

# **DIPTOT HEALTHCARE SERVICE**

## **EMERGENCY PREPAREDNESS PLAN AND CONTINUITY OF OPERATION POLICY**

### **INTRODUCTION**

Emergency Preparedness Plan describes Diptot Healthcare Service response system in the event of an emergency that impacts an individual program location, a group of program locations or the organization. This plan is designed to provide a framework of appropriate and timely action to be initiated when an emergency arises, to protect and safeguard key assets, namely the people we support, employees, volunteers, third party and property.

### **Definition of Emergency**

An emergency is defined as “a situation or impending situation caused by the forces of nature, an accident, an intentional act or otherwise that constitutes a danger of major proportions to life or property”.

Emergencies are caused by hazards which are described as events or conditions that have the potential to cause harm or loss to life and property. There are many different types of emergencies this organization could potentially face, ranging from weather disasters to bomb threats to explosions to a pandemic disease outbreak. These events can be sudden, where they occur instantaneously. Other emergencies are gradual and can manifest themselves progressively over time. Emergencies are sometimes predictable, but often come unexpectedly or without warning.

By its nature, an emergency will likely elicit a typical response that will require the organization to go beyond regular activities, policies, and procedures in order to respond accordingly.

Emergencies are typically local in nature. As a result, the process of managing an emergency faced by Diptot Healthcare Service, the following actions are necessary to respond to the situation effectively. To protect the health and safety of people supported and employees, this would begin at the organizational level, with support and assistance provided by the community, municipality, and province, as needed. (Please see the City of Brampton, the Region of Peel and the Province of Ontario’s Emergency Preparedness Plans/Guide).



## **INCIDENT MANAGEMENT SYSTEMS (IMS)**

It is the policy of Diptot Healthcare Service to employ the Incident Management System or IMS when responding to an emergency. The Incident Management System is an international management structure built around five key functions:

- COMMAND
- PLANNING
- OPERATIONS
- LOGISTICS
- ADMINISTRATION

This standardized system is effective in the sense that the structure is simple in nature and can be applied to any type of emergency. IMS is designed to expand from one person performing all functions to many people supporting each function.

The command function at Diptot Healthcare Service is held by the Executive Director, who determines the flow of decision making and communications in the event of an emergency. The Executive Director leads the command function and the overall response effort and has the final authority on all decisions, subject to municipal, provincial and/or federal authority.

The planning function will be assumed by Directors OF Diptot Healthcare Service.

The operations function will be assumed by Managers from Diptot Healthcare Service and On-Call Managers.

The logistics function will be assumed by the Property Manager and Human Resources Manager.

The administration function will be assumed by the Human Resources Manager and his/her team.

## **PROCEDURES**

### **1. Key Functions and Responsibilities**

In the event of an emergency, as defined above, the Executive Director will convene a meeting of management staff members. Specific responsibilities pertaining to each



function will be assigned. Typically, the areas of responsibilities that need to be addressed will include, but not be limited to, the following:

#### Command

- Obtaining a report and briefing from the manager, director or main contact person at the site of the emergency.
- Establishing and maintaining effective communication with outside agencies, organizations, and families.
- Ensuring that tasks are communicated and accomplished.
- Managing personnel and equipment resources.
- Maintaining overall responsibility for employees and the people we support safety;
- Facilitating a communications strategy and leading media relations. On this point, only the Executive Director or his or her designate is to respond to media inquiries. Employees are to refrain from communicating with the media and are to refer any media representative to the Executive Director.

Many of the responsibilities associated with these functions may be delegated to others, although they remain under the authority of the command function.

#### Planning

- Collecting, evaluating, and disseminating information related to the incident or emergency.
- Assessing the present situation and projected contingencies.
- Creating an Incident Action Plan that identifies key objectives for the incident and response activities.

#### Operations

- Directing and coordinating all operations.
- Verifying that operations personnel are performing work safely.
- Assisting the Executive Director in developing goals and objectives related to the incident.
- Requesting or releasing resources as required, through the Executive Director.
- Providing continuous updates to the Executive Director on progress related to the implementation of the Incident Action Plan



## Logistics

- Organizing and deploying employee resources
- Organizing and providing facilities, services, materials, personnel and equipment.

## Administration

- Tracking expenses, expenditures, claims, purchases, and contracts during the emergency.
- Identify resources that may have been depleted because of the emergency.

