

# Riverview Gardens - Municipality of Chatham-Kent

## Emergency Response Plan

### Code Green Partial or Total Evacuation– Annex G

Policy Code: EME GRE Issued: February 2014

Revised: September 2024

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### **Code Green Policy**

Riverview Gardens will ensure there is an effective and comprehensive evacuation plan in place to address the orderly and timely movement of the residents of Riverview Gardens from the facility to a designated facility(s) in the event of an emergency. This is in accordance with applicable legislation (S 269 of O. Reg. 246/22 made under the Fixing Long Term Care Act 2021). This plan will address the following, but not limited to, the orderly removal of residents from their units, transportation to an evacuation site, staff responsibilities, supply management and documentation.

### **Procedures**

An order to evacuate may be given by the Director, Senior Services, or designate, or as designated under the Emergency Management and Civil Protection Act R.S.O. 1990. c. E.9 as amended (EMCPA), which states that the:

“The head of council of a municipality may declare that an emergency exists in the municipality in any part thereof and may take such action and make such orders as he or she considers necessary and are not contrary to law to implement the emergency plan of the municipality and to protect property and the health, safety and welfare of the inhabitants of the emergency area.”

### **Department Operations Center**

The Department Operations Center (DOC) is the command center for the evacuation. It is where the Emergency Control Group will direct, coordinate, communicate and support emergency operations on the residential units.

For a complete breakdown on how the Department Operations Centre will function please see Annex Q of the Emergency Response Plan Manual.

### **Emergency Control Group**

The Emergency Control Group (ECG) are members of Riverview Gardens management team who are responsible for coordinating the provisions of the essential services necessary to minimize the effects of an emergency affecting the home. The ECG consists of the following members:

<b>Position</b>	<b>Alternate</b>
Director, Seniors Services	1. General Manager 2. Director of Nursing
Director of Nursing	1. Nurse Manager
Manager, Long Term Care, Emergency Preparedness	1. Manager, Long Term Care, HR
Supervisor, Maintenance Services	1. Supervisor, Environmental Services

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Supervisor, Environmental Services	1. Supervisor, Maintenance Services
Supervisor, Nutrition Services	1. Food Service & Food Production Coordinators 2. Dietitian
Supervisor Therapeutic Recreation and Volunteer Services	1. Coordinator, Training and Safety 2. Volunteer Services Assistant
Medical Director	1. Contract Doctor 2. Hospital
Social Worker**	1. Social Worker 2. Medical secretary

\*The Manager of Long Term Care (Alternate: Supervisor, Maintenance) will also be overseeing the operations of the Emergency Communications Centre.

\*\* The Social Worker may not be a regular member in the Department Operations Centres but has been assigned backups due to the nature of the tasks completed by this position.

Providing guidance as requested to the ECG from the Municipality of Chatham-Kent would be the Assistant Chief, Fire & Emergency Services (designated Community Emergency Management Coordinator – CEMC).

### Types of Evacuations

There are three options available to the home to ensure the residents and staff remain safe during an emergency, including sheltering in place, an emergent evacuation and a planned evacuation.

#### Shelter in Place

Sheltering in place occurs when there is an emergency that may affect the facility but currently the risk associated with evacuation is higher than staying. When sheltering in place residents should remain indoors, windows and doors should be closed and the ventilation system may be closed to outside air, depending on the situation at hand.

#### Evacuation

An evacuation may be horizontal from one area of the floor to another area, it may be vertical, from one floor to another. An evacuation may also be a full or partial, depending on the emergency situation at hand.

There are two main types of evacuations:

#### Precautionary/Planned evacuation

- A precautionary/planned evacuation is a situation where the threat to the facility is not immediate and time is available to implement an orderly evacuation of the

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residents, and as applicable the necessary supplies and equipment, medication and documents etc.

- Residents would be evacuated straight to a designated evacuation site.
- A planned evacuation could be caused by both an internal emergency and an external emergency such as malfunction of essential equipment, potential of flooding, etc.

#### **Crisis/Emergent evacuation**

- A crisis/emergent evacuation occurs when the situation is perilous and there is no time to gather supplies, medications etc. The only focus is the quick and safe evacuation of residents, staff and family members immediately from the building.
- Residents will initially be evacuated outside of the facility and will be relocated from there to evacuation sites. Supplies, medications and documents may or may not be evacuated at the same time, depending on the situation at hand.
- A crisis/emergent evacuation could be caused by both an internal emergency and an external emergency, such as a fire or natural disaster etc.

#### **Criteria for Evacuation**

There are many factors to consider when deciding to evacuate or shelter in place including external and internal factors.

External factors include, but not limited to:

- the nature of the emergency;
- the location of the facility in relation to the emergency and
- whether or not the facility is deemed to be located in any sort of zone that will be affected by the emergency (e.g. flood zone).

Internal factors to consider are, but not limited to:

- the evacuation sites,
- transportation to and from the evacuation sites,
- supplies required,
- staffing levels,
- resident acuity and
- physical structure of the home.

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#### **Lines of Authority**

The Director, Senior Services, or designate, will determine if evacuating or sheltering in place is appropriate, based on the information provided by internal personal, police, fire, EMS or any other expert body that is involved in the external emergency.

