



Long-Term Care & Services for Seniors

Loss of Essential Services



Regional Municipality of Durham
 Social Services Department
 Long Term Care (LTC) and Services for Seniors

Title: Loss of Essential Services	
Section/Manual: Emergency Manual	
Reviewed:	
Revised:	
Peer Group Approval:	Date:
Also reviewed by: (other peer group)	
Senior Leadership Approval: <i>Laura MacDermaid</i>	Date: July 27, 2022

1. Policy

- 1.1 Each Home has an emergency plan in place which will be implemented in the event of a loss of any essential service.
- 1.2 This code could move into a Code Green or Orange should other factors be involved which would move the home into disaster or evacuation plan.
- 1.3 This plan will be posted in an easily accessible location, reviewed on an annual basis or within 30 days after a loss of essential services has occurred.
- 1.4 This plan must be shared with residents and family councils annually or when any changes are made.

2. Purpose

- 2.1 To provide for the safety and wellbeing of residents and staff in the event of a loss of essential services
- 2.2 To complement and be used in conjunction with other existing Emergency Plans such as: Durham Region Nuclear Emergency Response Plan, Social Services Emergency Plans, Health Department's Facilities Plans, Durham Region Emergency Master Plan, Emergency Plan for the specific municipality.

3. Communications

- 3.1 Emergency plans will be posted in the homes and on the Long-Term Care and Services for Seniors website. There will be regular consultation with Residents and Family Councils as

well as our internal and external stakeholders when reviewing and evaluating emergency plans.

- 3.2 Homes will consult internal and external stakeholders on a regular basis regarding emergency plan components. There will be an internal and external stakeholder list which is in the first section of the emergency manual.
- 3.3 RAVE system of communication will be used if family/substitute decision maker (SDM)/staff need to be informed on any aspect of an evacuation or incident.

4. Power Loss/Failure Procedures

- 4.1 All homes are equipped with a generator to provide power to colour coded plugs to ensure essential equipment has access to service.
- 4.2 Generator testing is completed monthly with the generator at a minimum of 50% load. During an outage of services, please refer to emergency bag for a list of supplies.

4.3 Momentary/Short Period of loss of Power:

- A. If the power in the home flickers or is lost for a brief period of time (less than 5 minutes) the Emergency Coordinator (EC) or Senior Manager must ensure all equipment is checked (see Appendix 1 – Loss of Power Checklist)

4.4 Loss of Power with Generator Back-up:

- A. Homes are on back up generator, we will be able to supply/power essential equipment including our IT equipment(phones)
- B. Phones are VOIP, run off internet
- C. We have a designated landline in case of internet disruption.
- D. When phones and computers go down this sends a critical alarm to IT, and they will investigate immediately. Computers are plugged into emergency receptacles to avoid power interruption.

E. Senior Manager On duty/Emergency Coordinator/RN Designate

- (1) **Assign resident home area (RHA) staff** to man all exit doors for the brief period it takes for the Chubb lock system to be initiated by the generator. Maglock will need to be reset when the generator starts and after it shuts down and we resume normal power from the grid.
- (2) **Assign maintenance staff** to check main breaker to ensure breaker has not been tripped. If it has been tripped, relay this message to the Environmental Manager/Mechanical Maintenance. The breaker is clearly labeled On/Off/Tripped. Do not attempt to reset breaker until notified from hydro that repairs have been completed. Note: staff must be qualified or competent as an electrician or have arc flash training prior to resetting breaker.

- (3) Telephone local utility supplier to determine the length of time the power is to be off. Request that Ontario Hydro call back to notify Home when power has been restored.
- (4) Contact the Environmental Manager or Designate to provide update.
- (5) Place signage at front entrance notifying visitors of power outage.
- (6) If phones do not work, locate the Emergency Telephones and plug the telephones into the Emergency Telephone Jack. (Note - resident phones will not be operational).
 - Hillsdale Terraces- Administration photocopy room
 - Hillsdale Estates – ES supervisors office/Fire panel room
 - Fairview Lodge – Front Reception Desk
 - Lakeview Manor- Admin Area (plugged into fax jack for landline)
- (7) Assign staff member to periodically (every 30 minutes) call utility supplier for updates.
- (8) Assign unit staff to ensure all **air loss mattress and medical equipment** are in appropriate plugs (orange/red generator plugs) and/or that they are functioning. Air loss mattresses should remain inflated for hours without power.
- (9) Once notified that power has been restored assign the maintenance worker with arc flash training and or electrician to reset main breaker. Do not attempt to reset breaker until notified from hydro that repairs have been completed.
- (10) Unplug the Emergency telephones, if used, and return them to their storage location. The electronic telephone system will operate once power has been restored only when the emergency phone has been unplugged from the jack.

