



**Riverview Gardens Outbreak/ Emergency or Disaster Communication Plan- External/Internal
Key Contact Roles**

Individuals on the key contact list have specific roles during an emergency or disaster. The list below is not all-inclusive.
For internal communication (RVG) please refer Outbreak Management team Checklist

Internal Contacts

Name /Position/ contact	Key Role
Disaster Planning Manager/Incident Manager. Chatham Kent Public health, IPAC lead (Anu Alex), DON (Wanita Myers) and Administrator (Mary Alice)	Direct the response to an internal emergency or external disaster or other disruption to operations.
Infection Prevention and Control Professional – Anu Alex Contact:	Coordinate all IPAC program in the home and during the outbreak.
Microbiology/Virology Laboratory: - Life labs	<ol style="list-style-type: none"> 1. Maintain Laboratory services at appropriate levels. Prioritize and manage the activity of the Laboratory Staff. 2. Evaluate Laboratory Service’s capacity to perform appropriate testing based on potential infections. 3. Ascertain the approximate “turn around” time for study results. 4. Contact Materials Services in anticipation of needed supplies.
Administrator-on-call/CEO/Service Manager	<ol style="list-style-type: none"> 1. Direct and coordinate all tactical operations. 2. Develop operational plans. 3 Request or release resources.



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- Mary Alice	
	1.
Employee/Occupational Health- Kari White, Anu Alex, Janet Raddatz and Quinn- Newby	<ol style="list-style-type: none"> 1. Coordinate activities related to staff immunizations, prophylaxis and exposures. 2. Coordinate counselling and support.
Security- Rick Walker	<ol style="list-style-type: none"> 1. Direct access control to facilities. 2. Direct actions to maintain public order and crime prevention during the emergency. 3. Coordinate with outside law enforcement and fire response agencies on matters involving mutual aid response forces and similar matters. 4. Manage evidence and investigation processes, as applicable.
Maintenance/Facilities/Engineering- Rick Walker	<p>Maintain the integrity and safety of the physical facility to the best level possible. Provide adequate utilities and environmental controls to perform the medical mission.</p> <ol style="list-style-type: none"> 1. Appoint Damage Assessment and Control Officer and Sanitation Systems Officer. 2. Receive a comprehensive facility status report as soon as possible from Damage Assessment and Control Office. 3. Assess and report availability of electricity, steam, water, hot water, gas, and communication systems. 4. Prepare for the possibility of evacuation and/or the relocation of medical services outside of existing structure, if appropriate. 5. Receive continually updated reports from the Damage Assessment and Control Officer and Sanitation Systems Office.



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	<ol style="list-style-type: none"> 6. Forward requests of outside service providers/resources to Materials Services.
Chief Nurse / DOC- Wanita Myers	<p>Organize and coordinate nursing and direct patient care services.</p> <ol style="list-style-type: none"> 1. Identify Nursing Directors required based upon the incident and specific area needs and activate. 2. Identify and activate additional support for Bed Management/Patient Placement Planning as needed. 3. Obtain current in-patient census and conduct a prioritization assessment (triage) of all in-house patients with the Medical Director. 4. Assess/discuss anticipated activity, patient care needs and nurse staffing. 5. Activate contingency staffing plan that encompasses seeking volunteers, holding staff and recalling staff to work as required to maintain safe staffing levels. 6. Implement emergency patient discharge plan in collaboration with the Medical Director.
Medical Director/Chief of Staff- Dr. Dixon	<p>Organize and coordinate physician services.</p> <ol style="list-style-type: none"> 1. Identify medical roles required based upon the incident and specific area needs and activate. 2. Assess/discuss anticipated activity, patient care needs for determination of physician and allied health staffing.