The Director may or may not gather the Emergency Control Group to assist in deciding the appropriateness of evacuating versus sheltering in place.

If it is determined that sheltering in place is appropriate the Director Senior Services or designate will notify the Charge Nurse to implement sheltering in place protocols (See below under Charge Nurse Responsibilities). The Director, Senior Services or designate will be responsible for staying abreast of any changes in the situation and determine if an upgrade to an evacuation order is necessary at any given point based on the changing situation at hand. If the decision to evacuate is made Code Green protocols will be implemented by the Director Senior Services or designate.

#### **Key Contacts**

During an emergency it will be essential to have readily available key contact information for external partners. Below is a short list of such contacts. These are the public numbers associated with these contacts,.

Organization	Contact Details
<b>Active Lifestyle</b>	519-352-5633
<b>Blenheim Village</b>	519-676-8119
<b>CAO Office</b>	519-436-3241
<b><u>Ontario Health / Home and Community Care Support Services</u></b>	519-436-2222
<b>Cardinal Health Services Canada</b>	1-877-878-7778 519-504-0375 (Rich de Rond)
<b>Chatham-Kent Health Alliance</b>	519-352-6400
<b>Chatham-Kent Infrastructure &amp; Engineering Services</b>	519-360-1998
<b>Chatham-Kent PUC (water)</b>	519-352-6300
<b>Copper Terrace</b>	519-354-5442
<b>Dr. Dixon</b>	
<b>Entegrus</b>	519-352-6300

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<b>Faith based groups</b>	See Supervisor Therapeutic Recreation and Volunteer Services at the time of emergency for updated list
<b>Fire</b>	911
<b>Information Technology</b>	519-436-3201
<b>Meadow Park</b>	519-351-1330
<b>Medical Mart</b>	800-268-2848 Steven LaRue Cell 226-787-0739
<b>MediSystem</b>	866-249- 8453
<b>MOHLTC</b>	800-268-1153 (General Inquiry 416-327-4327)
<b>Police</b>	911 (519-352-1234)
<b>Red Cross</b>	519-352-2510
<b>Salvation Army</b>	519-354-1430
<b>Transportation Providers</b>	See page 11
<b>Enbridge (gas)</b>	519-352-3100
<b>Victim Services</b>	519-352-1234 - ask to speak to victim services

### **Safety and Security**

In the event that there is a concern for the safety and security of the residents, staff and volunteers both inside and outside of the home, the Department Operations Center may choose to control access to the home through the Building Operating System.

If assistance is required with crowd control a request can be made to Chatham-Kent Police Service (CKPS). Assistance will be dependent upon the community safety at large.

If assistance is required with traffic control a request can be made to Public Works for barricades for the roads, in conjunction with CKPS. Assistance will be dependent upon the community safety at large.

### **Resident Tracking**

During an evacuation it will be important to accurately track the location of the each resident, both when they are leaving Riverview Gardens and when they are returning from the evacuation site. This will be done through the use of resident identification bracelets and various forms. The forms will track the following:

P:\Policies-Procedures-Forms\Emergency-RVG\Website\Annex G Code Green Evacuation July 2024.docx



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- When a resident has left their unit;
- When a resident has left Riverview Gardens;
- The evacuation site where the resident was transported to;
- When a resident is received at the evacuation site;
- When a resident leaves the evacuation site;
- When a resident has returned to Riverview Gardens.

A complete list of residents will also be printed from PCC by the Staging Manager and residents will be marked off when they are evacuated from the facility in order to be able to quickly track who is still to go.

### **Communication**

Communication during an emergency is essential. The communication that takes place between the numerous groups may occur in various formats, below are some examples. These communication tools are not exclusive and the emergency at hand may demand a different format.

#### **Staff**

- Will need photo ID badge to enter RVG & evacuation sites
- Will receive messages from Workforce
- Message on radio. RVG will reach out to corporate communications to assist.
- Fan out list (some staff will be directed to RVG and some to the evacuation sites)
- Postings and signs at RVG & evacuation sites
- RVG email
- Forward Subscription email that goes to public

#### **Families**

- Subscription email (sign up to subscribe at [www.ckriverviewgardens.ca](http://www.ckriverviewgardens.ca))
- Radio announcements. RVG will reach out to corporate communications to assist.
- Posting and signs at RVG & evacuation sites
- Depending on the situation families may not be permitted at RVG and may be directed to the receiving facility
- Families may be asked to leave RVG if they are here when the Code Green is announced – depending on the situation.
- Families will need to sign out residents to take them home from evacuation sites:
  - Medication will be arranged through contracted Pharmacy provider.
  - Wounds and care supplies may be sent with family if possible. For additional services families will be put in contact with Ontario Health.
- Policies are available at RVG for families and on website ([www.ckriverviewgardens.ca](http://www.ckriverviewgardens.ca))
- Family and Resident councils will be notified

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**First Responders/Community Agencies**

- Fire, police & EMS through a call to 911 or through contact with EMT/EOC
- Red Cross will be contacted as needed by Supervisor, Environmental Services or designate
- Victim Services will be contacted as needed by Supervisor, Environmental Services or designate
- Salvation Army will be contact as needed by Supervisor, Environmental Services or designate
- Ontario Health will be contacted by Social worker or designate