4.5 Loss of Power with no Generator Backup

A. Senior Manager On duty/Emergency Coordinator/RN Designate

From Command Centre:

- (1) Assign maintenance and RHA staff to man all exit doors.
- (2) Assign maintenance staff to:
 - (a) check main breaker to ensure breaker has not been tripped. If it has been tripped, relay this message to the Environmental Manager/Mechanical Maintenance. The breaker is clearly labeled On/Off/Tripped. Do not attempt to reset breaker until notified from hydro that repairs have been completed. Do not attempt to reset breaker until notified from hydro that repairs have been completed. Note: staff must have arc flash training prior to resetting breaker-if not then they must contact an electrician to reset.
 - (b) Contact 24-hour Emergency Call # for contractor in order to initiate service call for generator repair
- (3) Locate the Emergency Telephones and plug the telephones into the Emergency Telephone Jack. (Note – resident phones will not be operational).
- (4) Telephone local utility supplier and determine the length of time the power is to be off. Request that Ontario Hydro call back to notify Home when power has been restored.

- (5) Contact the Administrator or Designate
- (6) Contact Social Services Emergency Management at (289) 927-1693
- (7) Provide regular updates to the administrator or designate.

B. Administrator or designate:

- (1) If the power is expected to be off for an extended period of time (greater than 2 hours), determine in consultation with the Emergency Coordinator as to what additional responses will be needed to deal with the situation.
 - (a) Calling in additional staff
 - (b) Changing menus - ensuring there was applicable food and nutrition available for residents. See Code Green – Food and Fluid Plan
 - (c) Calling other facilities for aid
 - (d) Implementing hot weather contingency plan
 - (e) Commence Emergency Fan Out if required. Consider the environmental conditions (extreme heat/cold) in combination with the projected length of time that the power will be off and the ability of the facility/staff to cope.

4.6 Reporting the Power Outage

- A. For power loss for 6 or more hours, contact the Ministry of Long- Term Care (MLTC) on Duty Compliance Advisor using the online Critical Incident System (CIS) within 1 business day. The full critical incident report must be completed within 10 days of becoming aware of the incident (O Reg 246/22 115(3) 2)
- B. Advise we have experienced complete loss of power – loss of an essential service. Complete a critical incident report as per ADM-01-07-16 Mandatory and Critical Incident Reporting.

4.7 Emergency Equipment/Services on Back Up Generator (see appendix 1 – Loss of power checklist)**4.8 Once the Power is Restored****A. Emergency Coordinator (EC) / Emergency Assistant (EA)**

- (1) Notify the Administrator / Designate.
- (2) Unplug the Emergency Telephones, if used, and return it to the storage location.
- (3) The electronic telephone system will operate once power has been restored only when the emergency phone has been unplugged from the jack.
- (4) Assign registered staff to ensure all **medical equipment and air loss mattresses** are working properly.

- (5) Assign maintenance staff to ensure those items listed below under “Equipment That Must be Checked and/or Reset Following a Power Outage” are functioning properly.
- (6) Complete the following reports;
 - (a) A Mandatory Critical Incident report
 - (b) Universal Incident report
- (7) Update MLTC CI upon power being restored.

B. Maintenance Worker/ Environmental Manager or Designate

- (1) Report to the Emergency Coordinator for direction.
- (2) Check main breaker to ensure breaker has not been tripped. If it has been tripped, relay this message to the Environmental Manager/Mechanical Maintenance. The breaker is clearly labeled On/Off/Tripped. Do not attempt to reset breaker until notified from hydro that repairs have been completed. Do not attempt to reset breaker until notified from hydro that repairs have been completed. Note: staff must have arc flash training or be a licensed electrician to reset breaker.
- (3) If Generator failed initiate call to contractor for service call for generator repair.**

C. Administrator or designate:

- (1) Obtain status updates from various units and departments in the building, providing support and assistance as required.
- (2) Ensure all departments are notified when the emergency is over.
- (3) Ensure the Emergency Telephones, if used, have been placed back into storage.
- (4) Chair a debriefing meeting if required at the earliest opportunity.