## **2. Immediate Response**

This refers to the measures undertaken immediately after the emergency has occurred and for a limited time thereafter, primarily to save human life, treat the injured and prevent further injury and loss. These measures include:

- Activation of other components of the Emergency Preparedness Plan, such as evacuation procedures, if necessary.
- Opening and staffing of emergency operations centres (possibly at program locations not impacted by the emergency).
- Mobilization of emergency response resources.
- Issuance of hazard warnings and precautionary directions.
- Provision of aid to those individuals affected and locations affected

With respect to the above measures, health and safety systems and procedures are in place throughout the organization to assist in dealing with a variety of emergency situations. The people we support, and employees will rely on these systems as emergencies arise. The typical systems that represent the foundation of the organization's overall emergency response plan include:

- 9-1-1 Emergency (Fire, Police, Ambulance).
- On-Call.
- Paired residential program locations.
- Fire safety detection and suppression.
- Staff training for CPI, CPR, and First Aid.
- First Aid Kits.



- Emergency Kits.
- Pandemic PPE Kits.
- Health and safety policy and procedures.

### 3. Recovery Planning

Once the level of damage has been determined, and as quickly as possible after an emergency occurs, the Executive Director will provide the Board of Directors with a summary report of the emergency. The Board of Directors, in consultation with the Executive Director, will decide on what course of action to take. This decision will guide the organization in the planning required to recover, rebuild, or replace whatever has been damaged or destroyed.

Appropriate and required steps of reporting to, and communicating with the Ministry of Seniors and Accessibility, the City of Brampton, the Town of Caledon and/or the organization's insurance broker, depending on the nature of the emergency, will be taken. This typically includes submitting a Serious Occurrence Report or Enhanced Serious Occurrence Report and Follow-Up Report to the Ministry of Seniors and Accessibility.

## **EVACUATION**

It is the policy of Diptot Healthcare Service that evacuation from homes and/or program locations will be conducted in a safe and expedient manner as a response to threatening situations. Staff members on site will maintain primary responsibility for evacuations. It is the responsibility of Managers and Directors to ensure that an evacuation procedure and a Fire Safety Plan is established and posted in each home and/or program location and that employees are oriented and trained in evacuation procedures.

### Procedures

The procedures for fire evacuation shall be followed as a response to other threatening circumstances, including but not limited to:

- Bomb threats.
- Bio-hazardous accidents.
- Chemical spills.
- Carbon monoxide detection.
- Threats of attack or destruction.



The primary objective of employees who are faced with any of the above threatening conditions is to immediately evacuate all occupants of the home in an expedient and safe manner. Remember the general rule of thumb: If in doubt, get out! Having evacuated the occupants, on-site employees will:

- Call 911 for emergency response.
- Call the immediate Manager and/or On-Call Manager for support and direction.
- Communicate with and proceed to the paired location if occupants cannot re-enter the location.
- If necessary, contact next-of-kin to advise of situation and/or to pick up their family member.
- Complete an Incident Report once the situation has been diffused.

The Director will submit a Serious Occurrence Report or Enhanced Serious Occurrence Report to the Ministry of Seniors and Accessibility where circumstances warrant.

## **TELEPHONE, BOMB, and PERSONAL THREATS**

It is the policy of Diptot Healthcare Service to treat all telephone, bomb and personal threats as serious and real, in accordance with best practices dealing with these types of threats. Bomb threats can be communicated by telephone, note, or letter. Bomb threats are often intended to create panic. Such communications will always be regarded as credible and serious. In the event any staff member or volunteer receives such bomb or personal threat, he/she is to immediately contact the police by calling 911. Employees and volunteers are further instructed to handle bomb or personal threats in accordance with the procedure specified below:

### **PROCEDURES**

1. Call 911 immediately if you receive a bomb threat or personal threat.
2. If you see an unusual package or object in your area –Do not touch it.
3. If you answer a bomb threat call, follow these steps:
  - (a) Do not panic— You may only get one call. Your ability to be attentive is dependent upon you remaining calm. Do not transfer the call to someone else unless the caller requests you to do so.
  - (b) Listen politely and avoid interrupting the caller. Try to find out who is calling.
  - (c) Express your concern for the potential loss of life.



d) Ask several questions: ➤ Where is the bomb located? ➤ When is it going to detonate? ➤ What does it look like? ➤ Why are you targeting us?