**EMT**

- General Manager, Health and Human Services will be contacted by the Director, Seniors Services or designate
- GM, or designate will contact Municipal Emergency Control Group if necessary

**Ongoing Communication/Communication Centers at Evacuation Sites**

- Evacuation sites are to make contact with RVG through the Department Operations Center land line. Back up will be cell phones. In the event that all telecommunications are down runners between facilities will be designated.
- Communication centers at evacuation sites:
  - Status of RVG, repairs emergency etc. Include our expected date of return if known
  - Times when social worker or counsellor will be available for staff and residents
  - Confirming that all residents are accounted for
  - Payroll information
  - Post any statements made to the media
  - Expected supply arrivals
  - Job tasks sheets posted as quick reference for staff
  - Sign in sheet for payroll

**Media**

- Statements will be directed through the General Manager, Health and Human Services or the Director, Seniors Services.
- Media support will be provided by the Manager, Corporate Communications and communications team.
- Media will have no access inside RVG or the evacuation sites for the protection & safety of the residents.
- Press conference times will be established during the emergency as appropriate;
- As outlined in the media policy, staff are reminded they are not to make statements to the media, including comments in any capacity on any social media, including their own accounts.

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#### **Suppliers**

- Contracted Pharmacy provider will be contacted with addresses and delivery information of the evacuation site(s) by the Director of Nursing or designate in order to provide replacement medications and current EMAR and ETAR documents if required.
- Contracted Medical supplies provider will be contacted as needed with addresses and delivery information of the evacuation site by the Director of Nursing or designate
- Contracted Oxygen provider will be contacted as needed with addresses and delivery information of the evacuation site by the Director of Nursing
- Dietary Supplies provider will be contacted as needed with the address and delivery information by the Supervisor, Food Services
- All other providers will be notified if additional supplies are ordered to be delivered to the evacuation sites

#### **Medical Director**

- Request attendance at RVG during evacuation for any medical emergencies
- After the evacuation is complete will be provided a list of where each resident has been evacuated to (home, hospital or which evacuation center)
- Liaison with receiving facility medical staff

#### **Volunteers**

- If volunteers are in the home when the evacuation is announced they will report to the Robertson Entrance to support residents waiting for evacuation
- If contacted volunteers will be advised which facility to go to and will be advised of the tasks they are assigned, and who to speak to for further direction or questions
- For the safety and security of the residents, all volunteers at evacuation sites will be expected to sign in and out and only those on the list will be provided access.

#### **Transportation (Leaving and Returning)**

- Residents will be categorized on PCC regarding their mobility (independent, walker, wheelchair/scooter & bedridden)
- Transportation will be arranged through the Director, Engineering & Transportation Services as outlined in the Municipality of Chatham-Kent Emergency Response Plan via the established transportation contracts. The Director or designate Manager, Engineering (Transit) will make contact to coordinate redeployment of transit buses with the service provider:
  - Chatham-Kent transit RideCK / Voyago
- Additional service providers not currently under contract with the Municipality of Chatham-Kent include:
  - Badder Bus Lines 692-3976 Thames office. After hours Doug Badder 359-2706
  - Laidlaw 352-1920 (anytime)

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- Windride 519-351-1232 (anytime)
- Family Services Kent
- RVG is part of the Municipality of Chatham-Kent contracts for transportation including the Memo of Understanding for providing transportation/shelter in the event of an emergency as directed by the municipality
- Medication and treatment carts along with supplies will be transported to the evacuation sites via buses on the lifts if possible

#### **Evacuation Sites**

Further evacuation sites may be determined in conjunction with the EMT/EOC at the time of the emergency, based on the situation at the time (partial vs full evacuation of the home, other emergencies within the community) and the emergency status as the community as a whole.

Evacuation sites will be determined based on the needs of the home and the suitability of each site. Potential sites include:

1. John D. Bradley Convention Center (municipal, accessible, kitchen facility)
2. Ken Houston Memorial Arena, Tilbury Memorial Arena (municipal, accessible, kitchen facility, generator)
3. Wish Center (municipal, accessible, kitchen facility, generator)

In addition, agreements are in place with other Long Term Care homes to temporarily shelter residents.

#### **Resident Documentation**

Various forms will be required throughout the emergency. Some of these documents will be required on the units, some will be used by the Emergency Control Group and some will be needed at the evacuation sites.

##### **Resident Tracking Forms**

- Resident ID bracelets
- Resident tracking forms (left their unit, left the home, received at evacuation site and left the evacuation site and received back at the home)
- Sign indicating this unit has been evacuated
- All forms will be kept in the code green box in the RN office

##### **Resident Charts**

- Resident Charts will be prepared by the RPN in each care center in preparation for evacuation if possible. Resident charts will be transported on the evacuation buses after all residents are removed from the facility.
- Emars and Etars will be provided at each evacuation site by Medical Pharmacies as necessary in paper form

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- In the event there is no internet available at the evacuation site, blank copies of the following documents will be sent to each evacuation site in the Code Green Tote taken by the Nurse Manager:
  - Progress note sheets
  - Flow sheets
  - MARS sheet
  - TARS sheet