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	3. Implement emergency patient discharge plan in collaboration with the Chief Nurse.
Material Services/Central Supply LTC SW Ontario Medline Canada, Corporation medline.ca C: 226-787-0739 slarue@medline.com	Manages service and support resources and is responsible for providing: <ol style="list-style-type: none"> 1. Materials and supplies for the incident. 2. Arranges transportation to meet operational and support needs.
Pharmacy- Medi system pharmacy Ph: 1-866-249-8453 Fax: 1888-243-2979	Provide emergency, incident specific, pharmaceutical and pharmacy services. <ol style="list-style-type: none"> 1. Inventory most commonly utilized pharmaceutical items and provide for the continual update of this inventory/stock. 2. Identify any inventory/stock which might be transferred upon request to another facility. 3. Communicate with Materials Services to assure a smooth method of requisitioning and delivery of pharmaceutical inventories/stock.
Admissions- Jennifer Craig	Assist with appropriate patient placement, especially if isolation rooms required.
Volunteer Services- Alyssa Huckle	Assist other staff as needed. Provide direction from incident command.
Quality/Risk Manager- Wanita Myers	Assess care issues.
Environmental/Housekeeping- Kari White	Maintain the cleanliness of the physical facility to the best level possible.



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External Contacts

CONTACT	ROLE
IC expert on disaster (Chatham- Kent Public health, Cara Robinson, and Linda Snobelen) 519.355.1071 ext 2472 519-355-1071 x 5417	Use when in-house expert not available.
Expert on infectious diseases, Erin Courtice 519-355-1071 x 2471	Use when in-house expert not available.
Health Department/Unit (Chatham- Kent Public health) 519- 352-7270 ext. 2473 Fax: 519- 352-2166	<ol style="list-style-type: none"> 1. Outbreak investigation and contact notification. 2. Identify when and where individuals need quarantine. <p>It is important to develop connections with public health in advance of any emergency or disaster.</p>
Provincial Health Department Public Health Ontario General Inquiries (Monday–Friday, 8:30 a.m. –4:30 p.m. EST)	Guidance for case definitions, priority groups for resources, laboratory support, prophylactic medications, vaccine, stockpiled supplies.



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<p>Toll Free: 1-877-543-8931 Email: communications@oahpp.ca</p>	
<p>CIDPC Public Policy and Health Protection/ Public Health Agency of Canada Public Health Agency of Canada Toll-free: 1-844-280-5020</p>	<ol style="list-style-type: none"> 1. Guidance for case definitions, identification for priori groups for resources. 2. Consultative services and feedback on extent of disaster and efficacy of intervention. 3. Surveillance support dependant on extent and nature of disaster.
<p>Police Department, Chatham Kent- Police Service Front Desk: (519) 436-6600 non-Emergency: (519) 352-1234 Emergency: Dial 911 Crime Stoppers: 1-800-222-8477</p>	<p>Security and investigation.</p>
<p>Fire Department (Chatham Kent Fire department) 519-436-3270</p>	<p>Firefighting, EMS/Rescue, transportation, and consultation.</p>
<p>Local Hospitals (Chatham-Kent Health Alliance - Chatham Campus 80 Grand Avenue West Chatham, Ontario N7M 5L9 Telephone: 519-352-6400 Chatham-Kent Health Alliance - Sydenham Campus, Wallaceburg District Hospital</p>	<p>Delivery of healthcare; surge capacity.</p>



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<p>The Emergency Room is open 24 hours a day, 7 days a week.</p> <p>325 Margaret Avenue Wallaceburg, Ontario N8A 2A7</p> <p>Telephone: 519-627-1461</p>	
<p>Ambulance Service (Chatham Kent Ambulance)</p> <p>519-380-0793</p>	<p>Support transportation needs.</p>
<p>Pre-Hospital/First Responders (Chatham Kent EMS)</p> <p>337 Richmond St, Chatham, ON N7M 1P5</p> <p>519-380-9334</p>	<p>EMS/rescue activities.</p>
<p>Public Relations/Affairs- Mary Alice Searles</p>	<ol style="list-style-type: none"> 1. Establish a single incident information centre or press area. 2. Media representatives need to be made aware of its location and the importance of their reporting from that location. 3. Coordinate the release of significant information with official.



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	4. Prepare an initial information summary as soon as possible.
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