

**Riverview Gardens - Municipality of Chatham-Kent**  
**EMERGENCY RESPONSE PLAN**  
**HEATING, VENTILATION & AIR CONDITIONING – ANNEX K**

**Policy Code: EME HVA**

**Issued: March 2010**

**Revised: May 2026**

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## Policy

Riverview Gardens will be prepared for and respond in the event of a disruption in the heating, ventilation and air conditioning for the home. RVG will implement the following procedures.

### Heating & Ventilation Procedures

When staff notice there is a loss of heat they will contact maintenance at 6709 or 6706 and advise them of the situation. After hours, call Supervisor, Maintenance immediately.

### Maintenance Responsibility

Maintenance staff will complete the following:

- check the building operating system to verify its status;
- inspect the heating system to ensure it is functioning properly;
- after maintenance has done their initial inspections if they feel they can repair it they will proceed with doing so, if not, then depending on what the expected break down is what will determine which repair company is contacted;
- maintenance staff will also contact the Supervisor, Maintenance Services and advise him of the situation.

### Supervisor, Maintenance Services

The Supervisor, Maintenance Services, or designate, will ensure the repair is completed and advise the Director, Senior Services and the rest of the management team of the situation and an approximate time required for the repair if it is known.

### Director, Seniors Services

The Director, Seniors Services, or designate, will determine if notification to the Ministry of Long Term Care is required based on the time of year and the expected length of time required for the repair. If it is determined that the temperature of the building cannot be maintained at the Ministry required 22 degrees Celsius notification will be provided. The Director or designate will determine if the Department Operations Center (DOC) needs to be convened to address any ongoing issues related to the situation.

### Charge Nurse

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The Charge Nurse, if advised to do so by the Director, Senior Services or designate, based on the time of year, will announce overhead advising staff to ensure outside doors and windows are closed. The Charge Nurse will also make arrangements for extra blankets from laundry should this be necessary. Extra blankets are stored in room S 118 located on the ground floor in the service corridor at the end of the hallway by the maintenance shop. Additional blankets can be found outback in the storage shed. Contact maintenance staff for access.

#### **Air Conditioning Procedures**

If there is a loss of hydro and the home is on backup generator, or there is an equipment malfunction, the air conditioning may not operate. When staff start to notice an increase in temperature in the home they will first ensure all windows and outside doors are closed and are not the source of temperature increase. If all windows and outside doors are closed then staff will contact maintenance at 6709 or 6706 and advise them of the situation. Contact Supervisor Maintenance.

#### **Maintenance Responsibility**

Maintenance staff will complete the following:

- check the building operating system to verify its status;
- inspect the air conditioning system to ensure it is functioning properly;
- after maintenance has done their initial inspections if they feel they can repair it they will proceed with doing so, if not, then depending on what the expected break down is what will determine which repair company is contacted;
- maintenance staff will also contact the Supervisor, Maintenance Services and advise him of the situation.

#### **Supervisor, Maintenance Services**

The Supervisor, Maintenance Services, or designate, will ensure the repair is completed and will advise the Director, Senior Services and the rest of the management team of the situation and an approximate time required for the repair if it is known.

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

The Director, Seniors Services, or designate, will determine if notification to the Ministry of Long Term Care is required based on the time of year and the expected length of time required for the repair. If it is determined that the temperature of the building cannot be maintained at the Ministry required 22 degrees Celsius notification will be provided. The Director or designate will determine if the Department Operations Center (DOC) needs to be convened to address any ongoing issues related to the situation. (See above for DOC & ECG information).

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#### Charge Nurse

The Charge Nurse, if advised to do so by the Director, Senior Services or designate, based on the time of year, will announce overhead advising staff to ensure outside doors and windows are opened to allow for a breeze through the building. The Charge Nurse will also make arrangements for extra water for the residents if required. The Charge Nurse will also ensure that fans are out and on for each unit. Contact Maintenance if additional fans are needed. Move residents to dining rooms (designated cooling centres) and follow the heat policy.

#### Department Operations Center

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

#### 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 effecting the home. The ECG consists of the following members:

Position	Alternate
<b>Director, Seniors Services</b>	1. Director of Nursing 2. Manager of Long Term Care
<b>Director of Nursing</b>	1. Nurse Manager
<b>Manager, Long Term Care, Emergency portfolio</b>	1. Manager, Long Term Care, HR
<b>Supervisor, Maintenance Services</b>	1. Supervisor, Environmental Services
<b>Supervisor, Environmental Services</b>	1. Supervisor, Maintenance
<b>Supervisor, Food Services</b>	1. Food Service Coordinators 2. Dietitian
<b>Supervisor, Therapeutic Recreation &amp; Volunteer Services</b>	1. Coordinator, Training and Safety 2. Volunteer Services Assistant

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<b>Medical Director</b>	1. Alternate doctor 2. CKHA
<b>Social Worker**</b>	1. Social Worker 2. Medical Secretary

\*\* 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.

Gathering of the ECG does not indicate that an emergency has been or will be declared or that the Department Operations Centre (DOC) will be established.