#### **Supplies and Equipment (Leaving and Returning)**

Any supplies that can be pre-boxed and ready for an evacuation will be. Some supplies will be sent to the evacuation sites on the buses with the residents (water, dietary supplements & incontinent products). Nurse Managers once dispatched to an evacuation site, will take with them the evacuation box (paper work, pens, paper etc.), supply box and communication boards to the evacuation site. Depending on situation at hand and anticipated length of evacuation, arrangements will be made with suppliers to have supplies delivered to the evacuation sites

#### **Nursing Supplies**

- Resident medication will be supplied by Medical Pharmacies at the evacuation sites if required
- Sharps containers
- Blood pressure cuffs
- Commodes
- Incontinent products
- Glucometer
- Tube feed, solution & pump
- Pill crusher
- IV supplies
- Items that will be pre-packed include:
  - Wipes for resident care
  - Hand sanitizer
  - Medication cups
  - Gloves
  - Treatment supplies (gauze, tape, pads)

#### **Linen**

- Blankets (emergency heat blankets and/or comforters)
- Towels (optional)

#### **Housekeeping**

- Toilet paper
- Paper towels
- Garbage bags

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- Disinfectant wipes

#### **Dietary**

- Water
- Dietary supplements
- Emergency stock

#### **Activation**

- Puzzles
- Games

#### **Preparing Facility for Return**

Repairs to the facility will determine what steps are required in order to safely return to the facility.

#### **Inspection & Approval to Return**

- Depends on what the emergency was that caused the evacuation
- Inspection requirements will depend on the damage to the facility
- City inspectors may be involved if construction work/rebuild work required
- Final walk through will be required by management to ensure everything is in place
- Need to ensure the facility is prepared from an infection control perspective
- Contact MOHLTC to determine the need for inspection prior to re-occupancy
- The following will be inspected to ensure all systems are operational: heat, air, fire alarm, magnetic locks, call bell, overhead pages, telephone systems, internet, wireless, diesel generator, power, gas, kitchen, laundry, water (this will be documented on the Facility Systems Status Report Form)

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**Code Green – Procedure**

**Site Plan**



**Staff Responsibilities**

Front line staff upon hearing a Code Green Alert announcement should wrap up what they are doing and prepare for the pending evacuation. Any staff on break or lunch are to report back to their units immediately.

**Any employee on break must immediately report back to their unit.**

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#### **Labour Pool**

Non-nursing staff who are not required on their units will report to the labour pool in the Spiritual Centre (or as advised when called in) unless assigned other duties by their supervisor.

Staff in the labour pool will be used for various tasks such as bringing residents down to the holding area, gathering supplies and equipment, or other tasks as assigned.

#### **Staffing at Evacuation sites**

- Staff will be directed if and when to proceed to travel by car to an evacuation site
- Staff being called in will be advised if they are going to RVG or evacuation sites.
- Nurse managers will keep Department Operations Center updated on staff requirements at the evacuation site
- The numbers of staff needed at the evacuation site will be determined by where the evacuation site is (e.g. how many exit doors, number of floors, location of bathroom facilities etc.)
- Utilize volunteers or non-nursing staff to guard any exit doors to prevent any residents from leaving the area if required.
- Pair wandering residents with one on one volunteers or non-nursing staff if required
- 6<sup>th</sup> floor residents will require higher staffing levels to ensure they don't wander

#### **Staffing to Return to the Home**

- Depends on the emergency and the cleanup and repairs required
- ECG to discuss and plan the return to the facility
- Available RVG staff will be used as appropriate for cleanup & repairs

#### **Charge Nurse**

##### **Sheltering in Place**

Sheltering in place occurs when there is an external emergency that may affect the facility but currently the risk associated with evacuation is higher than staying. When sheltering in place residents should remain indoors, windows and doors should be closed and the ventilation system may be closed to outside air.

The Charge Nurse will be notified by the Director, Seniors Service or Designate to implement shelter in place protocols. The Charge Nurse will:

- Announce overhead (dial 6789 on any phone): "Attention all staff, due to an external emergency, everyone is required to stay inside and shelter in place. Please close all windows and doors. All units please ensure all residents are back in the facility" X 3;



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- Ensure all residents are back inside;
- Ensure all windows and doors are closed;
- Post a sign on the King Street, Robertson Street and 2 staff entrances that says “shelter in place in effect”. These signs are found in the Code Green box in the RN office;
- Once the shelter in place protocols are rescinded announce overhead: “Attention all staff, shelter in place all clear” X 3;
- Ensure the shelter in place signs are removed from the entrances and returned to the Code Green box in the RN office;
- Complete the Shelter in place report and submit it to the Director of Nursing (found in the Code Green box in the RN office).

### **Evacuation**

The decision to evacuate will likely be made by the Director, Seniors Services and the Emergency Control Group, unless an emergent evacuation needs to occur, in which case the Charge Nurse may need to make the choice to evacuate the facility. (This scenario could occur if there is an immediate threat to the safety of the staff, residents and visitors present in the home, possibly due to a fire or structural damage due to a natural disaster).