(e) If possible, take notes on everything that is said and your observations about background noise, voice characteristics, accent, etc.

(f) Call police to report the threat. If possible, get a co-worker to do this while you continue talking to the caller.

(g) Keep the caller talking as long as possible. The purpose of keeping the person talking is to assist in identifying the caller.

(h) Prepare for immediate evacuation in accordance with BCCL's Evacuation Policy.

(i) If an explosion of any type occurs at any time, contact 911 immediately

## **NATURAL DISASTERS and UTILITY FAILURES**

It is the policy of Diptot Healthcare Service to manage responses to natural disasters and utility failures in ways that mitigate the effects of the disaster on the people we support and employees as much as possible. The safety of the people we support, and employees will be the primary concern. In the event of a natural disaster, employees are to contact their immediate Manager/or the On Call Manager. Depending on the severity of the disaster, the Executive Director may convene a meeting of the senior management members who comprise the Incident Management System (IMS) team to coordinate an appropriate response plan. Employees who are at work are expected to remain at work in the event of a disaster and continue to provide support to individuals. Disasters such as tsunamis and earthquakes are extremely unlikely to occur in Brampton or Caledon given their geographic location. However, other disasters such as flooding, snow and ice storms, windstorms and utility failures are more likely, and staff need to be aware of the following information and procedures:

### **Terms of Reference**

#### **1. Evacuation**

Should evacuation be necessary following a disaster, all employees will follow evacuation procedures as specified in the Evacuation Policy. Each property owned, leased, or operated by Diptot Healthcare Service will have a paired location to go to in the event of a disaster, assuming the paired location is safe. Decisions to evacuate will typically be made by the manager on-site or On-Call Manager. If communication systems are not available, then the senior employee present at the site of the emergency becomes the person with authority and his/her directions are to be followed. Fire and police departments also have the authority to order an evacuation.

#### **2. First Aid**



First Aid attendants are to assess the injured and begin treatment as necessary. First Aid attendants can delegate untrained people to seek additional aid, such as calling 911 and providing comfort to others. Be prepared: the most common injuries people suffer during a disaster are typically cuts, open wounds, fractures, or crush injuries.

### 3. Emotional Support

When a disaster occurs, people will be disoriented and confused, concerned about their safety, the safety of their families and loved ones and the condition of their homes. Employees can help reestablish a sense of stability and provide emotional support to one another and to people we support by:

- Convening a meeting to share information about how the situation is being handled, to respond to questions and concerns and compile damage reports.
- Creating teams to help others in need, clear areas of debris, and perform other recovery tasks.
- Delegate tasks to capable people who want to assist so staff can attend to other needs.
- Communicating with the IMS team to report your status and the status of family members.

## **General Information and Procedures Relating to Specific Natural Disasters**

### 1. Flooding

Burst water pipes, abnormally heavy rainfall, high temperatures that melt snow rapidly, or a dam failure can all cause floods. Minor floods will usually only damage carpets and furniture. Major floods can cause more serious structural damage to buildings. There is usually advance warning of major floods. Spring and fall are the seasons that typically contain the highest likelihood of flooding.

2. Minor Flooding When pipes burst there is often sufficient time to move people and their belongings to a higher level where they will be safe. To prevent further flooding, shut off the water to the building or to the flooded area. Once the source of the flooding is under control, assess whether the entire building, the lower floor(s), or just the flooded area need to be evacuated until repairs are complete.
3. Major Floods If a major flood is imminent, whoever is notified is to immediately contact the manager and/or On Call Manager who in turn will contact the Director and/or Executive Director. Local or emergency services authority may give specific instructions on how you may protect the property or where you may be relocated.





In any event, take the following steps if there is a major flood or you are told by authorities that there is a risk of a major flood:

- If possible, shut off the electricity. Do not attempt to turn off the electricity if it appears dangerous to do so. If the area is flooded—do not enter.
- If it is appropriate to place sandbags around the premise, assist as directed, ensuring that you do not place yourself at risk of injury.
- Evacuate in accordance with Evacuation policy and procedures.
- If Diptot Healthcare Service management deems it prudent, it may order a shutdown or relocation of operations.

### **After the Flood**

Diptot Healthcare Service management will be responsible for dealing with all matters before the property is reclaimed.