D. Power Restored

- (1) Contact vendor to ensure top up of diesel fuel as required
- (2) Ensure all equipment has been reset and batteries/flashlights have been returned for storage and replaced as required.
- (3) Equipment That Must be Checked and/or Reset Following a Power Outage: (See appendix 1 – Loss of Power Checklist)**

5. HVAC System Failure/ Disruption (see checklist appendix 2)

- 5.1 In the event of a HVAC system failure, homes will contact the HVAC contractor (see contractor contact list for each home). Contractor would respond as per the agreements outlined.

6. Water Loss (Boil Water) advisory (See checklist at appendix 3)

- 6.1 In the event there is a water distribution issue, homes will ensure that there is a system in place for adequate drinking water and water that is able to be used for hygienic means.
- 6.2 If the loss of water is because of an issue in the community, it is essential to ensure there is an alternate supply of water and plan in place to conserve water within the home.

6.3 Procedure

A. Planning:

- (1) Prepare a contingency plan to estimate water demands for the entire facility in advance of significant water disruptions (i.e., those expected to result in extensive and heavy microbial or chemical contamination of the potable water). When a significant water disruption or an emergency occurs, adhere to any advisory to boil water issued by the municipal water utility.

B. Water Disruption

- (1) Alert residents, families, staff, and visitors not to consume water from drinking fountains, ice, or drinks made from municipal tap water, while the advisory is in effect, unless the water has been disinfected (e.g., by bringing to a rolling boil for >1 minute).
- (2) Each home has a process in place to get safe water in the event of a water disruption as follows:
 - (a) Utilize the domestic supply of water in house
 - (b) Call contracted company to bring in a water tanker
 - (c) Water would be sourced externally to meet resident needs for care and hydration.
 - (d) Other LTC homes would support
 - (e) Contact Social Service Emergency management for support.

C. Water Advisory is lifted:

- (1) After the advisory is lifted, run faucets and drinking fountains at full flow for >5minutes, or use high-temperature water flushing, or chlorination.
- (2) Maintain a high level of surveillance for waterborne disease among residents after boil water advisory is lifted.
- (3) Corrective decontamination of the hot water system might be necessary after a disruption in service or a cross-connection with sewer lines has occurred.
- (4) Decontaminate the system when the fewest occupants are present in the building (e.g., nights). Ensure that water source to the resident is inaccessible (as appropriate) and all departments are notified to ensure resident safety.

- (5) If using high-temperature decontamination, raise the hot-water temperature to 160 to 170 degrees F (71 to 77 degrees C) and maintain that level while progressively flushing each outlet around the system for >5 minutes.
- (6) If using chlorination, add enough chlorine, preferably overnight, to achieve a free chlorine residual of >2 mg/L (>2 ppm) throughout the system
 - (a) Flush each outlet until chlorine odor is detected.
 - (b) Maintain the elevated chlorine concentration in the system for >2 (but <24 hrs).
- (7) Use a thorough flushing of the water system instead of chlorination if a highly chlorine-resistant microorganism (e.g., *Cryptosporidium* spp.) is suspected as the water contaminant.
- (8) Flush and restart equipment and fixtures according to manufacturer's instructions. E. Run water softeners through a regeneration cycle to restore their capacity and function.
- (9) If the facility has a water-holding reservoir or water-storage tank, consult the facility engineer or local health department to determine whether this equipment needs to be drained, disinfected with an EPA-registered product, and refilled.

7. Carbon monoxide Leak and/or alarm activation

7.1 If the detector reading is twenty (20) ppm or higher, Announce Code Grey over paging system

7.2 General Actions Applicable to All Staff

A. These detectors provide an audible alarm from the detector itself.

B. If a Carbon Monoxide alarm is activated, staff should take the following actions:

- (1) shut down/tag out immediately any equipment or appliance that is found to be the source.
- (2) Evacuate the immediate room/area of both patients/residents and staff.
- (3) Contain the area where the alarm has been activated by closing doors.
- (4) Call 911 and inform them that a Carbon Monoxide detector has been activated.
- (5) Notify immediately to direct supervisor or RN/Emergency Coordinator
- (6) Assistant Emergency Coordinator meets the fire department and inform them of the location of the alarm.
- (7) Administer immediate medical attention to anyone complaining of associated illness by bringing exposed individuals to an area of fresh air.
- (8) Consult with fire department and utility company upon their arrival to see if further evacuation is necessary.