If the Director, Seniors Services or designate, decides to order an evacuation they will notify the Charge Nurse who will go to the RN office and start to complete the following tasks (for a complete list of duties please refer to the Charge Nurse Job Task Sheet):

- Announce overhead “Attention all staff, Code Green Alert” X 3. When staff hear this announcement they must return to their units if on break/lunch;
- Get out the Code Green Box which contains a copy of the Code Green policy, job task sheets, various forms etc.(found in the RN office);
- Announce overhead (dial 6789 on any phone) that a Code Green will take place, specifying the time. If it is just a few units that will evacuate those units will be announced, otherwise it is the entire facility. For instance “Attention all staff, Code Green 3W, 4W & 5W at 15:00 hours” or “Attention all staff, Code Green at 15:00 hours”;
- Wait for the RN’s & RPN’s to arrive to the RN office to brief them on the situation at hand;
- Advise Registered staff to ensure staff are carrying Walkie talkie’s on channel 3.0 on every floor;
- Disperse the job task sheets to each units registered staff to take back to their units with them;
- The Charge Nurse will be advised which order the units will leave the facility in and will advise the Registered staff as soon as this information is available (this decision will be made by the Emergency Control Group if present);
- Oversee the evacuation preparations on each floor (if there are RN’s assigned to a floor they will assume control for that floor and report necessary updates to the Charge Nurse);

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- Ensure all residents are returned to the unit(s) and are accounted for by the staff on the unit;
- Advising Department Operations Center of unit readiness once advised by the RN/RPN on each floor;
- Advise the Staging Manager when each unit is evacuated;
- When advised by the RN/RPN that the unit has been thoroughly searched once evacuated the Charge Nurse will advise the Department Operations Center of such;
- The Charge Nurse will be responsible for completing the Code Green Report and must document steps as they are taken, along with timelines, including why decisions were made;
- When the facility is evacuated the Charge Nurse will be sent to an evacuation site.

If it is an **Emergent Evacuation** the Charge Nurse will announce “Attention All Staff, Code Green” along with the desired meeting location for everyone to gather. The Charge Nurse will provide direction to the units on order of units being evacuated and the route of the facility based on the damage/situation at hand and what equipment is still operational (e.g. elevator vs. stairs).

In order to limit and control the amount of disruptions coming into the Department Operations Center (DOC) all communication from the units to the Department Operations Center will be through the Charge Nurse or a member of the Emergency Control Group.

#### Registered Nurse

Each RN on their assigned floor upon hearing the Code Green announcement by the Charge Nurse will stop what they are doing and report to the RN office for further information and instructions.

If it is a partial evacuation staff may be pulled from their assigned floor and sent to the unit that has received the evacuation order to provide assistance. If it is a total evacuation RN's will return to their units to start the evacuation process on their floor and provide updates to the Charge Nurse (RN's will not contact the Department Operations Center or the Director of Nursing directly, all communication with the DOC will go through the Charge Nurse).

After receiving the information on the situation the RN will report back to their unit and complete the following (for a complete list of duties please refer to the RN Job Task Sheet):

- Brief the rest of the staff on the unit (including, PSW's, dietary, housekeeping);
- Hang the job task sheets from the Code Green box that they received from the Charge Nurse on the wall outside the care center on either side;
- Ensure the residents on their floor are accounted for;
- Oversee the evacuation preparations on their floor, providing guidance and direction as required;
- Reporting readiness to evacuate back to the Charge Nurse;

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- The RN will advise the Charge Nurse of any issues that arise during the preparedness stage, including whether or not all residents are accounted for on their unit;
- Ensure staff on unit are carrying the Walkie talkie's on channel 3.0;
- Advise the Charge Nurse when the unit is evacuated;
- Do a final, THOROUGH search of the unit to ensure no one is left behind, including staff, residents, visitors etc.;
- Post signs on units indicating time evacuation of unit complete;
- Place tape across doors leading into unit (to track if someone has gone back into unit);
- When a thorough search is complete advise the Charge Nurse;
- As floors are emptied RN's will be reassigned to another floor or an evacuation site.

#### **Registered Practical Nurse**

Each RPN on their assigned floor upon hearing the Code Green announcement by the Charge Nurse will stop what they are doing and report to the RN office for further information and instructions.

If it is a partial evacuation staff may be pulled from their assigned floor and sent to the unit that has received the evacuation order to provide assistance. If it is a total evacuation RPN's will return to their units to start the evacuation process on their floor and provide updates to the Charge Nurse (RN's will not contact the Department Operations Center or the Director of Nursing directly).

If the Floor does not have an RN on duty, the West side RPN in addition to performing their own job tasks, will also complete the job tasks assigned to the RN.

The Charge Nurse will always be assigned other duties, requiring the designated 2W RPN to cover the RN's assigned duties.

After receiving the information on the situation the RPN will report back to their unit and complete the following (for a complete list of duties please refer to the RPN Job Task Sheet):

- Ensure all residents have their ID bracelets;
- Once the residents are all returned and accounted for on the unit and preparing for evacuation close the double doors leading into the unit;
- Position locked medication just inside the care center in preparation for removal from facility if possible;
- Prepare resident chart cart just inside the care center in preparation for removal from facility if possible;
- Position treatment cart just inside the care center in preparation for removal from facility if possible;
- When the resident leaves the unit the RPN will write the resident's name on the **Resident Tracking Form**, including the time they left the floor;

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- As units are emptied RPN's will be reassigned to other units or an evacuation site.