- No one is to re-enter the property until utility companies have shut off the electricity and gas to the property and emergency authorities have given the “all clear”.
- Diptot Healthcare management may hire a security service to protect the property and its contents and to prevent trespassers from entering the property.
- Electricity and gas utility companies will be consulted with to determine the status and need for repairs to electrical and gas systems and appliances. The Regional Health department will be consulted with to determine if the water supply is contaminated and whether a boiled water advisory is in effect.

## **2. Wind and Lightning Storms**

Advance warning regarding wind and lightning storms is usually available for Brampton, Caledon, and the Region.

### **High Winds, Tornadoes or Hurricanes**

Employees who receive notice of a high wind, tornado or hurricane threat from emergency authorities will immediately inform their immediate manager and/or the On Call Manager. The manager and/or On-Call Manager will in turn immediately contact a director and/or the Executive Director. Environment Canada may provide specific instructions on how to protect the residence or property in specific locations. Typically, residents of a home should move to the basement, if possible, to avoid injury.

### **Lightning Storms**



In the event of a lightning storm in or near your location, you should find shelter from the outdoors. Modern buildings are well grounded and are generally safer than the outdoors even if struck directly by lightning.

If you are caught outdoors during a lightning storm and cannot get to shelter before the storm strikes, stay away from trees, high ground and other tall structures that may attract lightning. If you are in the open and see a lightning flash that is followed immediately by thunder, stay low and wait for the lightning storm to pass. If you are in a car, remain there as rubber tires act as an insulator making the car generally safe.

### Snow and Ice Storms

The probability of snow and ice storms are real during winter months. If possible, remain indoors, avoid driving, and keep steps and walks free from ice and snow.

### Utility Outages

During high winds, snow and freezing rainstorms some areas may experience utility disruptions lasting from a few hours to several days. This might include electricity, gas, telephone, water and sewer service disruption. Should such a disruption occur, staff members on duty are to contact the affected utility to determine both the extent of the outage and the estimated time before the service will be restored. If power is out for more than two hours, contact your immediate manager and/or the On-Call Manager. Emergency supplies including flashlights, batteries, water, and food are located at all group living settings and should be utilized, as necessary.

## **VIOLENT or OTHER THREATENING SITUATIONS**

Violent other threatening situations may include, but not be limited to:

- Bio-hazardous accidents.
- Chemical spills.
- Pandemic Disease Outbreak
- Any threatening intrusion from an external person or group.

It is the policy of Diptot Healthcare Service that employees at all levels will employ effective response techniques in threatening situations in order to safeguard the people we support, particularly in intensive service arrangements such as group living.

### Chemical Spills and/or Bio-Hazardous Accidents



Diptot Healthcare Service settings near railway lines, a main highway or a manufacturing plant face the potential of a noxious or toxic chemical spill. If such a spill occurs, it will likely be emergency authorities who will order an evacuation.

Some household and gardening products may contain chemicals that, when handled improperly, may cause injury or illness to employees and the people we support. Storage of any and all noxious chemicals will be done in the safest manner possible and at all BCCL settings. Hazardous products will not normally be used in BCCL locations unless no safe alternative is available.

A Material Safety Data Sheet (MSDS) is available at each location listing products as well as the safety and/or emergency measures to be taken for these products.

Chemical spills within Diptot Healthcare Service settings must be responded to quickly and safely in order to minimize the risk to employees and the people we support. In the event of a chemical spill from a household and/or gardening product (e.g. paint, bleach, weed controlling substances) staff will follow the emergency measures noted in the Material Safety Data Sheet. In the event of serious chemical spill or bio-hazardous accident staff are to take the following steps:

- Evacuate and call 911.
- Call your immediate manager or the On-Call Manager.
  - Do not attempt to handle or to clean up the chemical spill or hazardous material.
  - Complete an incident report as soon as possible.

### **Pandemic Disease Outbreak**

The Diptot Healthcare Service senior management team along with the IPAC lead will work swiftly to implement protocols to follow, in consultation with Federal, provincial, regional authorities (Health Canada, Ministry Of Health, Regional Public health and Ministry of Seniors and Accessibility).

- Follow Diptot Healthcare Service's Infection Prevention and Control Program (IPAC).
- Designate an individual to oversee the implementation and maintenance of the IPAC program.
  - Conduct risk assessments to identify potential IPAC hazards and related level of biological risk to employees, people supported, volunteers, and visitors.
- Advise employees, people supported, volunteers, and visitors of the existence of actual or potential biological hazards in the workplace.



