES/RESPONSIBILITIES OF THE SAFETY OFFICER**

- Follow directions of the Administrator.

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- Provide swipe cards and keys to incoming team members.

### **ROLES AND RESPONSIBILITIES OF INCOMING TEAM MEMBERS FROM OTHER FACILITY**

- Continue to care for their own residents.
- Follow Hastings/Quinte Long Term Care Services' policies and procedures.
- Coordinate discharge with SELHINs and keep the home notified.
- Prepare residents prior to discharge.

### **COMMUNITY PARTNERS TO BE CONTACTED** (Refer to Emergency Contact List for Phone Number)

- Community and Human Services
- SELHINs
- Health Unit
- City of Bancroft
- Suppliers

\*Any resident/visitor/team member expressing distress or requiring medical attention will be triaged and treated by a registered team member and any external resource as needed (ie ambulance/emergency department).\*

### **RECOVERY** (the actions necessary to re-establish the facility back to its pre-disaster condition as soon as practical)

Management, team members and emergency services involved in the incident will meet as soon as possible after the emergency is over to:

- de-brief and capture information for Critical Incident Reporting
- analyze the policies and amend if necessary
- root cause analysis

Recovery and response issues that are seen necessary for the Home may include:

- Offer the Employee Assistance Program to team members if needed
- Continuation of resident care services
  - (1) All medications will be administered to residents in a reasonable time in respect to the emergency with the LTCH's supply (weekly medication supply and emergency stock). If the home is unable to access their supply the DON or designate will reach out to the contracted pharmacy to order and deliver medications.
- Decontamination

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- Critical infrastructure restoration (i.e., electrical, HVAC, security, domestic water supply, fire alarm system, etc.)
- Systems Recovery (i.e., computer, phone, etc.)
- Financial: documentation and tracking of response expenses
- Criteria and procedures to return to normal operations
- Restock supplies, forms, etc.
- Equipment safety checks

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**HASTINGS/QUINTE LONG TERM CARE SERVICES  
RECEIVING CENTRE CHECKLIST**

1. \_\_\_\_ Phone all required available staff and volunteers to report for duty. Only required help is solicited so as to prevent congestion and/or confusion. Plan to staff at higher ratios than normal.
2. \_\_\_\_ Organize the facility and equipment in preparation for the evacuees if opportunity is available.
3. \_\_\_\_ Set up a central receiving desk to check in all Residents and allocate the appropriate area.
4. \_\_\_\_ Create Inventory Checklist with equipment received, record and allocate as necessary.
6. \_\_\_\_ Ensure that all Residents received are appropriately identified as to name, condition and diet, using white or colour adhesive tape.
7. \_\_\_\_ RNs/RPNs identify a care level for all Residents received.
8. \_\_\_\_ Notify Medical Director about the situation and quantity of temporary admissions.
9. \_\_\_\_ Orientate unfamiliar staff and Residents to the facility and explain the necessary regulations.
10. \_\_\_\_ Keep Residents and staff informed of current status of evacuation.





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## IMMEDIATE RESPONSE TO CODE

- Prepare and clean the multipurpose room as an immediate area of refuge.
- Prepare a registration desk for incoming evacuees.
- Prepare loading dock for incoming supplies.
- Contact Social Services for cots, etc., if needed.

**The Emergency Coordinator** is the 3<sup>rd</sup> Floor RN.

**The Communications Coordinator** is the 3<sup>rd</sup> Floor RPN.

**The Runners** will be delegated by the Emergency Coordinator at the beginning of each shift. Names are posted on the white board in the 3<sup>rd</sup> Floor Elm Villa Documentation Room.

### ROLES/RESPONSIBILITIES OF THE EMERGENCY COORDINATOR

- Provide direction to the RNs/RPNs and assist if necessary.

### ROLES/RESPONSIBILITIES OF THE RUNNER(S)

- Follow direction of Emergency Coordinator.

### ROLES/RESPONSIBILITIES OF THE RNs/RPNs

- Follow direction of Emergency Coordinator.

### ROLES/RESPONSIBILITIES OF THE PSWs

- Follow direction of the RNs/RPNs.
- Monitor and reassure evacuees.
- In conjunction with incoming facility team members:
  - Administer nourishments and documentation as required.
  - Nursing care as required.

### ROLES/RESPONSIBILITIES OF THE RECREATION TEAM MEMBERS/VOLUNTEERS

- Orientate unfamiliar team members and evacuees to the facility.
- Follow direction of the Recreation and Volunteer Services Supervisor.

### ROLES/RESPONSIBILITIES OF THE DIETARY TEAM MEMBERS

- Follow direction of the Dietitian/Manager or Supervisor.
- Plan and prepare healthy meals, snacks and beverages for incoming evacuees.

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- Food Services Supervisor will determine a delivery system

#### **ROLES/RESPONSIBILITIES OF THE HOUSEKEEPING TEAM MEMBERS**

- Follow direction of the Environmental Services Supervisor.
- Access pandemic supplies, if needed.
- Set up linen carts, if needed.
- Assist as needed with initial activity areas

#### **ROLES/RESPONSIBILITIES OF THE LAUNDRY TEAM MEMBERS**

- Follow direction of the Environmental Services Supervisor.
- Document and label each incoming evacuee's clothing and linens as necessary.
- Launder all clothing and linen.

#### **ROLES/RESPONSIBILITIES OF THE MAINTENANCE TEAM MEMBERS**

- Follow direction of the Facilities Maintenance Supervisor.
- Access pandemic supplies, if needed.
- Bring cots to Multipurpose Room, if needed.
- Go to designated entrance:
  - allow only team members, evacuees and emergency support team members to enter,
  - direct people to command post.
- Assist as needed with initial activity areas.
- Create inventory checklist of incoming equipment received.

#### **ROLES/RESPONSIBILITIES OF THE ADMINISTRATION TEAM MEMBERS**

- Follow direction of the Administrator.
- Set up registration area.
- Change the outgoing message to include information regarding evacuees.
- Provide swipe cards and keys to incoming team members.

#### **ROLES/RESPONSIBILITIES OF THE HAIRDRESSER AND SERVICE PROVIDERS**

- Follow direction of the Recreation and Volunteer Services Supervisor.

#### **ROLES/RESPONSIBILITIES OF THE FITNESS CENTRE TEAM MEMBERS**

- Follow direction of the Recreation and Volunteer Services Supervisor.

#### **ROLES/RESPONSIBILITIES OF THE ADMINISTRATOR**

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- Notify:
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- Prepare residents prior to discharge.

## **COMMUNITY PARTNERS TO BE CONTACTED** (Refer to Emergency Contact List for Phone Number)

- Community and Human Services
- SELHIN
- Health Unit
- City of Belleville
- Suppliers

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