#### **Personal Support Worker**

Each PSW upon hearing the Code Green Alert announcement by the Charge Nurse will wrap up what they are doing and report to the care center for further information and instructions from the RN/RPN when they return from the RN office. Any staff on break or lunch will report back to their units. While waiting for direction from the registered staff, PSWs should start directing residents back to their rooms.

After receiving the information on the situation the PSW will complete the following (for a complete list of duties please refer to the PSW Job Task Sheet):

- Will be assigned by the RPN the identification bracelet sheet for the residents they are preparing for evacuation;
- If time permits gather a change of clothes for each resident in a clear plastic bag provided by housekeeping;
- Once the resident and their belongings are ready they are to be taken to the care center and handed over to the RPN;
- Resident room door is to be closed and the nameplate moved to vacant once the resident is taken to the care center;
- PSW's will continue this process until all the residents are ready to be evacuated off the unit;
- As the unit is emptied PSW's will be reassigned to other units or an evacuation site.

#### **Recreation/Restorative Aide**

Upon hearing the Code Green will stop any activities, return residents to their units and then report down to their supervisor or designate. Recreation staff may be reassigned to tasks such as:

- assist preparing residents for evacuation;
- locating residents who are not accounted for;
- packing up activation supplies to prepare for evacuating;
- sent to evacuation sites to act as part of the receiving team for when residents start arriving.

#### **Dietary Aides**

Upon hearing the Code Green will start shutting down equipment and report to the main kitchen to take direction from their supervisor or designate.

Dietary staff on units will complete the following:

- ensure the resident diet books are gathered and brought down to the cooks in the main kitchen.

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#### **Cooks**

Upon hearing the Code Green will start shutting down equipment and receive diet books from dietary aids and remain in main kitchen for further direction from supervisor or designate.

#### **Maintenance**

Will report to the Supervisor, Maintenance Services office, or designates office, for direction on shut down procedures.

#### **Housekeeping**

Upon hearing the Code Green will take a box of clear garbage bags (26 X 36) to each care center and then report to the RN/RPN for further instruction on what assistance is required on the unit to prepare residents for evacuation. (i.e. bringing residents down to the Robertson entrance).

#### **Laundry**

Upon hearing the Code Green will shut down equipment and start loading blankets into laundry baskets. The baskets will then be loaded onto a cart and taken to the Robertson Entrance when requested. Additional blankets may be gathered from the units as needed or from the back storage shed (see Inventory Control Receiver or Supervisor, Maintenance for access).

If time permits organize resident clothing to be evacuated.

### **Administration Staff Responsibilities**

#### **Director, Seniors Services**

The following duties will also be completed in addition to the regular duties assigned for an emergency response:

- Chair of the Emergency Control Group;
- Meet with Emergency Control Group to determine location site and to prepare accommodations for the area;
- Initiate the fan out list;
- Oversee/coordinate the evacuation;
- Coordinate with Chatham-Kent Police Services to ensure that no unauthorized persons gain entry to Riverview Gardens, ensure traffic control, security and possibly relocation escort as appropriate;
- Notify the General Manager, Health and Human Services;
- Notification to MOLTC & LHINs that an evacuation is taking place;
- Dispatch advance team to the evacuation site, as time permits, to establish traffic control, reception, accommodations set up, media centre, volunteer control and Department Operations Center;
- Assess duration of relocation and plan for long term accommodations as required;

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- Maintain status updates from relocation sites & disperse to members of the ECG;
- Report to relocation facilities to identify and address any issues;
- Prepare to return to the facility;
- Provide authority to re-enter Riverview Gardens (may be done in consultation with Building Inspectors, MOLTC, Fire Department etc.);
- Debrief emergency relocation procedures and ensure the plan is revised to rectify deficiencies;
- Responsible for approving necessary expenditures;
- Makes decision to evacuate possibly in conjunction with members of the Emergency control Group or based on the advice/direction provided by the experts handling the emergency, such as police, fire, etc.;
- Designate the coordination of support with external partners, including Red Cross, fire, EMS, PHU, social services;
- Coordinate/designate support with Community Emergency Management Coordinator for civic center support;
- Oversee inspections of the facility to return;
- Maintain record of events and decisions.

#### **Director of Nursing**

Supervises evacuation of residents by:

- Member of the Emergency control group
- Maintain record of events and decisions
- Notification to Medical Director, Pharmacy, medical supplier, lab, oxygen etc. (may be delegated)
- Ensure priority of resident transfer;
- Assigns employees to prepare residents for evacuation;
- Ensure that appropriate supplies/equipment and records are prepared for evacuation, including but not limited to medication, assistive devices, commodes, lifts etc.;
- Triage residents to determine destination and priority of transportation;
- Identify residents who may be able to go home to families from the evacuation sites;
- Maintains event records;
- Debriefing report to Director, Seniors Services;
- Arranges for the procurement of any special equipment and supplies as requested by Department Operations Center;
- In the event of an extended evacuation, arranges for the discharge of those clients who may go home or coordinates alternate long term accommodations. (Social Worker & LHIN);
- Overseeing the operations of the Emergency Communications Centre (ECC
- Prepares for return of resident's to Riverview Gardens;
- Assists in preparing facility for return of residents;