Any Threatening Intrusion from an External Person or Group In the event of attack or intrusion from a person or group upon staff or people supported by Diptot Healthcare Service, staff members are to:

- Call 911 immediately.
- Secure the location for the safety of all occupants including locking doors and windows or, alternatively, evacuate depending upon the location of the threatening person or group;
- Take any other reasonable measures to stay out of harm's way, including retreating to another room, turning out lights, or staying low to the floor.
- Call your immediate manager and/or On Call Manager.
- Complete an Incident Report as soon as possible

## **DIPTOT HEALTHCARE SERVICE**

### **CONTINUITY OF OPERATIONS POLICY**

Diptot Healthcare Service is committed to maintaining or, as soon as possible, resuming, its services and supports to people and their families if its operations are disrupted or adversely affected by an emergency or extraordinary circumstances. If all or most of Diptot Healthcare Service operations are impacted, priority to maintain and/or resume services will be given to individuals supported in Diptot Healthcare Service Supports (residential services) who require continuous support or supervision. Consistent with Diptot Healthcare Service Emergency Preparedness Plan, the Incident Management System or IMS will be instituted in response to an emergency or extraordinary circumstances may impact or is impacting upon Diptot Healthcare Service ability to continue with its operations.

References:

1. Diptot Healthcare Service Strike Plan
2. Diptot Healthcare Service Emergency Preparedness Plan

### **PROCEDURES**

The procedures outlined below are designed to provide guidance in response to certain contingencies. There may be unanticipated factors or issues which may necessitate alternative responses.

### **SERVICE DELIVERY**



Maintenance and/or Restoration of Critical Residential Services In the event of a significant emergency impacting most of Diptot Healthcare services, priority will be given to maintaining and/or restoring services to individuals supported in Diptot Healthcare Service Community Living Supports who require ongoing support and supervision. If need be, other services provided by Diptot Healthcare Service will be closed and manpower and resources diverted to maintain and/or restore supports to individuals supported by Diptot Healthcare Service through its residential program.

## COMMUNICATIONS

Ministry Notification and Media Communication The Executive Director or his/her designate will be responsible for notifying the Ministry of Seniors and Accessibility regarding significant disruptions or anticipated significant disruptions to Ministry funded services.

### Media

The Executive Director or his/her designate will be responsible for liaising with and/or issuing communiques to the media with respect to the status of Diptot Healthcare Service operations in the event of significant emergency.

### Families

Families of individuals supported by Diptot Healthcare Service affected by a significant disruption to services and/or a significant emergency will be notified by Directors and/or Managers. Families with family members not involved in Diptot Healthcare Service Supports (residential services) will be directed to pick up their family member as soon as possible. Depending on the severity and degree of the emergency or disruption, Directors and Managers will call families of family members involved in Diptot Healthcare Service residential service to determine if the family member can be supported by the family in the familial home on a temporary basis. Contractors, Suppliers, and Insurance the Property Manager will be responsible for communicating with Diptot Healthcare Service insurance broker to coordinate.

## FINANCIAL CONTINGENCIES

If necessary, Diptot Healthcare Service will secure a line of credit from its lenders to respond to cash-flow disruptions that may affect its ability to pay its employees and/or suppliers. The Executive Director in conjunction with the Controller and in consultation with the Executive Committee of the Board of Directors of Diptot Healthcare Service will be responsible for exercising this decision. Financial administration personnel will be responsible for tracking and facilitating necessary expenditures to respond to the emergency.

## INFORMATION TECHNOLOGY



The following measures will be instituted by Diptot Healthcare Service and its employees with the support of its IT personnel to mitigate against the loss or destruction of Diptot Healthcare Service data.

- Diptot Healthcare Service issued computers will be synchronized with Diptot Healthcare Service servers to ensure that data is backed up on a real-time basis and lost data can be retrieved.
- Data on Diptot Healthcare Service daily basis.
- Diptot Healthcare back-up server will be computer network will be backed up onto the Diptot Healthcare Service server on a  
situated in a site and location separate from where the main server is located.
- “Strong” passwords will be used by staff and changed on a regular basis
- . ➤ Use of differential clearance levels to access information and/or confidential information.
- Firewall, spyware, and antivirus technology will be maintained and updated on a regular basis