7.3 Administration

- A. Establish Incident Command System and follow the Incident Commander procedures.
- B. Note: If fire department responds they will establish a Command Post outside the facility. The Administrator or designee should be present at the Command Post along with a representative from the Home.
- C. Ensure that the Fire Department (911) and Gas Company have been notified.
- D. Inform all units and departments of the situation and be prepared to evacuate additional areas based upon the fire department's findings and recommendations.
- E. Have Department Heads in affected area account for staff and patients/residents and report results to the Command Post.
- F. Provide emergency responders with a listing of potential sources of Carbon monoxide within the facility.

7.4 Facilities/Maintenance

- A. If safe to do so, turn off sources of incomplete combustion (boilers, stoves, water heaters, etc.)
- B. Investigate potential external sources of Carbon Monoxide (i.e., vehicle running).
- C. Shut down HVAC to limit spread throughout the building. If source is determined to be external, turn off air handling units that bring in outside air and activate Code GREY
- D. All homes have the ability to manually shut down the HVAC system.
- E. Advise emergency responders of "Emergency Utility Shut-Off Locations".
- F. Contact appropriate repair vendors as necessary

7.5 Nursing

- A. Closely monitor any patients/residents and staff who may have been exposed to Carbon Monoxide or display signs or symptoms of exposure:
 - (1) Sudden flu like illness
 - (2) Dizziness, headaches
 - (3) Nausea or vomiting
 - (4) Fluttering or throbbing heartbeat
 - (5) Red skin complexion
 - (6) Unconsciousness
- B. Ensure EMS has been requested.
- C. Document the incident. Complete all paperwork.
- D. Notify responsible party/family of patient, as necessary.
- E. Notify patient (s) physician, as necessary

8. Summary And Debriefing – (Post emergency debrief checklist)

8.1 All departments will be responsible for:

- A. Maintaining a record of supplies and equipment used, where it was sent, and ensuring its return when the evacuation is over
- B. Participate in debriefing to evaluate the emergency and in the post, review providing reports and recommendations
- C. Formally submit an evaluation of the emergency within 30 days of the emergency being declared over.
- D. Assist in creating revisions and implementation of adjustments to the plan
- E. In-service any modifications with staff in their respective departments

9. Training Requirements

9.1 General Orientation – New Staff

- A. Education and training on the Emergency Plans are provided through the Divisional Orientation and at Departmental Orientation.

9.2 Annual and Ongoing – All Staff

- A. Education is provided on the all-emergency codes on an annual basis through e-learning platform.

10. References

- 10.1 Fixing Long Term Care Act, OReg 246/22 s 268

11. Attachments/Appendices

- 11.1 Appendix 1 - Loss of Power Checklist
- 11.2 Appendix 2 - HVAC System Failure Check List
- 11.3 Appendix 3 - Water Loss/ Boil Water Advisory Checklist
- 11.4 Appendix 4 - Code Post Incident Debrief Checklist
- 11.5 Appendix 5 - List of items in the Disaster box

Appendix 1 - Loss of Power Checklist

Home: _____
 Date/Time of Power Loss: _____
 Date/time power restored: _____

Please review the following items during a power outage and after power has returned.
 Please check off as completed.