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- Arrange for records/medication from Pharmacy if unable to secure them from the home or civic center back up;
- Determine the use of staffing contracts (Bayshore)

#### **Manager, Long Term Care**

- Member Emergency Control Group
- Direction provided by Director, Seniors Services and/or Director of Nursing;
- Maintain record of events;
- Will oversee the operations of the Emergency Communications Centre
- Authorize the immediate procurement of special supplies and services;
- Receive information from Department Operations Center (DOC) on what assistance is being provided (volunteers, staff, police, red cross etc.)
- Gathering of all equipment;
- Overseeing departmental needs (dietary, linen, supplies etc.)
- Controls all staff who have been called into work by:
  - Having them sign in and out if swipe cards are not functioning;
  - Updates status if staff are moved to the relocation centre;
  - Ensures necessary supplies and equipment are at the ECC;
  - Receives ongoing reports from managers to ensure necessary supports provided;
  - Responds to any inquiries from family members of residents and employees.

#### **Medical Director**

- Participate in the activation of the Emergency Response Plan, gathering together with the Emergency Control Group if necessary and interacting with the Department Operations Centre and Emergency Communication Centre's as appropriate;
- Maintaining a personal log of all actions taken;
- Provide medical directives for the care and guidance of residents

#### **Nurse Managers**

- Direction provided by Director of Nursing (DON)
- Will be dispatched to evacuation sites to oversee the operation of them (1/evac site)
- Maintain record of events
- Situation reports back to DON advising of required staff, supplies and coordination details
- Set up evacuation sites including reception, communication boards and resident accommodations
- Provide medical direction as required until RN's arrive
- Oversee the activities of the Nursing Departments (including RN's, RPN's and PSW's)

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- Receive information from Department Operations Center (DOC) on what assistance is being provided (volunteers, staff, police, red cross etc.)
- Oversee resident needs are met at the evacuation site
- Take evacuation box, supply box and communication boards to evacuation sites when dispatched there. These are found in the archives room.
- Contact with representative from the evacuation site (receive keys, tour, etc.)

#### **Staging Manager**

The Staging Manager will be responsible for controlling the exit door where residents depart Riverview Gardens. The position of Staging Manager will be assigned at the time of the evacuation, and may be filled by the Supervisor, Therapeutic Recreation and Volunteer Services, or alternatively the Coordinator, Training and Safety. If the evacuation is emergent in nature this position may not be activated. The responsibilities of the Staging Manager Include (but not limited to):

- Print list of resident's from PCC to record which residents have left the facility and when;
- Call Charge Nurse to advise of readiness to accept next unit for evacuation depending on resources for transport and which areas are facing a more significant risk;
- Manage the space where residents will be staged;
- Receive and organize residents as they arrive from their units for evacuation;
- Briefly assess each resident medically and ensure they are stable;
- Ensure the correct personal belonging bags are with each resident prior to their departure;
- Assist in loading residents onto the buses in the order of the resident's evacuation status (found on their Resident Admission Record, or based on the status of the resident at the time of departure);
- Track residents being loaded onto the bus for departure, including which facility they are being evacuated to;
- Track the buses departure times and their return times (each bus should be tracked separately);
- Maintain record of events & decisions;
- Ensure the Department Operations Center is kept informed of the evacuation progress;
- Complete the **Staging Manager Checklist (Job Action Sheet)**.

#### **Supervisor, Nutrition Services**

- Member of Emergency Control Group;
- Maintain record of events;
- Ensure resident dietary and hydration requirements are met;
- Organize supplies to go on each bus load;



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- Ensure water & dietary supplements are packed on each bus load (and then unpacked at the evacuation site with each load – this will ensure there are some dietary supplies immediately at the evacuation site as each load of residents arrive)
- Organize dietary staff to each evacuation site based on building capacity and services available at the evacuation site;
- Ensure dietary information books from each unit packed up and sent to the evacuation site;
- Ensure serveries and main kitchen equipment shut down (i.e. gas lines, equipment off etc.);
- Ensure necessary supplies (paper products, utensils, napkins etc.) are sent to evacuation sites;
- Directs coordinators and dietitian as required;
- Determines dietary staffing levels at RVG for clean and preparing facility for return
- Situation report forms;
- Ensure there is enough water & dietary supplement to feed staff if necessary.

#### **Supervisor, Maintenance**

- Member of the Emergency Control Group;
- Maintain record of events;
- Situation report forms;
- Ensure facility mechanical equipment is shut down, power off, gas off, elevators, etc. as required to leave the building empty;
- Ensure fire system is operational if possible and notify fire department and Damar as required of fire alarm system status;
- Contact hydro, gas, water suppliers as necessary;
- Ensure safety and security of facility after departure (magnetic locks, door secured, immediate safety hazards addressed if possible, broken windows board etc.);
- Determine maintenance staffing levels at evacuation sites as required – staff to be directed to other tasks outside normal scope;
- Inspect and repair facility for return.

#### **Supervisor, Environmental Services**

- Member Emergency Control Group;
- Maintain record of events;
- Situation report forms;
- Maintain Department Operations Center and set up (ensure water & food, set up emergency box etc.);
- Direct housekeeping and laundry staff at RVG & evacuation sites;
- Ensure necessary housekeeping and laundry supplies packed and ready to go to evacuation site;
- Liaison as directed with EMT/EOC (PUC, transportation etc.);

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- Ensure Department Operations Center supply box brought out (will include necessary documents, pens, paper, etc.);
- Ensure Department Operations Center stocked with food and water as necessary;
- Provide clarification to members of DOC on rolls, responsibilities and answering questions and provide guidance;
- Ensure all laundry equipment shut down as able ;
- Ensure all housekeeping equipment shut down, including water to dispensers as able.
- Will contact the following agencies as needed: Red Cross, Victim Services, Salvation Army

#### **Supervisor Therapeutic Recreation and Volunteer Services**

- Member of Emergency control group;
- Situation report forms;
- Maintain record of events;
- Direct activation staff to assist in preparing residents for the evacuation as required;
- Ensure activity supplies packed and ready to go as necessary;
- Notify service providers that we're evacuating (physio, hairs dressers, volunteers, schools etc.);
- Advise resident and family council of evacuation;
- Direct activation staff to evacuation sites (they are part of the receiving team);
- If additional volunteers are required contact the Red Cross;
- Ensure communication centers at evacuation sites are updated as information becomes available;
- May act as the Staging Manager at the Robertson Entrance;
- Maintain a list of volunteers who are reporting to each evacuation site (they will not have access without being on this list).

#### **Dietitian**

- Maintain record of events;
- Ensure the dietary and hydration needs of residents are met;
- Take direction from Supervisor, Nutrition Services.

#### **Inventory Control/Receiver**

- Pack supplies and equipment based on lists created in advance to send with each bus load of residents (water, dietary supplements, incontinent products etc.);
- Pack each box and put label on it saying what's inside ;
- Gather nursing equipment as outlined in this policy and take to staff resource room to prepare for transport if possible;
- Take direction from members of the Emergency Control Group ONLY;
- Make contact with suppliers as necessary based on direction from ECG ;

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- Arrange for purchases of emergency items from local vendors if required.

#### **Social Worker**

- Provide counselling to residents and staff at various sites and ongoing (including ensuring the ECG are handling their stress);
- Maintain record of events;
- Receive direction from Director of Nursing or Director, Senior Services;
- Liaise with Home and Community Care Support Services regarding admissions, discharges and transfers of residents;
- Provide communication support to residents and families regarding the emergency through telephone calls, and media. Assistance may be required based on the situation.
- Work with victim services around counselling.

#### **AA II/Scheduling Clerical Assistant & Medical Secretaries**

- Gather necessary resident documents under the direction of the Director of Nursing;
- Scheduling of staff for evacuation sites as directed by the Department Operation Center;
- Determine call back number for staff at the time of the emergency based on the situation at hand;
- Download EMAR/ETAR to memory stick as required.

#### **Accounts Payable & Resident Accounts Assistant**

- Assigned to evacuation sites at reception desk;
- Take direction from Department Operations Center until at evacuation site, then direction comes from Nurse Manager in charge of the evacuation site;
- Assist in tracking of residents from facility.
- May need to Scribe in Department Operations Center;

#### **Administrative Assistant I**

- Ensure lap tops available for Department Operations Center and evacuation sites if possible;
- Scribe in Department Operations Center;
- Take direction from the Emergency control group.

#### **Administrative Assistant II/Payroll Clerk**

- Assigned to evacuation sites at reception desk;
- Take direction from Department Operations Center until at evacuation site, then direction comes from Nurse Manager in charge of the evacuation site;
- Assist in tracking of residents from facility.

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#### **Coordinator, Training and Safety**

- Any and all WSIB forms, CAM, etc. (this will not go through the RN's);
- Providing any training necessary to other classifications on tasks they are not use to (e.g. Feeding);
- Assist Supervisor Therapeutic Recreation and Volunteer Services with communication centers at evacuation sites;
- Take further direction from the Emergency Control Group;
- May act as the Staging Manager if the Supervisor, Therapeutic Recreation and Volunteer Services is unavailable.
- Notify MOL/WSIB as necessary.

#### **Financial Analyst**

- Assigned to evacuation sites at reception desk;
- Take direction from Emergency Control Group until at evacuation site, then direction comes from Nurse Manager in charge of the evacuation site;
- Assist in tracking of residents from facility.

#### **Forms**

##### **Department Operations Center (DOC) Forms**

- Situation report forms
- Record of event forms
- Receipt book to provide direction info/direction to a runner from DOC (retain 1 copy in DOC and 1 copy to the runner).

##### **Staff Forms**

- Code Green Report
- Situation report forms (Sit Rep)
- Sign in sheets for payroll
- Job task sheets
- Scheduling (who is going to be where & when)

##### **Evacuation Sites Forms**

- Situation Report forms
- Job task forms
- Record of events forms (for nurse managers)
- Supply requisition forms
- Sign in sheets for staff, volunteers, families, first responders (all separate)
- WSIB, First Aid, CAM's, Accident/incident investigation guide, accident report

Put all these documents in a box to be taken to the evacuation sites by the Nurse Manager assigned there (along with supplies box and nursing boxes)