Item	Power Outage: Check to ensure the following is connected to Back up Generator	Power is restored Check/Reset the following
Elevators		Breaker may need to be re-set – Elevator company must do
Mag Lock	Check all doors	Reset if needed
Nurse Call System		
Phone System		
All Resident Security Doors		
Lights in Resident Hallways		
Resident Room lights		
Wall Plugs – Identified by Orange or Red Plugs/Plate Covers. The use of these plugs is intended for equipment that is necessary for resident safety and life support		
Suction Machines		
Tube Feed		
Oxygen Concentrators		
Specialty Mattresses		
Other		
Air Handling Units		
Radiator - Hot Water Heat Circulation Pumps.		
Fire Alarm/Emergency Exit Light System.		
Electronic Telephone system		
Medication/Vaccine Refrigerators		
Main kitchen equipment		
Hot water		
Coffee machine		

Juice machine		
Refrigerators/Freezers		
Ovens		
Grills/Deep fryers		
Steam Wagons		
Pot Wash machine		
Ice Machines	N/A	If without power for 12 hours must be unplugged and drained.
Refrigerators/Freezers on units		
Re therm Units		
Vending Machines		
Microwaves		
Specialty Air Loss Mattresses		
Kitchen Hood Panel	N/A	

*In each checklist at the end it would be determined if an evacuation is required

Appendix 2 - HVAC System Failure Check List

Date: _____ EC: _____

Time: _____

Contacted and time:

Administrator: _____

Environmental Manager: _____

Maintenance lead: _____

Depending on the time of year, extended failure (2 hours or more or drop in temperature less than 22 or higher than 26) would result in monitoring residents, temperature and supplies needed for heating of cooling.

Was this system failure 2 hours or more? Y or N

If yes, please provide more information: _____

If yes, initiate a temperature log for each RHA to monitor _____

For extended heat/ cooling failure:

Discussion with EC and Administrator for next steps: _____

Monitoring residents' safety initiated? _____

Extra supply of blankets/ extra beverages provided for residents and staff: _____

Are possible changes in the menu required? _____

Have staff in Recreation, Dietary and Environmental been redeployed to assist? _____

If temperatures become a risk, has there been a discussion with EC and Admin for next steps?

Communicated with the following and debrief completed:

Lead	Y or No	Comments
Administrator/ Designate		
Director of Care		
Environmental Manager/ designate		
Mechanical Maintenance		
Dietary manager		
Recreational manager		

*In each checklist at the end it would be determined if an evacuation is required

Appendix 3 - Water Loss/ Boil Water Advisory Checklist

Date: _____

EC: _____

Outline incident details

Contacted and time:

Administrator: _____

Environmental Manager: _____

Maintenance lead: _____

Dietary Manager: _____

Contact vendor for delivery of additional bottled water. _____

Delivery of water and other available fluids for residents and staff provided? _____

Is a call to Social Services EM required? _____

SS EM recommendations: _____

*In each checklist at the end it would be determined if an evacuation is required

Appendix 4 - Code Post Incident Debrief Checklist

Date: _____

Completed By: _____

Incident: _____

Reports:	Yes/ No	Comments:
Has a formal debrief occurred with staff/residents/families?		
Has an evaluation been completed?		
Has there been a formal report completed and sent to the Director?		
Were external partners informed of outcome?		
Dietary Department Checklist		
Was any equipment or supplies used during the emergency by the department?		
Environmental Services		
Was any equipment or supplies used during the emergency by the department?		
Recreational Department		
Was any equipment or supplies used during the emergency by the department?		
Nursing Department		
Was any equipment or supplies used during the emergency by the department?		
Administration Department		
Was any equipment or supplies used during the emergency by the department?		
Process Review		
Processes which went well		
Gaps in Process		

Improvement Suggestions		
Any revisions to the Emergency Code		

Sign off _____ Date _____

Appendix 5 - List of items in the Disaster box

The manager of Environmental Services/designate will be responsible to ensure that all items are in the disaster bag, reviewing on a quarterly basis and ensuring that the iPad and laptop are accessible and updated.

Item	Amount	Location	Date checked	Signature
iPad	2			
Laptop	1			
Foil Blankets	1 per resident			
Resident and staff lists (PCC) Resident HCM (Staff)	1			
Stickers	1 per resident to be used during Code green to identify Resident			
Floor plans	2 set			
White sticky tags	Box (1)			
Markers	Box (1)			
Pens	Box (1)			
Flashlights	Min (5)			
Batteries	Packs (5)			
Directional arrows				
Clip boards	Min (3)			
Note pads	Min (2)			
Safety vests	Min (2)			
Caution tape	Roll (1)			

First aid kit	Kit (1) Major Kit (1) Minor			
Work gloves	Pairs (2)			
Hand Sanitizer	Bottles (2)			
Surgical masks	Box (2)			
Gloves	Box (1)			

Audit

Date	Completed by: