

POLICY GROUP	SECTION
EMERGENCY PREPAREDNESS OVERVIEW Emergency Preparedness Policy Emergency Codes Emergency Telephone Emergency Communication Protocol Media Relations	A
CODE RED - FIRE EMERGENCY Fire Safety Records Fire Plan Fire Zone Maps Smoking Policy Fire Watch Procedures Fire Watch - Form Preventative Maintenance Procedures	B
CODE GREEN - EVACUATION Evacuation Procedure Evacuation Checklist - Control Officer Evacuation Log - Form Evacuation Lifts and Carries Procedure Following Total Evacuation Returning Residents Following Evacuation Relocation Agreements	C
CODE BLUE - MEDICAL EMERGENCY Medical Emergencies Visitor Medical Emergency	D
CODE YELLOW - MISSING RESIDENT Missing Resident Plan Missing Person Incident Procedure SVO Apt 1-4 Floors SVO LTC 1st Floor Plan. PDF SVO LTC 2nd Floor Plan. PDF SVO Apt Bsmt Tunnel SVO NH BSMT.PDF SVToo 1st Floor Plan SVToo 2nd Floor Plan SVToo 3 and 4 SVToo Bsmt	E
CODE WHITE - VIOLENT & AGGRESSIVE BEHAVIOUR Violent Situation Protocol	F
CODE BLACK - BOMB THREAT Bomb Threat Policy Bomb Threat Procedure Checklist Bomb Threat Telephone Checklist Description of Articles Questionnaire Bomb Threat by Mail	G
CODE ORANGE - DISASTER CONTINGENCY PLANS Loss of Hydro Loss of Water Loss of Natural Gas Interruption of Dietary Services Disruption of Laundry Service Loss of Communication Withdrawal of Service No Staff Available Failure of Internal Air Quality Flood Contingency Snow and Ice Storm Tornado (Watch & Warning) Obscene Phone Call	H
CODE BROWN - INTERNAL CHEMICAL SPILL Chemical Spill	I
CODE GRAY - EXTERNAL AIR CONTAMINATION External Air Exclusion	J
CODE PURPLE - HOSTAGE & INTRUDER Hostage Taking Code Purple Intruder Hostage Taking Description of Persons Questionnaire	K
CODE SILVER - ACTIVE SHOOTER Active Shooter	L
SAFETY POLICIES Main Door Locking Policy Hold and Security - Lock Down	M
EMERGENCY PREPAREDNESS TRAINING Disaster Plan Review Fire Safety Review	N



Manual:	Emergency Preparedness	Reference No.:	001010.00
Section:	Emergency Preparedness Overview		
Subject:	Emergency Preparedness Policy		

POLICY:

Shalom Village recognizes the benefits of being prepared in the event of an emergency. To this end Shalom Village has developed a comprehensive emergency plan to ensure staff has the necessary skills and equipment to effectively manage emergency situations.

Shalom Village Emergency Preparedness Program will ensure that:

- Plans for coping with emergencies generic to long-term care facilities are developed and implemented
- Staff at all levels are educated to the emergency preparedness plans
- Plans are tested and practiced by staff to establish the efficacy of protocols and provide familiarity with disaster operations
- All plans are reviewed and updated as required and at minimum every three years

PROCEDURE:

To this end, an Emergency Preparedness Manual has been developed to provide procedures in the event of the following emergencies:

Fire Emergency - Code Red
Evacuation - Code Green
Medical Emergency - Code Blue
Missing Resident - Code Yellow
Violent/Aggressive Behaviour - Code White
Bomb Threat - Code Black
Disaster Contingency Plans – Code Orange
Intruder - Code Purple
Chemical Spill – Code Brown
External Air Contamination – Code Grey
Active Shooter – Code Silver

The Emergency Preparedness Program also includes:

A list of emergency contacts

Fan-out Call List



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Manual:	Emergency Preparedness	Reference No.:	001030.00
Section:	Emergency Preparedness Overview		
Subject:	Emergency Codes		

POLICY:

Shalom Village employs a universal emergency code system as an integral element of the emergency preparedness program. This system is designed to promote ease of communication and identification of the appropriate emergency plan to be executed.

PROCEDURE:

Shalom Village utilizes the OHA Emergency colour code list.

Code Red:	Fire Emergency
Code Green:	Horizontal Evacuation
Code Green Stat:	Vertical Evacuation
Code Green Total Evacuation:	Evacuate Entire Building
Code Blue:	Medical Emergency
Code Yellow:	Missing Resident
Code White:	Violent/Aggressive Behaviour
Code Orange:	Disaster Contingency Plans
Code Black:	Bomb Threat
Code Purple:	Intruder
Code Brown:	Chemical Spill
Code Grey:	External Air Contamination
Code Silver:	Active Shooter

Education on emergency codes will be provided upon orientation and annually thereafter.

Staff will have an opportunity to apply learned knowledge through testing of components of the emergency plan on an annual basis.

Colour coded key actions of all emergency codes will be posted in each unit/dept for quick reference.



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Manual:	Emergency Preparedness	Reference No.:	001060.00
Section:	Code Red – Fire Emergency		
Subject:	Emergency Telephone		

POLICY:

Shalom Village home will have backup telephone units, along with an emergency default line.

PROCEDURE:

- The emergency default phone line is 905-528-5377
 - All nurses and maintenance personnel carry companion phones working off a cellular signal and can be used in emergency
 - In extenuating circumstances personal cellphones may be accessed.
- The On Call Coach cell phone number is 905-741-4996



Manual:	Emergency Preparedness	Reference No.:	001070.00
Section:	Emergency Preparedness Overview		
Subject:	Emergency Communication Protocol		

In case of emergency involving the police, fire department, the serious injury or death of a resident, or any other matter of a serious nature the following steps are to be taken:

- 1) Contact the CEO and the Coach on Call immediately.
- 2) If the CEO cannot be contacted, it is the responsibility of the First Floor Nurse Nurse to contact the Executive Coach of LTC
- 3) If the above cannot be reached it is the responsibility of the First Floor Nurse to contact the CEO

Other Types of Situations where Coaches should be contacted:

- ☐ Natural Disaster (flooding, significant storm)
- ☐ Prolonged Utility Failure
- ☐ Hospitalization of a Resident (serious injury, potentially life threatening)
- ☐ Serious Injury of Staff while on duty
- ☐ Missing Resident
- ☐ Infectious Disease Outbreak
- ☐ Violent Crime, Major Vandalism
- ☐ Bomb Threat
- ☐ Hazardous Material Spill
- ☐ Sexual Assault
- ☐ Suicide Attempt
- ☐ Bizarre Behaviour
- ☐ Major Fight/Disturbance
- ☐ Generator Failure



Manual:	Emergency Preparedness	Reference No.:	001080.00
Section:	Emergency Preparedness Overview		
Subject:	Media Relations		

POLICY:

The CEO, or designate, is responsible for speaking with the media. No other staff is to address the media without expressed authority.

PROCEDURE:

The CEO, or designate, will:

- Use local radio, community T.V. and other forms of media to inform community, obtain staff and volunteers as appropriate.
- Instruct staff to maintain complete confidentiality and refer inquiries to designated spokesperson.
- Do not allow unauthorized persons in the building or on the premises.
- Ensure that factual statements are released to the media periodically.
- Avoid irrelevant issues.

Control the interview:

Have 2-3 key points of information you wish to get out. Give your statement and try to control questions from media by stating that is all the information we have available at this time.



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Manual:	Emergency Preparedness	Reference No.:	001500.00
Section:	Fire Plan – Home Specific		
Subject:	Fire Safety Records		

POLICY:

Shalom Village will maintain a record of all fire safety inspections, repairs and drills during the year.

PROCEDURE:

1. A copy of all external fire equipment inspections and servicing will be kept in a secure location available for inspection by local fire department personnel.
2. A record of all fire drills conducted with time and names of staff in attendance will be kept up to date. Staff not attending a fire drill during the year will be scheduled for a special drill.
3. A list of all staff attending an annual fire safety in-service will be maintained.



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Manual:	Emergency Preparedness	Reference No.:	001500.00
Section:	Fire Plan – Home Specific		
Subject:	Fire Safety Records		

POLICY:

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PROCEDURE:

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2. A record of all fire drills conducted with time and names of staff in attendance will be kept up to date. Staff not attending a fire drill during the year will be scheduled for a special drill.
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Manual:	Emergency Preparedness	Reference No.:	002010.00
Section:	Code Red – Fire Emergency		
Subject:	Fire Plan		

POLICY:

Emergency Telephone Numbers/Centers

In the event of an emergency, call 9-1-1

In the event of an emergency, regardless of its nature, then call the OnCall contact:
ONCALL: 905-741-4996

Other numbers that may be of use:

CEO Cell Phone	905-536-3516	
Maintenance On-Call	905-818-7949	
Ministry of Health	416-965-6664	
ADT Fire Alarm Monitoring	905-528-7588	905-528-1666
SVO –	System # U080460046	PIC 4353843
SVTOO -	System # R272420587	PIC 99330

Reception Centers

Coronation Arena
81 Macklin St. North
Hamilton, Ontario
L8S 3R9
(905)546-3109

Temple Anshe Shalom
215 Cline Ave. North
Hamilton, On
L8S 4A1
905-528-0121
Contact: Rabbi Jordan Cohen
or Lori (office manager)

George P. Vanier School
100 Macklin St. North
Hamilton, On
L8S 3S1
905-528-0301
Contact: Fill-in Principal: Francois Giroux ext. 224
After hours contact: 905-741-6388 (cell)
Reception: ext.0



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Manual:	Emergency Preparedness	Reference No.:	002010.00
Section:	Code Red – Fire Emergency		
Subject:	Fire Plan		

DISASTER ALERT COMMITTEE

The Disaster Alert Committee includes all Coaches.

Who has the responsibility of the Fire Plan?

The CEO and OH&S have the responsibility for assuring that Shalom Village has a designated plan and is able to carry out in the event of an emergency.

Occupational Health and Safety Committee:

The OH&S committee will review the manual and revise it annually or as frequently as necessary. This committee assumes overall direction for developing the plan, keeping it current, and for coordination of the plan when it is implemented in emergency situation and for regular staff education drills. The OH&S committee will co-ordinate monthly fire drills as part of ongoing education training.

Maintenance Team:

All equipment will be inspected and maintained according to the Ontario Fire Code and other regulatory codes.



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Manual:	Emergency Preparedness	Reference No.:	002010.00
Section:	Code Red – Fire Emergency		
Subject:	Fire Plan		

AUDIT OF HUMAN RESOURCES

	Day Shift	Evening Shift	Night Shift	Location
CEO	1	Available through On Call Process		
Executive Coach of LTC	2	Available through On Call Process		
Coaches	14			
Maintenance	3	Available through On Call Process		
Team Leaders	6	4	2	(1 at each building)
PSW's	16	16	6	(3 at each building)
Hospitality Coach	1	Available through On Call Process		
Dietary Staff	6	6		
Activity Coach	1	varies		
Activity Staff	5	0-3		
Housekeeping Staff	4	3		
Laundry Staff	2			



Manual:	Emergency Preparedness	Reference No.:	002010.00
Section:	Code Red – Fire Emergency		
Subject:	Fire Plan		

FIRE SAFETY POLICY

Our goal is to ensure the safety of our residents, staff and visitors in the event of an emergency. To ensure that everyone stays well informed it is the responsibility of every employee to be familiar with the Emergency and Fire Safety Manual. A thorough knowledge of these policies and procedures, combined with prompt, calm action on your part, may help prevent injury.

The Emergency and Fire Safety manual will be reviewed with each new employee during the orientation period, and with all staff members annually with their Coach.

All employees must inform their Coach if they intend to leave the building during their meal or coffee breaks so that their Coach is able to coordinate emergency procedures should the need arise.

Fire safety including: Smoking Regulations, Evacuation Routes, Fire Drills, and Fire Emergency Procedures will be reviewed with each resident upon move in and on a regular basis as required by our Life Transitions Coach.

All members of the staff have the responsibility, as a condition of employment, to know, understand, participate in, and to enforce these regulations.

The proper time to learn the contents of this manual and the required responses is before, rather than during the emergency.

The directives in this manual are guidelines only and may be altered at the discretion of those in charge as the circumstances of the emergency situation dictates.



Manual:	Emergency Preparedness	Reference No.:	002010.00
Section:	Code Red – Fire Emergency		
Subject:	Fire Plan		

SHALOM VILLAGE GUIDE TO FIRE PREVENTION

Copy to be provided to staff members and residents

In order to maintain a safe environment for all of our residents and visitors at home, please adhere to the following FIRE PREVENTION GUIDELINES.

Remember there is a Non Smoking Policy at Shalom Village. All smoking must be take place in designated smoking areas only.

Ensure all cigarettes, cigars, and pipes are properly extinguished in ashtrays provided before entering the building.

Do not use any electrical appliances in your room or apartment until they are inspected and approved by the maintenance department. Remember to clean your toaster and toaster oven monthly to remove crumbs that are high risk of burning.

Do not leave any electrical appliances turned on when you are out.

Do not store any flammable or combustible materials in your room.

Report all hazardous conditions to the staff immediately.

Please do not use any aerosol or talc products.

With your co-operation, we will make Shalom Village a safe place for all of us.



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Manual:	Emergency Preparedness	Reference No.:	002010.00
Section:	Code Red – Fire Emergency		
Subject:	Fire Plan		

CAUSES AND PREVENTION OF FIRE

It is the responsibility of every member of staff to assist in fire prevention procedures and practices within the Home.

Causes of Fire:

1. Careless smoking
2. Overloaded electrical circuits.
3. Poor housekeeping
4. Careless use of flammable liquid and grease
5. Improper use of electrical and gas powered equipment
6. Improper storage of flammable liquids
7. Leaving a piece of cooking and/or ironing equipment running unattended

Prevention of Fires:

1. Report all fire hazards and suspicion of fires immediately to your coach or the Occupation Health and Safety Team.
2. Enforce "no smoking" regulations with all residents, visitors, and staff.
3. Monitor each resident's room for potential hazards including overloaded circuits or poor housekeeping.
4. Carefully read instructions before using any electrical or gas powered equipment.
5. Ensure that all flammable products are properly labeled and stored in a safe place.

FIRE HAZARDS include the obstruction of exits and hallways. All carts, etc. are to be kept to one side of the hallway opposite the fire cabinet, and chairs and equipment not to block exits or handrails.



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Manual:	Emergency Preparedness	Reference No.:	002010.00
Section:	Code Red – Fire Emergency		
Subject:	Fire Plan		

CLASSES OF FIRE

Class A – Combustible materials: wood, paper, cardboard, fabric, etc.

Class B – Flammable liquids: gasoline, oil and grease, etc.

Class C – Electrical: computer, motor, wiring, etc.

Class D – Combustible metals, lithium, magnesium, etc.

Class K – Commercial cooking: Animal oil & fats.

Specific types of fire extinguishers are geared to specific types of fire. Shalom Village has 3 types of fire fighting equipment to fight fires. Careful attention must be paid to the type of fire when selecting appropriate fire fighting equipment.

Fire Fighting Equipment:

Multi-purpose fire extinguisher (red colored cylinder) may be used on Class A, B, and C fires. The small ones have a short metal nozzle. The larger ones have an attached hose with a cone or horn at the end.

Suggested Operation of Portable Fire Extinguishers

Remember the (PASS)

P - Pull the safety pin

A - Aim the nozzle (at the base of the flame)

S - Squeeze the trigger handle (from a safe distance)

S - Sweep from side to side (watch for fire restarting)

In the event a small fire cannot be extinguished with the use of a portable fire extinguisher or the smoke presents a hazard for the operator, the door to the area must be closed to confine and contain the fire. Leave the fire area. Ensure that the Fire Alarm System has been activated and that Hamilton Fire Department has been notified by calling 9-1-1 prior to an attempt to extinguish the fire. Only those persons who are trained and familiar with extinguisher operation should attempt to fight the fire.

Note: Never re-hang extinguishers after use. Ensure they are properly recharged by a person that is qualified to service portable fire extinguishers and that a replacement extinguisher is provided. Keep extinguishers in a visible area without obstructions around them.



Manual:	Emergency Preparedness	Reference No.:	002010.00
Section:	Code Red – Fire Emergency		
Subject:	Fire Plan		

ORIENTATION OF NEW STAFF

Policy: All members of staff will receive orientation and ongoing training in Emergency and Fire Safety Procedures as specified in the Emergency and Fire Manual.

Mandatory Information delivered on Orientation:

1. Emergency, fire, and evacuation procedures as outlined in this manual.
2. Location of Fire Panel meeting areas.

Designated Fire Panel Meeting Areas:

- a. SVO LTC – 1st floor fire panel in nursing home (outside Weisz House)
- b. SVO Apartments – Fire Panel at front doors outside CEO's office
- c. SVToo LTC – 1st floor fire panel outside Executive coach's office in between LTC front doors

*** If fire situation is in one of the fire panel meeting areas, the team moves to the next closest fire panel meeting area, staying within the building of fire origin if possible. (SVO LTC moves to SVO apartments; SVToo moves to outside Bistro in SVToo basement; SVO apartments moves to SVO LTC)

3. Location of Posted Fire Exits.
4. Location and use of Fire Extinguishers and location of Fire Hoses.
5. Location and use of telephones, cellular phones, and pagers
6. Location of Smoke Barrier Doors (doors which close automatically when alarm sounds to prevent the spread of smoke)
7. Location of Fire Doors (metal-clad doors, some with small wire mesh window located in stairwells) and potential fire zones to prevent the spread of smoke and fire. Fire Doors must be closed at all times.



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Manual:	Emergency Preparedness	Reference No.:	002010.00
Section:	Code Red – Fire Emergency		
Subject:	Fire Plan		

SUPERVISORY STAFF OR DELEGATE EMERGENCY PROCEDURES

In the event of a fire, sound judgment is necessary in deciding which action is appropriate in a given situation. The safety of residents must always be the primary motive for any action.

The supervisory staff or delegate is responsible for the following actions in the event of a fire:

IF YOU DETECT A FIRE:

REACT

Remove all residents and visitors from the immediate danger

When Removing Residents:

1. Evacuate resident in room of immediate danger (fire origin)
2. Next evacuate residents on either sides of room of fire origin
3. Then evacuate any residents directly across the hall from origin of fire
4. If further evacuation is needed it is a CODE GREEN (Evacuation – and stage 2 alarm) and we evacuate residents based on the colour codes:
 - a. (1st) GREEN – None to minimal ambulatory assistance
 - b. (2nd) YELLOW – Moderate ambulatory assistance
 - c. (3rd) RED – Full ambulatory assistance
 - d. (4th) – any residents who were uncooperative to evacuate (but not in immediate danger).

Ensure the door is closed to contain the fire

Activate the nearest Fire Alarm Pull Station

Call Fire Department 9-1-1. Proceed to the nearest telephone and dial 9, to get an outside line, then dial 9-1-1 and report the fire.

STATE: This is Shalom Village, 70 Macklin St. North,

- Building: Levy or Gould
- We have a fire at _____ (state location of fire).

Try and extinguish the fire if you feel capable and there is no threat to your safety.



Manual:	Emergency Preparedness	Reference No.:	002010.00
Section:	Code Red – Fire Emergency		
Subject:	Fire Plan		

If the fire is of a small nature and can be controlled with a portable extinguisher in the vicinity then do so with **EXTREME CAUTION**. If the fire cannot be controlled close the door to affected area to prevent the further spread of the fire.

REMAIN CALM

WHEN A FIRE ALARM SOUNDS – FIRST STAGE ALARM (CODE RED)

Policy: When a fire alarm sounds, all staff need to visually check their immediate area for signs of fire. If signs of fire are present or resident room light indicators are red then **REACT**.

- First Stage:**
1. Look around for signs of a fire. Visually check areas in the unit.
A red light illuminated over a room door indicates that the detector in that room has been activated and therefore **REACT**.
 2. If no signs of fire are present in your immediate area and you are providing direct care/programming with residents, stay with the residents and keep them calm and ready to evacuate the area if necessary.
Reassure residents. The Team Leader ensures all residents are accounted for. Ensure that all corridors and exits have clear access. Store all carts and equipment.
 3. If no fire is apparent and you are not providing direct care/programming with residents, turn off equipment and proceed to the nearest fire panel meeting area. To avoid walking into a fire situation, feel doors before proceeding through to see if they are hot and if available and safe to do so, go outside to get around to the fire panel designated meeting area instead of walking through the buildings. Do **NOT** use the elevators.
 4. When you get to the Fire Panel designated Meeting area ask "Who is in charge and how can I help"? If no one is determined to be "in charge" you assume being "in charge" until the second floor nurse arrives to help you.

WHAT TO DO IF YOU ARE "IN CHARGE" OF THE STAFF RESPONDERS

- a. Check the fire panel to know where the fire is located
- b. Make a page or delegate a team member to page: "Code RED and location of fire"



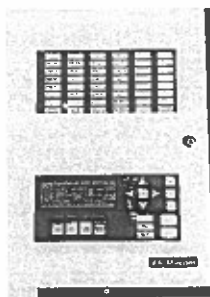
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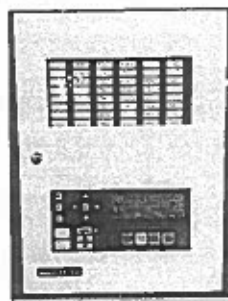
Manual:	Emergency Preparedness	Reference No.:	002010.00
Section:	Code Red – Fire Emergency		
Subject:	Fire Plan		

- c. Repeat "Code RED and location of fire" page 30 seconds after the first page
- d. Stay in a visible area and communicate with your team members in a loud clear voice.
- e. Have all team member responders get in pairs and work together
- f. Delegate team member responders:
 - i. send a pair to watch for and meet the fire department outside and ensure no one other than staff and fire officials enter the building
 - ii. send pairs to monitor any unlocked exits/doorways to ensure safety of residents
 - iii. send a pair of team member responders to the location of fire and tell them report back to you
 - iv. observe and close any doors that do not close properly
 - v. send pairs to be with agitated residents if there are enough staff left and the fire situation is under control

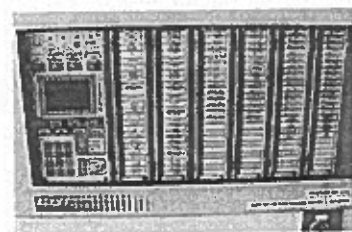
5. The First Floor Nurse will check the nearest enunciator panel for the origin of the alarm. The First Floor Nurse or delegate will then announce the area of the fire over the P.A. system using "CODE RED....adding the fire zone".



*Fire Panel in SVO
(Located SVO 1st Floor near
Weisz House Doors & at 2nd
Floor Nursing Station)*



*Fire Panel in SVO
(Apartments at front
entrance & 3rd floor))*



*Fire Panel in SVTOO
(Located SVTOO Main entrance, each
nursing station and 3rd Floor across
from elevator)*



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Manual:	Emergency Preparedness	Reference No.:	002010.00
Section:	Code Red – Fire Emergency		
Subject:	Fire Plan		

7. Telephones are not be used during a fire alarm except to make emergency calls. The reception desk is designated as alarm central. All emergency calls will be directed to the reception desk. A Team Leader who is not assigned to the area of the fire will remain at the switchboard in the absence of the reception staff. If a non-emergency call comes through during a fire alarm, the party will be told to call again in one hour. Remain calm so as not to panic the caller.

8. The First Floor Nurse will take charge in all fires. If the fire is in the apartments, the First Floor Nurse will get a partner and proceed up to the apartments to take charge there.

9. If either enunciator panel indicates the fire is in Shalom Village Original, the First Floor Nurse will proceed to either Sherman Apartments or Levy Long Term Care via an exterior route.

10. It is important to note that all magnets and keypads on all doors are deactivated during an alarm. The Team Leader will designate a staff person to monitor all exit doors and stairwells to ensure safety of our residents until the alarm is reset.

11. The Alarm is only to be reset once the Hamilton Fire Department has determined the area is all clear.

- a. In SVO LTC, the reset panel is attached to the LTC Fire Panel and in SVO Apartments, the reset panel is attached to the Apartment fire panel.
- b. In SVTOO, the reset panel is attached to the Main Fire Panel in the SVTOO Main Entrance, with instructions.



Manual:	Emergency Preparedness	Reference No.:	002010.00
Section:	Code Red – Fire Emergency		
Subject:	Fire Plan		

WHEN A FIRE ALARM SOUNDS – INSTRUCTIONS (CODE RED)

1. ALERT SIGNAL SOUNDING – First Stage, intermittent horns sounding

LISTEN FOR INSTRUCTIONS AS PROVIDED OVER THE INTERCOM SYSTEM

- **NURSING HOME (LTC) – FIRE IN YOUR AREA** – Sound the fire alarm by manually pulling the Manual Pull Station. Call the Hamilton Fire Department by dialing 9-1-1 at a safe location. Move the residents horizontally from the unsafe area to a safe area on your floor or directly outside. Use the safest and most convenient method of moving the residents. Ensure all fire doors are closed.
- **APARTMENTS – FIRE IN YOUR AREA** – Sound the fire alarm by manually pulling the Manual Pull Station. Call the Hamilton Fire Department by dialing 9-1-1 at a safe location. Residents are to go out onto their balcony. Staff gather in the lobby for further instructions. If residents are in an activity, move behind fire door with an alternate escape route where staff will remain with them. Ensure all fire doors are closed.
- **FIRE NOT IN YOUR AREA** – Keep the residents and/or visitors calm. Be prepared for evacuation. Ensure all fire doors are closed. Check all areas and rooms. Close windows and doors. If designated to do so, proceed to fire area to assist with the evacuation. Respond as per your job role (as per attachment).

2. ALARM SIGNAL SOUNDING – Second Stage (CODE GREEN), continuous horns sounding.

COMPLETE OR HORIZONTAL/VERTICAL EVACUATION – All residents to be moved to the outside of the building or to the closest Fire Compartment using the nearest safe egress. The Registered Nurse is responsible for the removal of the resident's health record during an evacuation. In the apartments, it is the responsibility of the PSW on in each building to bring out the residents health records.



Shalom Village

Honouring our Fathers and our Mothers

Manual:	Emergency Preparedness	Reference No.:	002010.00
Section:	Code Red – Fire Emergency		
Subject:	Fire Plan		

STAFF RESPONSIBILITY – TEAM LEAD NURSE

First Floor Nurse's Responsibility during a Fire Alarm

1. Secure medication cart in medication room, ensure you have fire key/screw driver
2. Proceed to enunciator panel to determine the location of the alarm
3. First Floor Nurse will page (or delegate someone to) "Code Red,...followed by the identified area"
4. Call or delegate someone to call 9-1-1 and state "This is Shalom Village, 70 Macklin St. North. We have a fire... and state the location indicated on the annunciator panel.
5. First Floor Nurse will take 1 staff member with them to the alarm location. Upon assessing the affected area, will assess the situation. The team member may be directed to return to the first floor to advise waiting staff of the situation they may have found.
6. The First Floor Nurse will determine the need for additional staff. He/She will initiate evacuation procedures if required, even before the Fire Department arrives. (ie Put pull station to Evacuation mode and evacuate residents)
7. The First Floor Nurse, in consultation with the Fire Department will authorize the "Code Red: All-Clear", will reset the alarm system and complete documentation.
8. The First Floor Nurse is to remain at the area of fire to await the Fire Department and discuss the situation with the fire fighters. If Fans are needed she is to designate someone to go and get them (see below for locations)
9. The alarm system must never be silenced or reset without the approval of the fire department.
10. In the case of a presumed false alarm, the system can only be reset after a thorough check of the building by the fire department to determine if, in fact, it is a false alarm.

Second Floor Nurse Responsibility during a Fire Alarm

1. Lock medication cart
2. Proceed to enunciator panel to determine the location of the alarm.
3. If the area of alarm is on your floor, proceed to the location to assess the situation, the First Floor Nurse will take over upon their arrival. If required to Evacuate, stay and assist, if not required to Evacuate proceed to #4
4. If the area of alarm is NOT on your floor, delegate to the PSW's to have a staff person at each exit door and the elevator and proceed to the first floor fire



Shalom Village

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Manual:	Emergency Preparedness	Reference No.:	002010.00
Section:	Code Red – Fire Emergency		
Subject:	Fire Plan		

panel/lobby (meeting area in LTC) or Apartment Lobby in SVO (meeting place if fire is in SVO APT).

5. Take command with whoever is in charge
6. Page "Code Red" call again or designate it
7. Ensure that staff have been delegated to all exit doors and to residents/floors that may need extra assistance
8. Delegate staff members to meet the Fire truck, ensuring that they have the location of the fire alarm.
9. Have staff team up in partners while awaiting further instructions
10. Send 2 staff to area of fire to gather info on situation and what nurse requires and have one RETURN and tell you situation
 - a. Send teams to cover exits
 - b. Send teams to assist residents
11. Maintain calmness of staff and residents while waiting further instructions from First Floor Nurse.
12. Delegate someone when available to notify the on-call person (if after hours).
13. If Evacuation bells are activated by the first floor nurse, send 4 pairs (8 staff) to the fire to assist in Evacuation and one staff to get information from First Floor Nurse as to what other staff/help she needs
14. Return to floor once the "Code Red - All-Clear" page has been announced.

Changes to Procedures for Night Shifts

1. The Night Nurse follows all procedures for First Floor Nurse as above.
2. Nurse from non-alarming LTC area will follow procedures for Second Floor Nurse.

If Agency Nurse on

1. Nurse MUST always be aware if there is an agency nurse on INCLUDING NIGHTS if agency is in the other building
2. If Agency Nurse on for days or Evenings, the nurse in the building the agency staff is in will act as the First floor nurse NO MATTER what floor working on (ie Agency on first floor then second floor nurse will get fire keys off agency nurse and assume responsibilities of first floor nurse in going to the fire and First floor nurse from OTHER building will come over and assume responsibility of Second floor nurse.)
3. If Agency on nights – Our Shalom Nurse will assume the responsibility of the First floor Nurse No Matter what building the fire is in and designate a PSW to be in Charge and complete responsibilities of second floor nurse



Manual:	Emergency Preparedness	Reference No.:	002010.00
Section:	Code Red – Fire Emergency		
Subject:	Fire Plan		

IF THE FIRE IS IN THE OTHER BUILDING, THE FIRST FLOOR NURSE AND AT HOME LEADER OF OTHER BUILDING MUST RESPOND TO THE MEETING AREA

If the second floor nurse has not come down – you will take charge

If you require fans for smoke, the fans designated locations are:

- 1) SVO Apartments garbage room (beside Finance) and in the laundry room of every floor in apartments.
- 2) SVO NH in the janitorial room.

STAFF RESPONSIBILITY - Fire Safety for The Night Shift

If fire is in SVO Nursing Home

When alarm is heard check your immediate area for any emergency red lights. If no lights are red then proceed to the fire (annunciator) panel to find out where the fire location is. From there:

- RN will check the annunciator panel and page "Code RED and location of fire" then with the PSW float will proceed to the area of the fire to assess the situation, REACT, assist with moving any residents, attending to injuries, etc. while waiting for the fire department to arrive.
- PSW float goes to 1st floor Nursing Station to check the annunciator panel and meet RN and go with her to the fire area and assists.
- PSW 1st floor will check the annunciator panel then stay on the first floor and reassure residents, take a head count, close doors, etc. If the fire is on first floor then PSW 1st floor would assist in removing residents.
- PSW 2nd floor will check the annunciator panel then go cover the second floor and reassure residents, take a head count, close doors, etc. If fire is on second floor then PSW 2nd floor would assist in removing residents.
- Apartment PSW will go to SVO and check the annunciator panel and find out where the fire is. Then they will go to location of fire to see if they need evacuation help. If they don't need help then they will go wait for the fire department and take them to the area of the fire and assist with reassuring residents.
- SVToo – the RN and PSW float will go over to SVO meeting area, check the annunciator panel and go to fire. If they are evacuating the RN will stay with evacuated residents and use the check list from the emergency binder or report sheet to keep track of which residents have been evacuated and tell the team which residents still need to be evacuated. The SVToo RN will get Apartment PSW to receive and take the fire department to where the fire is in the building.



Manual:	Emergency Preparedness	Reference No.:	002010.00
Section:	Code Red – Fire Emergency		
Subject:	Fire Plan		

Fire Safety for The Night Shift (continued)

If fire is in SVO basement

When alarm is heard check your immediate area for any emergency red lights. If no lights are red then proceed to the fire (annunciator) panel to find out where the fire location is. From there:

- *RN* will check annunciator panel and page "Code RED and location of fire" then with the *PSW float* will proceed to the area of the fire to assess the situation, REACT, assist with moving any residents, attending to injuries, etc. while waiting for the fire department to arrive.
- *PSW float* goes to 1st floor Nursing Station to check the annunciator panel and to meet *RN* and go with her to the fire and assist
- *PSW 1st floor* will check the annunciator panel then cover the first floor and reassure residents, take a head count, close doors, etc.
- *PSW 2nd floor* will check the annunciator panel and then go cover the second floor and reassure residents, take a head count, close doors, etc.
- *Apartment PSW* will go to SVO and check the annunciator panel, find out where the fire is. Then they will go to location of fire to see if they need evacuation help. If they don't need help then they will go wait for fire department and take them to the area of the fire and assist with reassuring residents.
- *SVToo* – the *RN* and *PSW float* will go over to SVO meeting area, check the annunciator panel and go to fire. If they are evacuating the *RN* will stay with evacuated residents and use the check list from the emergency binder or report sheet to keep track of which residents have been evacuated and tell the team which residents still need to be evacuated. The *SVToo RN* will get *Apartment PSW* to receive and take the fire department to where the fire is in the building.



Manual:	Emergency Preparedness	Reference No.:	002010.00
Section:	Code Red – Fire Emergency		
Subject:	Fire Plan		

Fire Safety for The Night Shift (continued)

If fire is in the SVO Apartments

When alarm is heard check your immediate area for any emergency red lights. If no lights are red then proceed to the fire (annunciator) panel to find out where the fire location is. From there:

- *RN* will check annunciator panel and page "Code RED and location of fire" then will direct the *PSW float* to wait for fire truck. Then *RN* will proceed to the area of the fire to assess the situation, REACT, assist with moving any residents, attending to injuries, etc. while waiting for the fire department to arrive.
- *Apartment PSW* will check the annunciator panel then proceed to the area of the fire to assess the situation, REACT, assist with moving any residents, attending to injuries, etc. while waiting for the *RN* and fire department to arrive.
- *PSW float* goes to 1st floor Nursing Station to check the annunciator panel and meet *RN* who will tell her where fire is and direct her to go wait for fire department then take them to the area of the fire and assist with reassuring and/or removing residents.
- *PSW 1st floor* will check annunciator panel then go cover the first floor and reassure residents, take a head count, close doors, etc.
- *PSW 2nd floor* will check annunciator panel then go cover the second floor and reassure residents, take a head count, close doors, etc.
- *SVToo* – the *RN* and *PSW float* will go over to SVO meeting area, check the annunciator panel and go to fire. If they are evacuating the *RN* will stay with evacuated residents and use the check list from the emergency binder or report sheet to keep track of which residents have been evacuated and tell the team which residents still need to be evacuated. The *SVToo RN* will get a *PSW* to receive and take the fire department to where the fire is in the building.



Manual:	Emergency Preparedness	Reference No.:	002010.00
Section:	Code Red – Fire Emergency		
Subject:	Fire Plan		

Fire Safety for The Night Shift (continued)

If Fire is in SVToo Nursing Home

When alarm is heard check your immediate area for any emergency red lights. If no lights are red then proceed to the fire (annunciator) panel to find out where the fire location is. From there:

- RN will check the annunciator panel and page "Code RED and location of fire" then with the PSW float will proceed to the area of the fire to assess the situation, REACT, assist with moving any residents, attending to injuries, etc. while waiting for the fire department to arrive.
- PSW float goes to 1st floor annunciator panel (outside Executive Coach LTC's office) to meet RN and go with her to the fire area and assists.
- PSW 1st floor will check the annunciator panel then stay on first floor and reassure residents, take a head count, close doors, etc. If fire is on first floor then PSW 1st floor would assist in removing residents.
- PSW 2nd floor will check the annunciator panel then cover the second floor and reassure residents, take a head count, close doors, etc. If fire is on second floor then PSW 2nd floor would assist in removing residents.
- Apartment PSW will check the annunciator panel and find out where the fire is. Then they will go to location of fire to see if they need evacuation help. If they don't need help then they will go wait for the fire department and take them to the area of the fire and assist with reassuring residents.
- SVO RN will stay with evacuated residents and use the check list from the emergency binder or report sheet to keep track of which residents have been evacuated and tell the team which residents still need to be evacuated. The SVO RN will get Apartment PSW to receive and take the fire department to where the fire is in the building.



Shalom Village

Honoring our Fathers and our Mothers

Manual:	Emergency Preparedness	Reference No.:	002010.00
Section:	Code Red – Fire Emergency		
Subject:	Fire Plan		

Fire Safety for The Night Shift (continued)

If fire is in SVToo basement

When alarm is heard check your immediate area for any emergency red lights. If no lights are red then proceed to the fire (annunciator) panel to find out where the fire location is. From there:

- *RN* will check annunciator panel and page "Code RED and location of fire" then with the *PSW float* will proceed to the area of the fire to assess the situation, REACT, assist with moving any residents, attending to injuries, etc. while waiting for the fire department to arrive.
- *PSW float* goes to 1st floor annunciator panel (outside Executive Coach LTC's office) to meet *RN* and go with her to the fire and assists
- *PSW 1st floor* will check the annunciator panel then cover the first floor and reassure residents, take a head count, close doors, etc.
- *PSW 2nd floor* will check the annunciator panel then cover the second floor and reassure residents, take a head count, close doors, etc.
- *Apartment PSW* will check the annunciator panel then will go wait for fire department to take them to the area of the fire and assist with reassuring and/or removing residents.
- *SVO RN* will stay with evacuated residents and use the check list from the emergency binder or report sheet to keep track of which residents have been evacuated and tell the team which residents still need to be evacuated.



Manual:	Emergency Preparedness	Reference No.:	002010.00
Section:	Code Red – Fire Emergency		
Subject:	Fire Plan		

Fire Safety for The Night Shift (continued)

If fire is in the SVToo Apartments

When alarm is heard check your immediate area for any emergency red lights. If no lights are red then proceed to the fire (annunciator) panel to find out where the fire location is. From there:

- *RN* will check annunciator panel and page "Code RED and location of fire" then will direct the *PSW float* to wait for fire truck. Then *RN* will proceed to the area of the fire to assess the situation, REACT, assist with moving any residents, attending to injuries, etc. while waiting for the fire department to arrive.
- *Apartment PSW* will check the annunciator panel then proceed to the area of the fire to assess the situation, REACT, assist with moving any residents, attending to injuries, etc. while waiting for the *RN* and fire department to arrive.
- *PSW float* goes to 1st floor Nursing Station to check the annunciator panel (outside Executive Coach LTC's office) and meet *RN* who will tell her where fire is and direct her to go wait for fire department then take them to the area of the fire and assist with reassuring and/or removing residents.
- *PSW 1st floor* will check annunciator panel then cover the first floor and reassure residents, take a head count, close doors, etc.
- *PSW 2nd floor* will check annunciator panel cover the second floor and reassure residents, take a head count, close doors, etc.
- *SVO RN* will stay with evacuated residents and use the check list from the emergency binder or report sheet to keep track of which residents have been evacuated and tell the team which residents still need to be evacuated. The *SVO RN* will get a *PSW* to receive and take the fire department to where the fire is in the building.



Shalom Village

Honoring our Fathers and our Mothers

Manual:	Emergency Preparedness	Reference No.:	002010.00
Section:	Code Red – Fire Emergency		
Subject:	Fire Plan		

STAFF RESPONSIBILITY – SUPPORTIVE HOUSING STAFF:

SVO APARTMENTS:

Apartment PSW role in case of fire:

Days/Evening:

- When alarm goes off, go to panel on main floor or 3rd floor by elevator
- Read panel and report directly to apartment #
- SVO LTC nurse will be there shortly after you arrive. She is the lead person and will determine next steps.
- REACT - Assess the situation, remove resident from danger if necessary
- Stop the fire if possible
- Open patio doors, keep apartment door closed
- You must not return to normal working duties until you hear the "All Clear".
- One staff may need to stay with the resident. This staff person can be any employee that responded to the scene.
- 1 PSW, 2 housekeepers must report to 1st floor SVO LTC.

Nights:

- When alarm goes off, go to panel on main floor or 3rd floor by elevator
- Read panel and report directly to apartment #.
- Call staff at x402 for assistance
- SVO LTC nurse will be there shortly after you arrive. She is the lead person and will determine next steps.
- REACT - Assess the situation, remove resident from danger if necessary
- Stop the fire if possible
- Open patio doors, keep apt door closed
- You must not return to normal working duties until you hear the "All Clear".
- One staff may need to stay with resident. This staff person can be any employee the reported to area of alarm



Shalom Village

Honouring our Fathers and our Mothers

Manual:	Emergency Preparedness	Reference No.:	002010.00
Section:	Code Red – Fire Emergency		
Subject:	Fire Plan		

SVTOO APARTMENTS:

Apartment PSW role in case of fire:

Days/Evening:

- When alarm goes off, go to panel on wall on 3rd floor by staff washroom (across from Apartment Coordinator's office)
- Read panel and report directly to apartment #
- SVTOO LTC nurse will be there shortly after you arrive. She is the lead person and will determine next steps.
- REACT - Assess the situation, remove resident from danger if necessary
- Stop the fire if possible
- Open patio doors (only apartments that have patios), otherwise open all windows, keep apt door closed
- You must not return to normal working duties until you hear the "All Clear".
- One staff may need to stay with resident. This staff person can be any employee that responded to the scene.
- 1 PSW, 1 housekeeper must report to 1st floor SVTOO LTC.

Nights:

- When alarm goes off, go to panel on wall on 3rd floor by staff washroom (across from Apartment Coordinator's office)
- Read panel and report directly to apartment #.
- Call staff at x230 for assistance
- SVTOO LTC nurse will be there shortly after you arrive. She is the lead person and will determine next steps.
- REACT - Assess the situation, remove resident from danger if necessary
- Stop the fire if possible
- Open patio doors(only apartments that have patios), otherwise open all windows, keep apt door closed
- You must not return to normal working duties until you hear the "All Clear".
- One staff may need to stay with resident. This staff person can be any employee that reported to area of alarm



Shalom Village

Honouring our Fathers and our Mothers

Manual:	Emergency Preparedness	Reference No.:	002010.00
Section:	Code Red – Fire Emergency		
Subject:	Fire Plan		

STAFF RESPONSIBILITY - COACHES:

During the Day Shift: Upon hearing the alarm, all other Registered Staff and coaches will direct staff in their area to initiate search and evacuation. See, "When the Fire Alarm Sounds"

If a fire is discovered, REACT.

Coordinate staff duties until the Team Lead Nurse arrives.

Listen for further instruction over the paging system

Index of Residents:

In the event of the evacuation of the area, the Registered Nurse or delegate, if possible, will remove the residents' medical records. The emergency index of residents kept at the First Floor Nursing Station can be used as a quick reference if the health record is not available.



Shalom Village

Honouring our Fathers and our Mothers

Manual:	Emergency Preparedness	Reference No.:	002010.00
Section:	Code Red – Fire Emergency		
Subject:	Fire Plan		

STAFF RESPONSIBILITY – Community Centre

In the event of a fire alarm, Community Centre Staff will assess immediate area for fire and if a fire is discovered, REACT. If no fire is apparent proceed to fire panel meeting area and await direction or if first to meeting area take role of person "in charge".

If no signs of fire are present in your immediate area and you are providing programming with residents, stay with the residents, get them safe behind fire doors, keep them calm and ready to evacuate the area if necessary. If you have multiple staff with you send them to the fire panel meeting area.

If no signs of fire are present in your immediate area and you are not providing direct programming with residents, proceed to fire panel meeting area and await direction or if first to meeting area take role of person "in charge".

Volunteers:

If a fire alarm sounds, volunteers and the residents in their program should proceed to the nearest unaffected zone. Keep residents calm and have them ready to evacuate the area if necessary.

Precaution Note:

Listen for the location of the fire over the paging system so as not to direct residents to evacuate through a fire zone.



Manual:	Emergency Preparedness	Reference No.:	002010.00
Section:	Code Red – Fire Emergency		
Subject:	Fire Plan		

STAFF RESPONSIBILITY – OFFICE STAFF

In the event of a fire alarm, the office staff will assess their immediate area for fire and if a fire is discovered, REACT. If no fire is apparent shut the room doors and hallway windows and proceed to the fire panel meeting area to await direction or if first to meeting area take role of person “in charge”.

Front Office Staff:

If no fire is apparent, shut the room doors and hallway windows.

Direct and assist all residents and visitors including those in walkers and wheelchairs to the apartment lobby if no fire present within the area.

Ask any visitors to remain outside the building until the All Clear is announced.

RECEPTIONIST will remain at the reception PAGING system to serve as backup communication system.



Manual:	Emergency Preparedness	Reference No.:	002010.00
Section:	Code Red – Fire Emergency		
Subject:	Fire Plan		

STAFF RESPONSIBILITY – DIETARY STAFF

In the event of a Fire Alarm, the Dietary Staff will assess immediate area for fire and if a fire is discovered, REACT. If no fire is apparent turn off equipment and proceed to fire panel meeting area and await direction or if first to the meeting area take role of person "in charge".

Kitchen Duties:

Staff will deactivate equipment, close windows and doors and report to the fire panel meeting area.

If two cooks are on duty, one can remain in the kitchen to turn off equipment and then come to fire panel meeting area.



Manual:	Emergency Preparedness	Reference No.:	002010.00
Section:	Code Red – Fire Emergency		
Subject:	Fire Plan		

STAFF RESPONSIBILITY – ENVIRONMENTAL SERVICES

In the event of a Fire Alarm, assume the following responsibilities:

Laundry Team:

Assess area for fire and if a fire is discovered, REACT.

If no fire is apparent, make sure to deactivate equipment and shut any open doors in your immediate vicinity. Then proceed to the fire panel meeting area and await direction or if first to the meeting area take role of person "in charge".

If evacuation measures are needed, be prepared to take linens outside to meet the needs of residents.

Housekeeping Team:

Assess area for fire and if a fire is discovered, REACT.

If no fire is apparent, store equipment and ensure corridors remain clear. Then proceed to fire panel meeting area and await direction or if first to meeting area take role of person "in charge".



Manual:	Emergency Preparedness	Reference No.:	002010.00
Section:	Code Red – Fire Emergency		
Subject:	Fire Plan		

STAFF RESPONSIBILITY – MAINTENANCE TEAM

Assess area for fire and if a fire is discovered, REACT.

If no fire is apparent, shut off equipment and close doors/windows in immediate area.
Then proceed to the fire panel to get location of fire. Go to the fire area to help the first floor nurse.

Resource:

When the Fire Department arrives, the Building Services team act as building resource persons.

After "All Clear" has been given, help nurse reset the alarm system.



Manual:	Emergency Preparedness	Reference No.:	002010.00
Section:	Code Red – Fire Emergency		
Subject:	Fire Plan		

STAFF RESPONSIBILITY – GOLDIE’S DAY PROGRAM/ THE CLUB FITNESS CENTRE

Assess area for fire and if a fire is discovered, REACT.

Goldie’s: If no fire is apparent leave two staff to be with residents and the rest of the staff should proceed to fire panel meeting area and await direction or if first to the meeting area take role of person “in charge”.

The Club: If no fire is apparent leave one staff to be with participants and the rest of the staff should proceed to fire panel meeting area and await direction or if first to the meeting area take role of person “in charge”. Staff staying with participants in The Club are to get participants off exercise machines and have them ready at the fire exit door to evacuate into the court yard outside.



Shalom Village

Honoring our Fathers and our Mothers

Manual:	Emergency Preparedness	Reference No.:	002010.00
Section:	Code Red – Fire Emergency		
Subject:	Fire Plan		

RESIDENT EMERGENCY PROCEDURES

Copy to be provided to residents

IF YOU DISCOVER A FIRE – REMAIN CALM

1. Sound the fire alarm by manually pulling the Manual Pull Station (in the affected area),
2. Relocate to the nearest safe location or Fire Compartment,
3. Call the Hamilton Fire Department by dialing 9-1-1 at a safe location.
4. Notify a staff member immediately of the fire and its location.

IF YOU HEAR THE FIRE ALARM – REMAIN CALM

If you are in your room or the dining room, remain there and await further instructions from the staff. If you are in the hall, return to your room or to the dining room.

If you are in your apartment – GO to your balcony and await instructions from staff who will be outside. If you do not have a balcony, please stay in your room until otherwise instructed.

NOTE: Visitors may choose to leave the building when the fire alarms sound. When doing so, please sign out so we know you have left the building. Sign out books are located at each floor of resident home areas. If you remain, please follow all instructions given by the staff. Visitors who are coming into the building during a fire alarm will be required to wait in the main lobby until the All Clear has been given.

If the fire horns increase in frequency and/or an evacuation is announced over the P.A. proceed to the nearest safe exit. If you are unable to proceed to the exit independently, remain calm and staff members will come to help you leave the building.

NOTE: DO NOT stop to collect your personal belongings.
DO NOT use elevators during a fire alarm.
If you require assistance, please notify a staff member.
DO NOT return to your room until the ALL CLEAR signal has been given.
Obey all directions given by staff or over the P.A. system.
Remain Calm.



Shalom Village

Honouring our Fathers and our Mothers

Manual:	Emergency Preparedness	Reference No.:	002010.00
Section:	Code Red – Fire Emergency		
Subject:	Fire Plan		

FIRE DRILLS – GENERAL POLICY

Shalom Village will schedule Fire Drills on a regular basis on all shifts as a part of their fire safety program.

1. All members of staff, visitors, and residents are expected to participate in Fire Drills.
2. Residents must be prepared for evacuation readiness during a Fire Drill.
3. Fire Drills scheduled between 1900 and 0700 hours will be silent Fire Drills, and resident participation will be limited.
4. Fire Drills must be scheduled as a minimum of once every month
5. It is the responsibility of the Maintenance Team and OH&S to schedule Fire Drills.
6. Careful observation of staff action during a Fire Drill will be made.
7. These observations will be discussed while debriefing at drills and at Coaches Corner meetings to identify problems and improve safety procedures.

SILENT FIRE DRILLS

Scope:

Silent Fire Drills will be scheduled during the afternoon and night shifts (1900-0700) by the Team Leader or designated person.

The Maintenance Team will discuss with the Team Leader the exact time, location and other details.

Pre-Alert (Team Leader)

Pre-alert the staff, as fire bells will not sound. Approximately three minutes before pre-designated alarm time go to nearest enunciator panel and stand by.

Pre-Alert (Maintenance Staff)

Approximately three minutes before pre-designated alarm time, proceed as follows:

1. Call ADT and inform them of impending Fire Drill.
2. Proceed to pre-designated fire alarm site.



Shalom Village

Honouring our Fathers and our Mothers

Manual:	Emergency Preparedness	Reference No.:	002010.00
Section:	Code Red – Fire Emergency		
Subject:	Fire Plan		

Fire Alarm Drill:

1. Note on the enunciator panel the zone that was activated.
2. On the PAGING system page "CODE RED.... Followed by the zone involved"
3. Proceed directly to the fire to take charge.
4. At the fire area, discuss briefly with assembled staff the basic fire alarm procedure as outlines in your Fire Manual. Debrief with analysis of staff response and a brief question and answer period.

Maintenance:

1. At alarm site, "pull" a pull station or set off smoke detector

All Clear (Team Leader)

1. Give "ALL CLEAR" signal over the paging system
2. Restore fire alarm bell circuits and reset panel.

FIRE REPORT

See next page:

Witnessed Fire Alarm Drill:

Annual witnessed fire alarm drill shall be coordinated and conducted with the Hamilton Fire Department as per the Ontario Fire Code – Section 9.7.



Shalom Village

Honouring our Fathers and our Mothers

Manual:	Emergency Preparedness	Reference No.:	002010.00
Section:	Code Red – Fire Emergency		
Subject:	Fire Plan		

Fire Drill Report and Attendance Record

Date: _____ Time: _____ Location: _____

Team Leader in Charge: _____

Delegate in Charge: _____

Drill conducted by: Coach's Name(s): _____

Completed Copies to:

☐ OH&S (mail file); ☐ CEO; ☐ Fire Marshal Binder (Maintenance Supervisor mail file)

Attendance: (please use the space provided on the back of this page to record staff attendance)

Checklist: ☐ Fire Drill or ☐ False Alarm

☐ did the alarm bells sound

☐ did the enunciator panel indicate location

☐ did the Team Leader or delegate announce "Code Red (location)"

☐ was there representation from each of the other buildings/ programs

☐ did all inside doors close and latch

☐ did all exit doors unlock

☐ did elevator(s) 'lock out'

☐ did the Team Leader or delegate announce the all clear

For Follow Up:

(please record all other findings for follow up; eg. what doors that did not close automatically, were there propped doors, other found hazards etc)

35



Shalom Village

Honoring our Fathers and our Mothers

Manual:	Emergency Preparedness	Reference No.:	002010.00
Section:	Code Red – Fire Emergency		
Subject:	Fire Plan		

Fire Drill Roles and Responsibilities

1. OH&S will circulate a schedule of fire drill dates the first week of January. Coaches will be assigned responsibility for conducting the fire drills on the dates assigned in collaboration with the maintenance team, OH&S and Executive Coach in LTC. Call/email the teams with your plans.
2. The Maintenance Team will set up the drill (call monitoring company, call fire department and activate the f/alarm).
3. The Fire Drill binder kept with OH&S is for Fire Marshall use and review.
4. The persons in charge of the drill will find copies of the Fire Drill Report and Attendance Record, in the Emergency Binder kept at the Nursing Stations.
5. The persons in charge of the drill will ensure that the first floor Team Leader has the necessary documents to conduct silent drills on night shifts and to complete the Fire Drill Report and Attendance Record forms.
6. The persons in charge will conduct the de-briefing after the drill using the Emergency Manual as a guide, will complete the Fire Drill Report and Attendance Record form and complete the section that identifies issues requiring follow-up
7. The Fire Drill Report and Attendance Record form will be photocopied by the person in charge, one each to: ☐ OH&S Committee (mail file); ☐ CEO; ☐ Fire Marshal Binder (Maintenance Supervisor mail file)



Shalom Village

Honouring our Fathers and our Mothers

Manual:	Emergency Preparedness	Reference No.:	002010.00
Section:	Code Red – Fire Emergency		
Subject:	Fire Plan		

FIRE ALARM SYSTEM

Shalom Village has a two stage fire alarm system. The fire alarm system can be activated by:

1. a smoke detector
2. a heat detector
3. a pull station

When the system is activated, the following events occur simultaneously.

First Stage Alarm

Loud horns sound in SVO or SVTOO depending on which building has the fire situation, but will not alert the other building with an alarm signal. In SVTOO, the alarm is accompanied by flashing lights at alarm stations. Unless reset, they will sound continuously. These horns sound at approximately 30 pulses per minute.

Second Stage Alarm – Evacuation Signal

The horns will sound at approximately 120 pulses per minute throughout the home. Second stage alarm is activated by inserting a key in the pull station and is done by the person in charge if they assess evacuation is necessary.

Fire Department Alert

A fire alarm signal is automatically transmitted to the Hamilton Fire Department via ADT.

Building Alert

The enunciator panels have a display reading the “zone” that has activated the alarm.

Fire Doors

All smoke doors will automatically swing to the closed position. Smoke doors are at the entrance of each house, and dining rooms. Residents’ room doors will also close automatically.

Pull Stations

Bright red pull stations are located throughout the building. It is every staff member’s responsibility to familiarize him/herself with the location of the pull stations. In the event of a fire, pull the lever down to activate the alarm.



Manual:	Emergency Preparedness	Reference No.:	002010.00
Section:	Code Red – Fire Emergency		
Subject:	Fire Plan		

FIRE PROTECTION SYSTEM – OUT OF ORDER

ALTERNATE MEASURES IF FIRE PROTECTION SYSTEM IS OUT OF ORDER

The CEO or delegate will ensure that where any fire protection equipment or system or any part thereof is shut down or out of order **for longer than 24 hour time period**, the Hamilton Fire Department will be notified in writing. Occupants will be notified and instructions will be posted as to alternative provisions or actions to be taken in case of emergency. These provisions and actions must be acceptable to the Chief Fire Official.

The following procedures are to be followed in the event of shutdown of any part of a fire protection systems are as follows:

1. If any part (partial or fully) of the fire alarm and/or system/standpipe system is "Out of Order" or is disabled in any way for any duration of time, the fire department must be notified by following the instructions listed.
2. Call the Hamilton Fire Department for any outages; dial **(905) 546-3333** (DO NOT USE 911).
3. Give your name, address and a description of the problem and when you expect it to be corrected. Hamilton Fire Department is to be notified in writing of shutdowns.
4. Post notices on all floors by elevators and at the entrances, stating the problem, and procedures to follow in the event of an emergency.
5. Alternate measures to be used to alert occupants of a fire. The overhead paging system will be used announcing the CODE RED Call over the paging system. After the original call, the call will be repeated at 30 second intervals.
6. Notify all staff of the alternate method of sounding the alarm.
7. Notify all residents of the alternate method of sounding the alarm.
8. Provide a foot patrol of **all affected areas** of the building on a half-hourly basis. A log and record shall be kept of each foot patrol and shall include the time of the patrol, the signature of the person taking the patrol, and any findings for each patrol.



Shalom Village

Honoring our Fathers and our Mothers

Manual:	Emergency Preparedness	Reference No.:	002010.00
Section:	Code Red – Fire Emergency		
Subject:	Fire Plan		

When the system is back to normal, notify the Hamilton Fire Department, announce "CODE RED All Clear" overhead to notify all staff and residents.



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Manual:	Emergency Preparedness	Reference No.:	002010.00
Section:	Code Red – Fire Emergency		
Subject:	Fire Plan		

Half Hour Fire Check

To be used for Fire Protection System is inactive

Date: _____ Time Initiated: _____

Area Checked: __ 1st Floor __ 2nd Floor __ 3rd Floor __ 4th Floor __ Basement

Time	Observation	Signature



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Manual:	Emergency Preparedness	Reference No.:	002010.00
Section:	Code Red – Fire Emergency		
Subject:	Fire Plan		

AUDIT OF BUILDING RESOURCES

The following is a description of the fire safety equipment found in each building:

- ❖ Fire Alarm and Detection System
- ❖ Automatic Sprinkler System
- ❖ Standpipe Hose Cabinets and Fire Pump
- ❖ Portable Fire Extinguishers
- ❖ Automatic Extinguishing System (Kitchen)
- ❖ Exits from all floor areas
- ❖ Emergency Lighting

Further information on the location of the other building equipment can be found on the schematic drawings on the following pages.



Shalom Village
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Manual:	Emergency Preparedness	Reference No.:	002010.00
Section:	Code Red – Fire Emergency		
Subject:	Fire Plan		

Fire Alarm and Detection System

Name of Company – ADT – 1-800-263-8297



Shalom Village

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Manual:	Emergency Preparedness	Reference No.:	002010.00
Section:	Code Red – Fire Emergency		
Subject:	Fire Plan		

	SHALOM VILLAGE ORIGINAL	SHALOM VILLAGE TOO
PIC Code with ADT:	4353843 System No: U080410046	99330 System No: U080450084
Location of Panel	Main Electrical Room	
Location of Enunciator Panels	Main Lobby and 2 nd Floor Nursing Station in LTC At Main Entrance and 3 rd Floor in Apartments	Main Entrance, 1 st and 2 nd Floor Nursing Stations, 3 rd Floor near the elevator and at Goldie's Entrance
Location of Horns	Throughout the building	Throughout the building
Location of Heat Detectors	In all resident rooms, common areas, other rooms, corridors and public spaces	
Location of Smoke Detectors	In all resident rooms, common areas, other rooms, corridors and public spaces	
Standpipe Hose Cabinets	At Each Stairwell, 38mm Hose, FOG Nozzles, Fire Department Connection @ Front Door	
Portable Fire Extinguishers	Multi-Purpose Extinguishers found in all hose cabinets	
Automatic Extinguishing System	Main Lobby, Kitchen, Garbage Room, Laundry Shute. Pull Handle near the meat stove and type of fuel used for cooking is gas.	Every resident room, all hallways, all dining rooms, laundry chutes. Hood extension system in kitchens
Exits from all Floor Areas	Please see floor plan attached	
Emergency Lighting	When there is an electrical outing/power outage, the generator turns on and within 2 seconds half of the lights turn off. The nursing team is prepared with flashlights.	



Shalom Village

Honouring our Fathers and our Mothers

Manual:	Emergency Preparedness	Reference No.:	002010.00
Section:	Code Red – Fire Emergency		
Subject:	Fire Plan		

MAINTENANCE PROGRAM – FIRE PROTECTION EQUIPMENT

Shalom Village has an inspection, test and maintenance program for all fire protection equipment. This program is designed to have all of our fire protection equipment in working order in the event of a fire. All life safety equipment provided for the safety of the occupants shall be tested and maintained in accordance with the Ontario Fire Code.

The Fire Marshall's office has provided us with the appropriate forms to use so that an accurate written report can be maintained of all inspections and tests. All records will be kept for a period of two years after they are made and they shall remain on the premises at all times.

The following definitions have been provided for clarity and terminology:

- CHECK:** means visual observation to ensure the device or system is in place and is not obviously damaged or obstructed
- INSPECT:** means physical examination to determine that the device or system will apparently perform in accordance with its intended operation or function
- TEST:** means operation of device or system to ensure that it will perform in accordance with its intended operation or function

The following indicated the areas in our building to which the maintenance program has been applied:

- YEARLY:** Complete test of the fire alarm system by qualified persons as required by CAN/ULC S536.
Service to the emergency generators as required by CSA –C282.
Complete test of the Automatic Sprinkler System by qualified persons required by NFPA 25.
- SEMI-ANNUALLY:** Service to the Kitchen Fire Protection System as required by NFPA 96.
- MONTHLY:** The following tests will be conducted on a monthly basis:
- ❖ Test on fire alarm pull station from a different area every month and check for proper zone indication, and that all bells are sounding on back-up power.
 - ❖ Visual inspection of all fire hose cabinets and extinguishers
 - ❖ Check and initial the tag on every extinguisher in the building. The extinguishers are to be checked for adequate pressure, presence of the safety pin, and proper placement. All extinguishers are to be dated when initially purchased and then checked for 6 year and 12 year maintenance breakdown.



Manual:	Emergency Preparedness	Reference No.:	002010.00
Section:	Code Red – Fire Emergency		
Subject:	Fire Plan		

- ❖ The sprinkler system is to be “flow-tested”, and the effectiveness of the alarm bells noted.
- ❖ Test the effectiveness of the emergency lighting system and initial the tag
- ❖ Check the exits, stairwells and storage rooms for the presence of clutter and impediments and remove.

All monthly maintenance checks are recorded in the Fire Log Book. Copies of the Annual Inspection reports, equipment servicing, or repairs are kept in the CEO's Fire Manual.
(maintenance logs are moving to a computerized format – until paper has been completely replaced, it may be found online and in the log book).

WEEKLY:

- ❖ Except for electrically supervised valves, all valves controlling water supplies to sprinklers and alarm connections shall be **checked** weekly to ensure that they are sealed or locked in the open position.

DAILY:

- ❖ Inspection of the Fire Alarm Panel ensuring the AC Power lamp is lit and that there is no indication of trouble.
- ❖ ALL staff are to ensure that every exit is clear and unobstructed at all times. All potential fire or hazardous situations are to be reported immediately to the Chief Ex. Coach and/or Maintenance
- ❖ The Clinical/Team Leader is to check every exit, stairway, and exit light is working
- ❖ The laundry staff is to ensure that all lint traps in the laundry are cleaned twice on each shift.

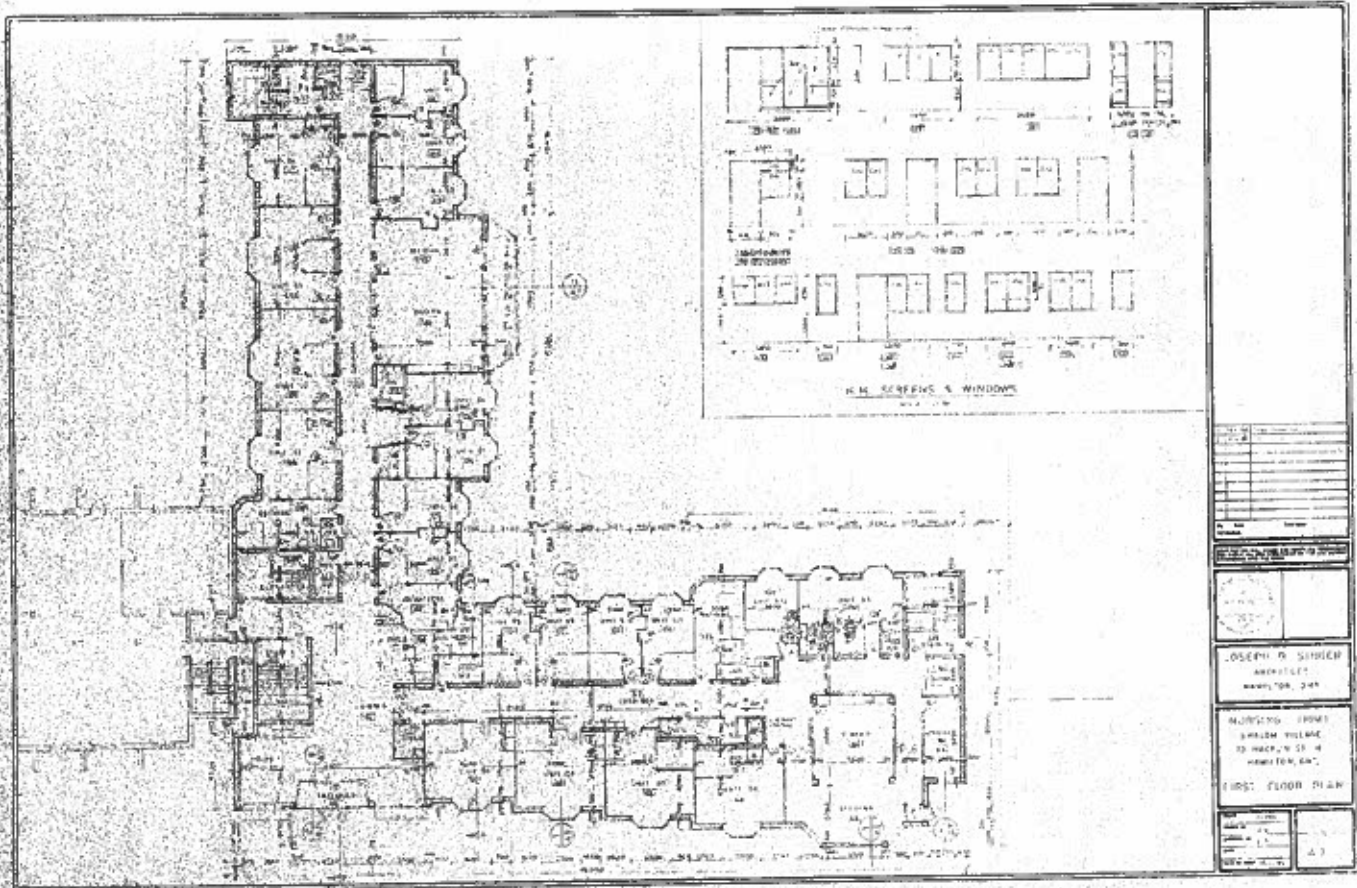
EMERGENCY LIGHTS: Emergency lights are maintained as required by CSA-C222 no. 141-1972

EXTINGUISHERS: Fire extinguishers are maintained as required by NFPA 10-1978.

RECORDS: Records are maintained for all tests and corrective measures made to the systems.



Manual:	Emergency Preparedness	Reference No.:	002230.00
Section:	Code Red – Fire Emergency		
Subject:	Fire Zone Maps		

SVO NH 1st Floor



2nd FLOOR PLAN

NURSING HOME
SHAGUN VILLAGE
30 MACKLIN ST. N.
HAMILTON, ONT.

JOSEPH B. SINGER
ARCHITECT
HAMILTON, ONT.

3rd & 4th FLOOR PLANS
S. B. SINGER ARCHITECT

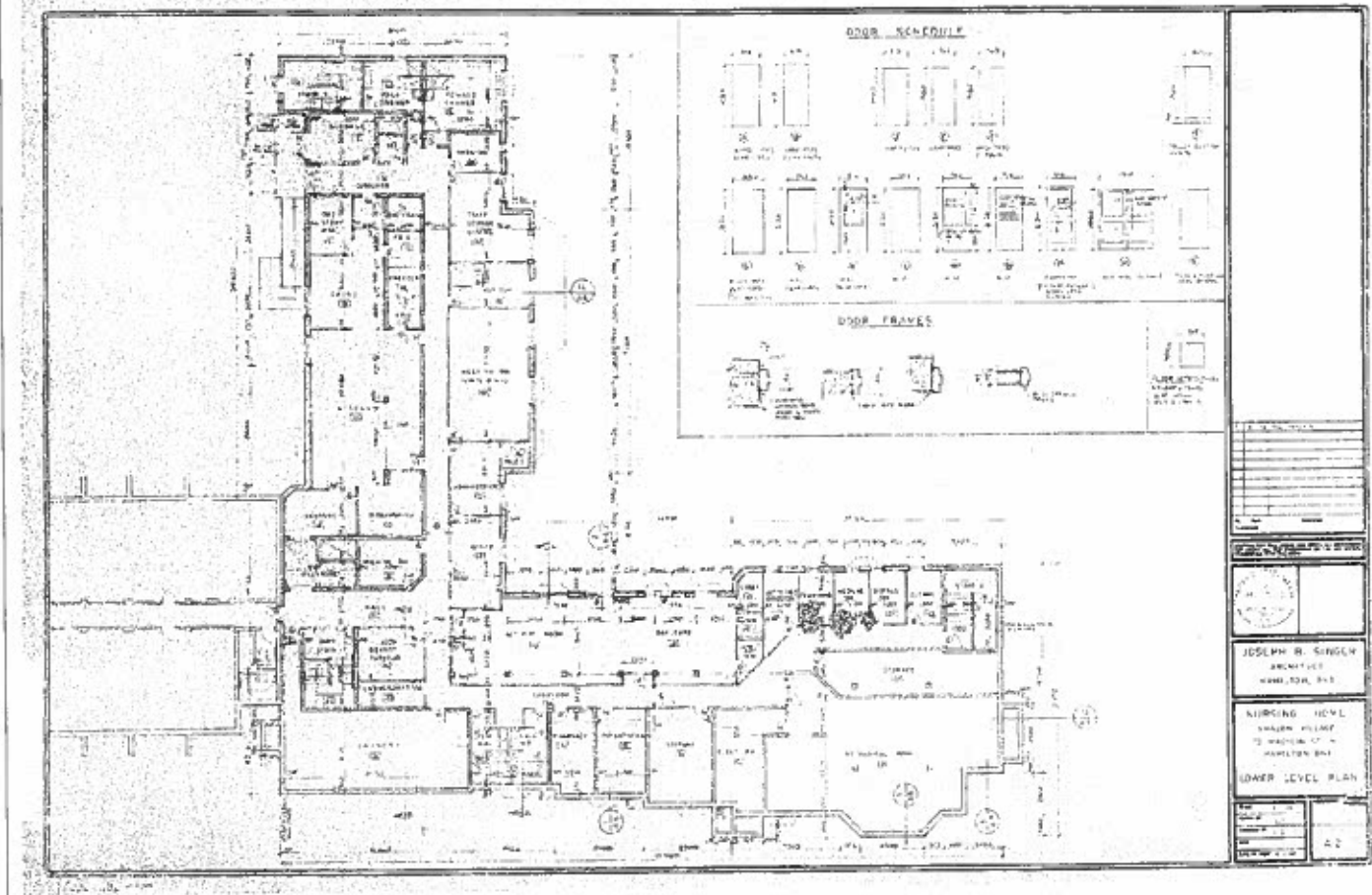


Shalom Village

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Manual:	Emergency Preparedness	Reference No.:	002230.00
Section:	Code Red – Fire Emergency		
Subject:	Fire Zone Maps		

SVO NH Basement



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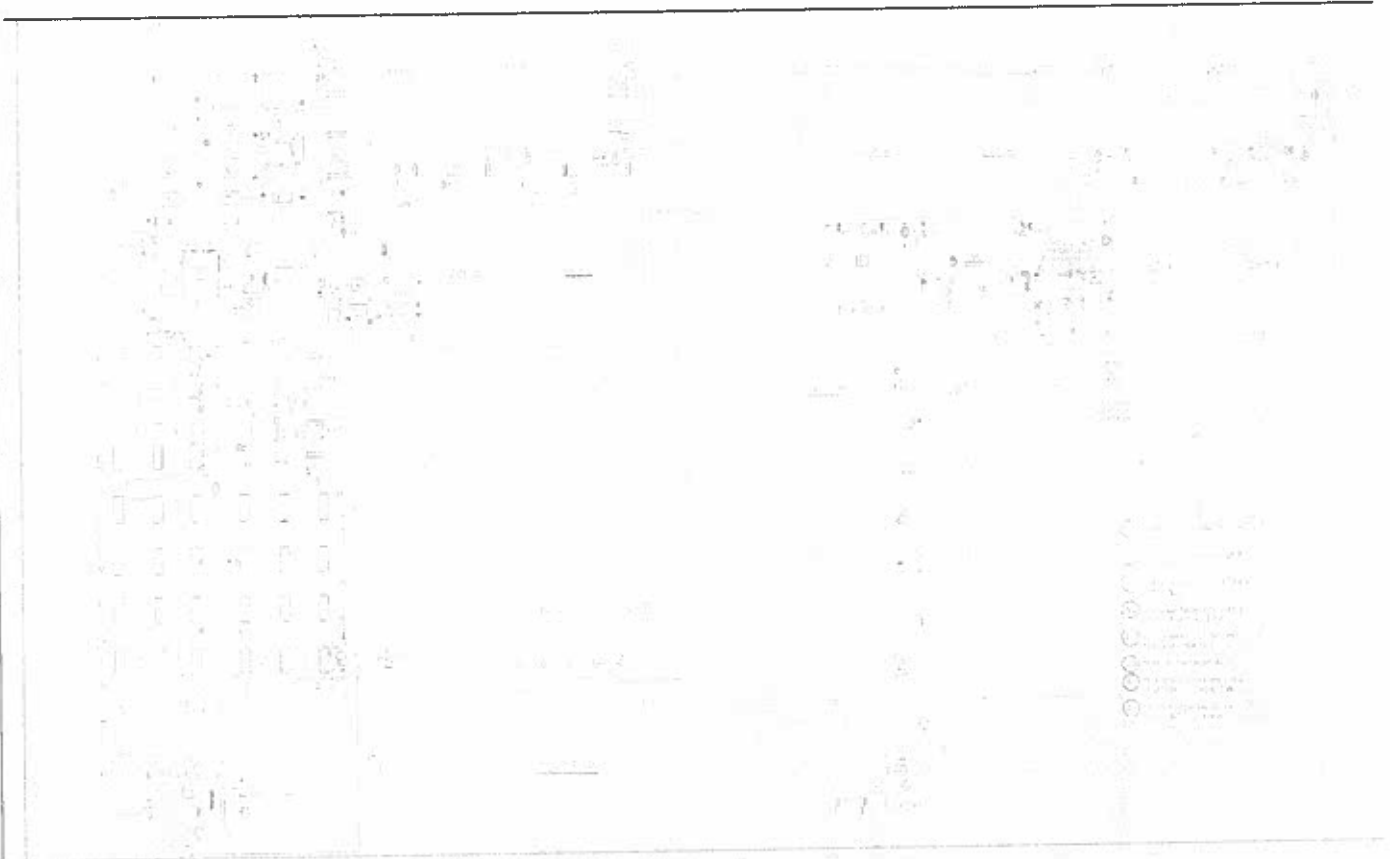


Shalom Village

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Manual:	Emergency Preparedness	Reference No.:	002230.00
Section:	Code Red – Fire Emergency		
Subject:	Fire Zone Maps		

SVO APARTMENT



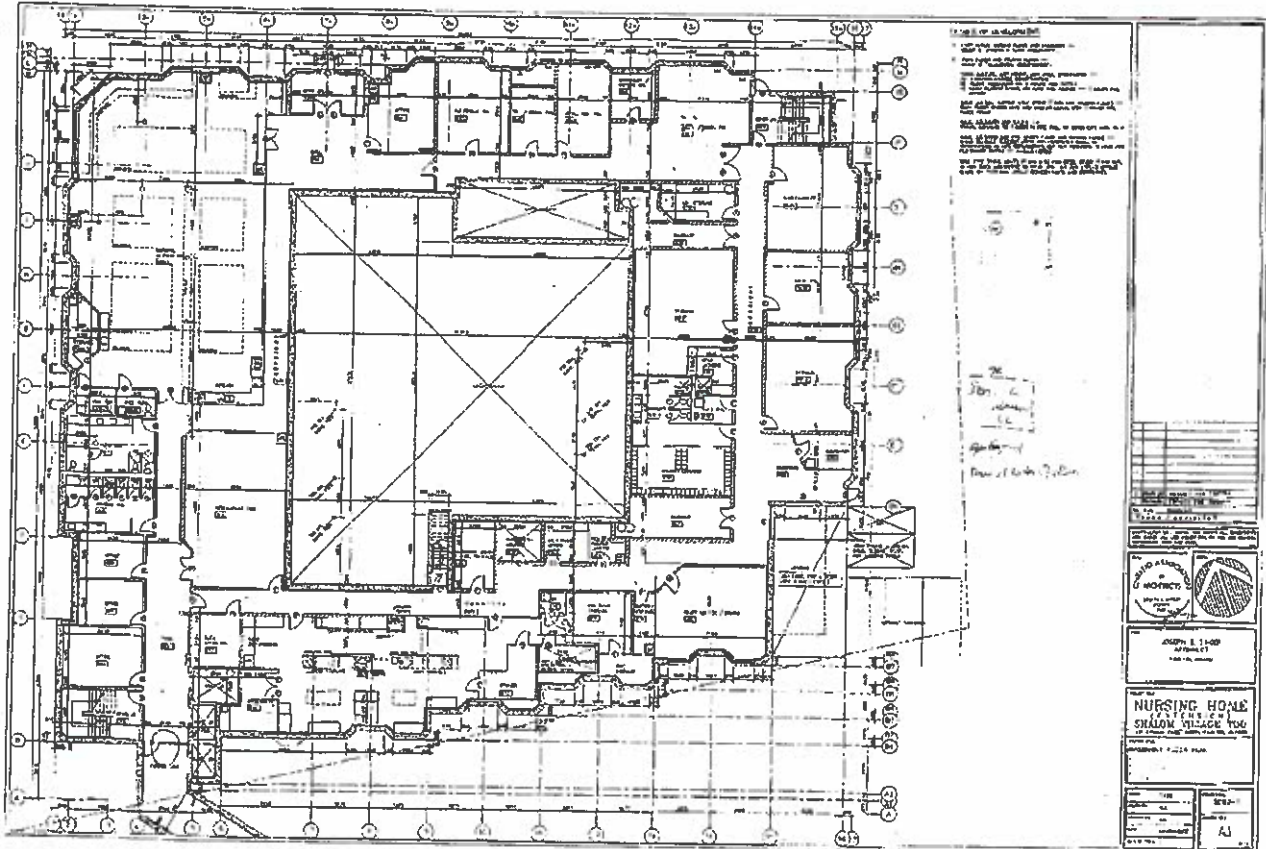


Shalom Village

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Manual:	Emergency Preparedness	Reference No.:	002230.00
Section:	Code Red – Fire Emergency		
Subject:	Fire Zone Maps		

SVTOO Basement



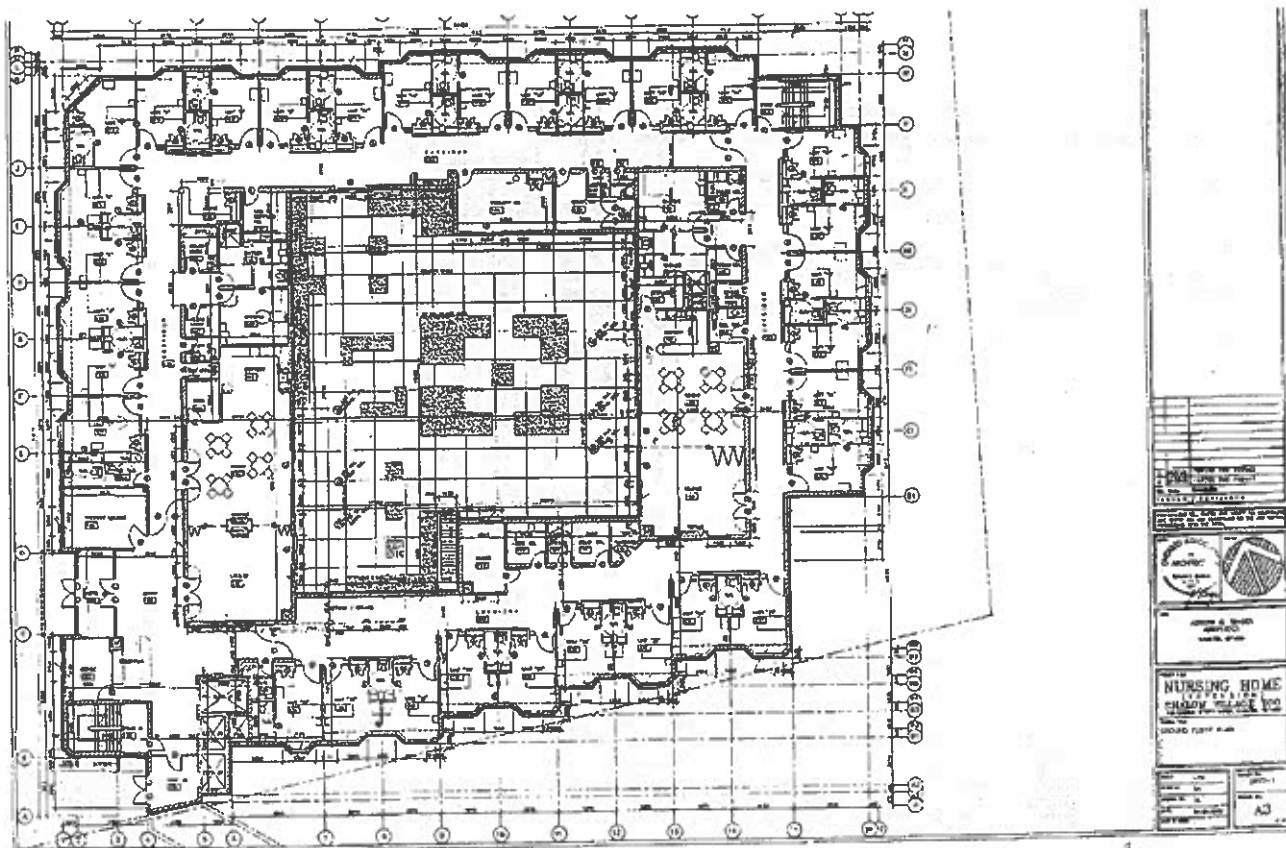


Shalom Village

Honouring our Fathers and our Mothers

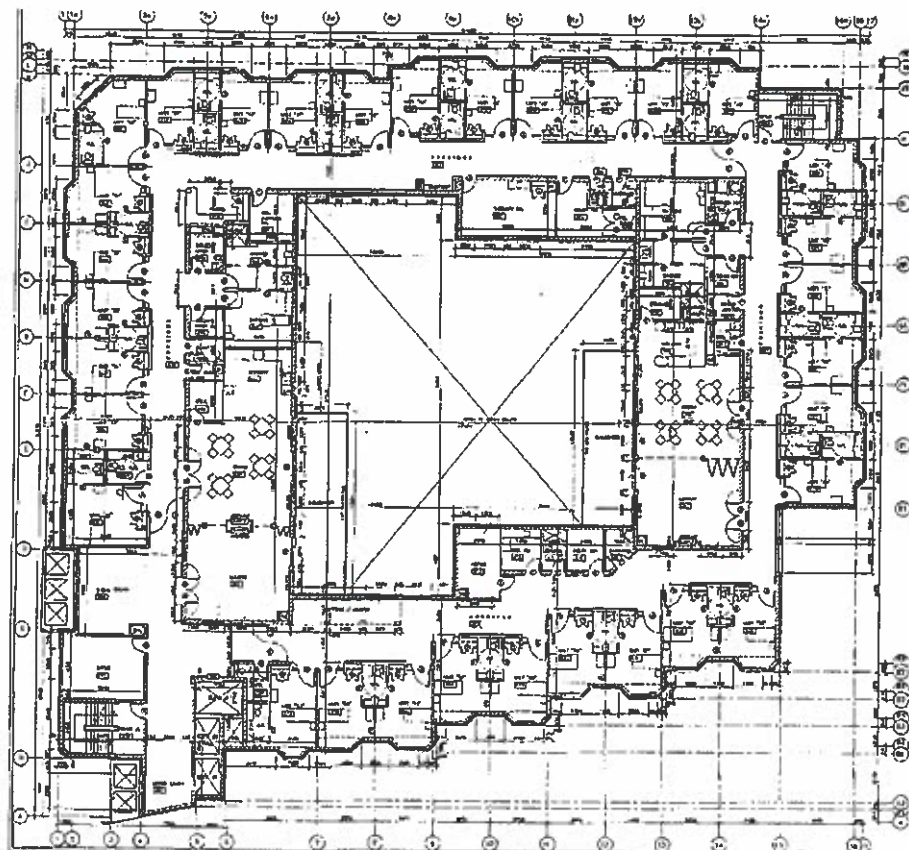
Manual:	Emergency Preparedness	Reference No.:	002230.00
Section:	Code Red – Fire Emergency		
Subject:	Fire Zone Maps		

SVToo First Floor





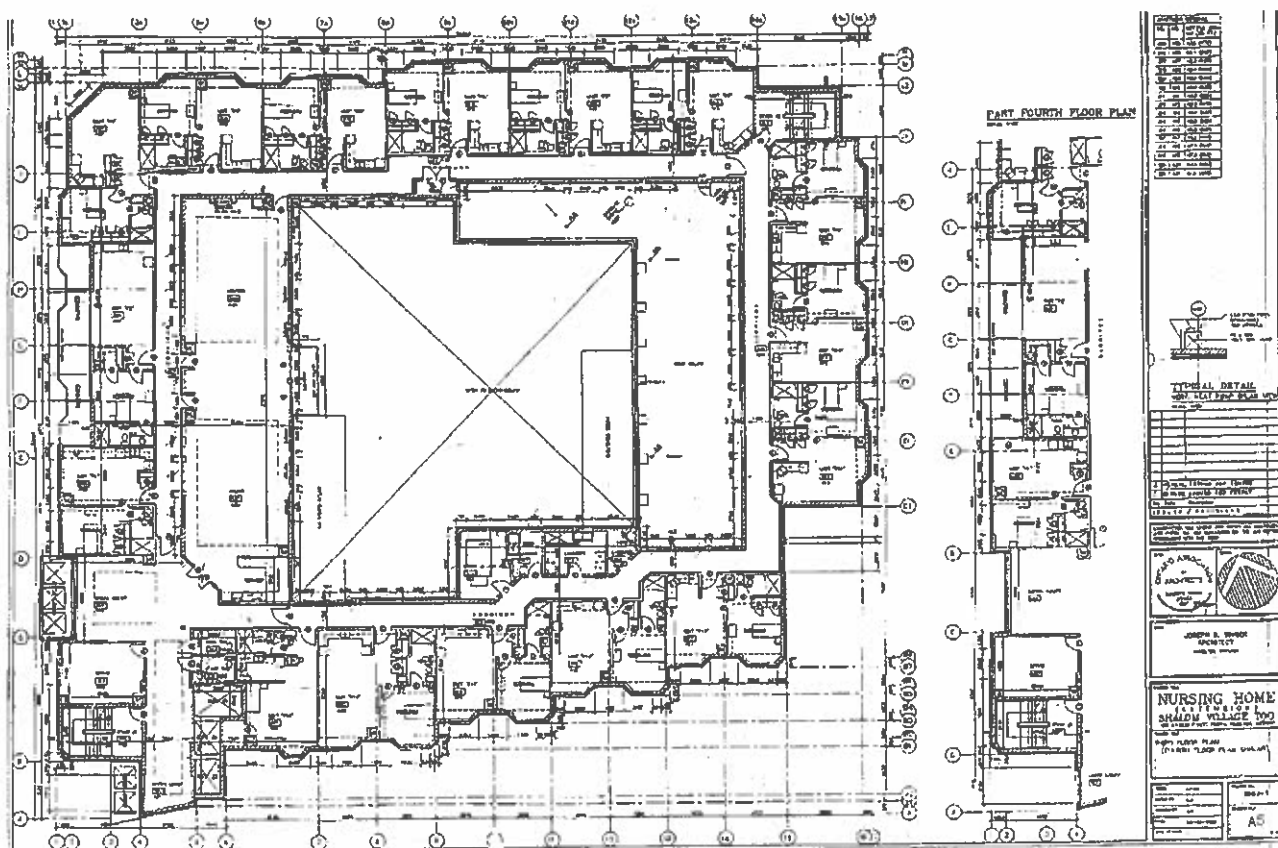
SV'Too Second Floor

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Manual:	Emergency Preparedness	Reference No.:	002230.00
Section:	Code Red – Fire Emergency		
Subject:	Fire Zone Maps		

SVToo Second and Third Floor





Manual:	Emergency Preparedness	Reference No.:	002340.00
Section:	Code Red – Fire Emergency		
Subject:	Smoking Policy		

POLICY:

As health providers and promoters of wellness, Shalom Village seeks to create a safe and healthy environment for both caregivers and those we serve.

Shalom Village is committed to demonstrating leadership in reducing tobacco use. In supporting a smoke-free environment, the organization seeks to protect residents and employees from second-hand smoke and reinforce our commitment to health promotion and disease prevention.

PROCEDURE:

Shalom Village is designated as a smoke-free environment.

Regulatory Standard:

This policy meets or exceeds smoking standards administered under the Smoking in the Workplace Act and current municipal by-laws regarding Smoke Free workplaces and public places.

Application:

All Shalom Village employees, contractors, or others working, visiting or volunteering in the Home, including residents, physicians, students and visitors.

Resident population exemptions: residents who can use the outdoor designated smoking area unsupervised.

This site shall have a specific implementation plan with clear protocols for monitoring, communicating and enforcing the policy in a reasonable and sensitive manner.

Signs identify that the facility is a non-smoking environment in accordance with municipal by-laws.

Smoking is strictly limited to designated outdoor locations on the property, as determined by the Executive Director.

Residents

This is a smoke-free environment. Residents are informed of this policy prior to admission.

Staff

Staff may only smoke in the designated outdoor staff smoking area.

Any employee who contravenes this policy will be subject to the progressive discipline process.



Shalom Village

Honouring our Fathers and our Mothers

Manual:	Emergency Preparedness	Reference No.:	002340.00
Section:	Code Red – Fire Emergency		
Subject:	Smoking Policy		

All staff are encouraged to follow this response protocol when approaching residents, public and staff who are smoking in No Smoking areas on the property:

1. When approaching an individual who is smoking on the property:
 - a. Inform the individual that they are currently smoking in a No Smoking area.
 - b. Explain the Home's policy.
 - c. Direct the individual to the designated areas.
2. If an individual becomes known to staff as displaying chronic non-compliance, take the following action:
 - a. If they are a resident, report the behaviour to the Executive Coach of LTC or designate immediately.
 - b. The Executive Coach of LTC or designate will ensure the protocols for monitoring, communicating and enforcing the policy are initiated.
 - c. If they are a member of the general public, report the behaviour to the CEO or designate.
 - d. If they are a staff member, report the behaviour to the appropriate member.



Shalom Village

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Manual:	Emergency Preparedness	Reference No.:	002350.00
Section:	Code Red – Fire Emergency		
Subject:	Fire Watch Procedures		

POLICY:

It is the policy of Shalom Village that when there is a temporary failure of the fire alarm system or where activities require the interruption of any fire detection, suppression or alarm system component that a fire watch is instituted within the home.

The CEO or delegate will ensure that where any fire protection equipment or system or any part thereof is shut down or out of order **for longer than 24 hour time period**, the Hamilton Fire Department will be notified in writing. Occupants will be notified and instructions will be posted as to alternative provisions or actions to be taken in case of emergency. These provisions and actions must be acceptable to the Chief Fire Official.

A fire watch tour is a periodic walking tour of the entire home by one or more assigned staff. The tour monitors the home through direct observation of all rooms for possible signs of fire.

REFERENCES

NFPA 72

PROCEDURE

1. There shall be an announcement to all staff at the commencement of each shift and whenever there is a change to alert staff that the Fire System is not functioning normally and a Fire Watch is in place.
2. If any part (partial or fully) of the fire alarm and/or system/standpipe system is "Out of Order" or is disabled in any way for any duration of time, the fire department must be notified by following the instructions listed.
3. Call the Hamilton Fire Department for any outages; dial (905) 546-3333 (DO NOT USE 911).
4. Fire watch tours shall occur at ½ hour intervals, 24 hours a day or until the system is restored. Fire watch shall be performed by designated staff.
5. A fire watch should check and document the following:
 - Resident rooms (remove extension cords)
 - Dietary and Laundry rooms (remove lint from dryers and soiled linen)
 - Mechanical and Electrical rooms (remove combustible/flammable materials)
 - Fire department access to the home (remove snow and ice from exits)

Fire department access to hydrants, sprinkler connections, standpipes, and fire extinguishers



Manual:	Emergency Preparedness	Reference No.:	002350.00
Section:	Code Red – Fire Emergency		
Subject:	Fire Watch Procedures		

- Exit access, exits and exit discharge are unobstructed
Storage of combustible or flammable materials shall be in approved containers or designated storage areas
 - Fire and Smoke doors closed properly
 - Machinery unnecessary to be running continuously is turned off
 - Construction or renovation work areas shall be monitored continuously.
6. When the system is back to normal, notify the Hamilton Fire Department, announce "CODE RED All Clear" overhead to notify all staff and residents.

FIRE

In the event a potential fire situation is identified behind a door:

1. Do Not Open the Door.
2. Touch door handle and verify raised temperature.
3. Smell for smoke or fumes.
4. Alternate measures to be used to alert occupants of a fire. The overhead paging system will be used announcing the CODE RED Call over the paging system. After the original call, the call will be repeated at 30 second intervals.
5. Implement **REACT (Rescue, Alarm, Contain and Extinguish/Evacuate)**
6. Rescue /remove residents from immediate danger.
7. Activate a call to the fire department. Call 911.
8. Contain fire by shutting doors.
9. Evacuate area.

When the Fire System is back functioning announce over the page to alert all staff the system is back functioning.

Documentation

- Each fire watch tour shall be recorded with findings noting date, time, and staff initials.
- Report as per protocols to MOHLTC and Coaching Team.

Attachment: 002350.00(a) Fire Watch - Log



FIRE WATCH – LOG

Team / Area: _____

Complete boxes identifying areas as appropriate. Initial in square after completing the Fire Watch Check.

HOUR							
0100							
0130							
0200							
0230							
0300							
0330							
0400							
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2430							
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Shalom Village

Honouring our Fathers and our Mothers

Manual:	Emergency Preparedness	Reference No.:	002420.00
Section:	Code Red – Fire Emergency		
Subject:	Preventative Maintenance Procedures		

POLICY:

The necessary preventative maintenance procedures will be followed.

PROCEDURE:

Daily

1. Check annunciator panel functioning.
2. Walk through building, noting deficiencies.

Monthly and As Required

1. Inspect all portable extinguishers, fire alarm systems, bells and emergency lights.
2. Inspect all doors in fire separation.
3. Maintain exit signs to ensure that they are clear and legible.
4. Maintain exit lights to ensure that they are illuminated and in good condition.
5. Ensure that main corridors are free of obstructions.

Semi-Annually

Clean/service the stove hood vents by contracted company. Fire system company will test the suppression system.

Annually

Fire system company will verify the fire alarm system, fire extinguishers, standpipe and hoses, and sprinkler system.

Inspection Log

Records of inspections are to be kept in the Fire Inspection Binder (In Maintenance Supervisor's Office).



Manual:	Emergency Preparedness	Reference No.:	003020.00
Section:	Code Green - Evacuation		
Subject:	Evacuation Procedure		

POLICY:

EVACUATION (CODE GREEN)

The building will be evacuated when an unsafe condition exists that threatens the safety and well-being of the residents including:

1. uncontrollable fires
2. loss of heat during freezing temperatures
3. a bomb threat
4. a dangerous condition of the environment (i.e. gas leak, flood, etc.)

DECISION TO EVACUATE

The decision to evacuate the building will be made by the CEO or the Ex. Coach. In their absence, the Team Lead Nurse after careful assessment of the situation and in consultation with the senior staff present and the Hamilton Fire Department.

In the event of an evacuation, the following steps will be taken:

1. The First Floor Nurse will activate the 2nd stage of the Fire Alarm system by inserting the Pull Station key, found with the First Floor Team Leader and their key ring, into a pull station and turning.
2. Staff will be alerted by 2nd stage alarm that this means evacuation and an announcement over the P.A system stating "CODE GREEN...and location needing to be evacuated).
3. Person "In Charge" at the fire panel meeting area will dispatch multiple pairs of staff responders to the evacuation location(s) to evacuate residents.
4. The First Floor Nurse will direct which resident/house is to be evacuated first.
5. The AT HOME Leaders will be responsible for removing the Resident's Health Record rack in the evacuation.
6. The AT HOME Leaders on first floor will use the Staff Schedule to ensure all staff are accounted for during the evacuation. The schedule will be given to a staff member who is assigned to the exit so they can check off when staff leave/arrive.
7. A staff member is assigned to take a roll call of staff and residents at the exit as residents are evacuated and place their name bracelet on as they leave. An up-to-date resident list is in the Emergency Binder at the nursing station. The First Floor nurse is to be kept informed as each House is evacuated. This person will also direct emergency staff when they arrive.
8. Residents who are in immediate danger are evacuated first. Ambulatory residents, because they require fewer staff to evacuate will be evacuated first, wheelchair residents second, and bed ridden residents last. In the event of a fire, elevators are not to be used unless instructed by the Fire Department.



Manual:	Emergency Preparedness	Reference No.:	003020.00
Section:	Code Green - Evacuation		
Subject:	Evacuation Procedure		

9. Color codes on resident door frames indicate the type of assistance they need.

When Removing Residents:

1. Evacuate resident in room of immediate danger (fire origin)
2. Next evacuate residents on either sides of room of fire origin
3. Then evacuate any residents directly across the hall from origin of fire
4. If further evacuation is needed it is a CODE GREEN (Evacuation – and stage 2 alarm) and we evacuate residents based on the colour codes:
 - a. (1st) GREEN – None to minimal ambulatory assistance
 - b. (2nd) YELLOW – Moderate ambulatory assistance
 - c. (3rd) RED – Full ambulatory assistance
 - d. (4th) – any residents who were uncooperative to evacuate (but not in immediate danger).
10. Always evacuate to the nearest safe exit, working from the danger zone. Exit on the stairways on the right hand side. Return up the stairs on the right hand side.
11. All personnel should work in evacuation teams of two or four to prevent injury
12. Because of the smoke hazard, remember to keep the fire doors closed as much as possible.
13. If there is any question of responsibility in removing someone, remember there is always a chance of recovering from an injury/fracture, but never from asphyxiation. In case of fire, don't be surprised to find the residents on the floor. The natural tendency is to get out of bed, if they can. If the resident is supposed to be in the room and you cannot see or feel him, look under the bed or in the closet or bathroom.
14. Once you have evacuated resident(s) from their room(s), close the door and magnetize the red fire tag on the door to the door frame to indicate that the room is vacant. Should anyone re-enter that room the fire tag will come off the door frame and cover up the "vacant" sign telling you there could be someone in that room.
15. Following the evacuation of an area, the First Floor Nurse or delegate will ensure all residents/staff are accounted for on the roster sheet.
16. The Team Leader of each area will ensure that every resident and member of his/her staff have left the area by making a visual check of all evacuees and canvassing of workers. Residents will be verified against the resident list.
17. On reaching the ground level for a vertical evacuation, residents will be escorted to the arena parking lot to await transport. Staff members will ensure each resident's name is checked off the roll call list as they leave the building.
18. Fire trucks and emergency vehicles will park at the front of the building and have access through the main entrance.



Manual:	Emergency Preparedness	Reference No.:	003020.00
Section:	Code Green - Evacuation		
Subject:	Evacuation Procedure		

19. The First Floor Nurse will delegate a staff member to coordinate the Evacuation Centre. This person will take the Emergency Binder from the nursing station to the evacuation area. Emergency ID Tags kept in the binder will be pinned to each resident in the evacuation area.
20. The Nurse will assign staff to accompany residents to the Reception Centres or hospitals, as required. The nurse will keep a record of where staff and residents, who leave the Evacuation area, go.
21. A staff member will be assigned to notify families.
22. Community Centre team, Dietary team, and Maintenance Staff will list the members of staff known to be in that area and ensure, through a visual check or canvassing of workers, that all staff are accounted for and will give this information to the person in charge.
23. Any missing residents or staff members will be reported to the Fire Department with the last known location.
24. The First Floor Nurse will check with the visitor and volunteer sign in books to ensure that all visitors and volunteers have left the area.
25. The First Floor Nurse or Delegate will ensure the following services/agencies are contacted in the event of an evacuation: Transport: The Hamilton Street Railway is notified and requested to send the required number of buses. Call MilliMobile Drivers as necessary; Ambulance Emergency: The Ambulance services are notified by dialing 911 and requesting the required number of ambulances; Reception Centres: The Reception Centres are notified as required. Reception

EVACUATION TECHNIQUES – INDIVIDUAL AND PARTNER CARRIES

The following methods provide safe and efficient evacuation procedures.

Determine appropriate carry based on the following factors:

1. Resident's condition
2. Distance to be traveled
3. Resident's size vs strength of rescuer
4. Number of rescuers available

IF YOU ARE ALONE, USE THE FOLLOWING CARRY TECHNIQUES

Universal Carry: The universal carry method is removing a residents from the bed onto a blanket on the floor. It is a quick and effective method for removing a resident who is in immediate danger. This carry can be used by anyone, regardless of size of the resident.

When you approach the bed, stay low because if there is a smoke condition, the smoke will have a tendency to rise. By staying close to the floor, you will not have to breathe the smoke and heat.



Manual:	Emergency Preparedness	Reference No.:	003020.00
Section:	Code Green - Evacuation		
Subject:	Evacuation Procedure		

Now spread the blanket, sheet or spread on the floor. Place one third of the blanket under the head, leaving about 8 inches above the resident's head.



Grasp the resident's ankles and move the legs until they drop over the bed at the bend of the knees.



Place your hands on each shoulder of the resident. Slowly pull your hands towards you until the resident is in a sitting position.

Encircle the resident slowly to the edge of the bed and lower to the blanket. If the bed is in a high position, allow the resident to slide down one of your legs.



Always protect the resident's head.

Gently lower the head of the blanket. Wrap the blanket around the resident. At the resident's head, grip the blanket with your hands above each shoulder of the resident. Do not let the head snap back.

Place the resident in a half-sitting position and pull the blanket toward you. The blanket will slide easily on the floor allowing you to move the resident to safety.



Manual:	Emergency Preparedness	Reference No.:	003020.00
Section:	Code Green - Evacuation		
Subject:	Evacuation Procedure		



Standing the Resident: Approach the standing resident from the side. Take the resident's arm and place it in back of you.



Pull the resident's arm with your hand that is opposite the resident, until his body is tight against you. You hold his arm securely at all times.

You encircle the resident's body with your other arm and take his forearm. The resident will feel secure in your grasp and may be controlled very easily. The resident cannot fall forward or backward.



IF YOU ARE WORKING WITH A PARTNER

The Swing Carry: The swing carry is the best method for two trained people to move a resident. No blanket is needed. If the resident is lying in bed, there are different actions to know which are

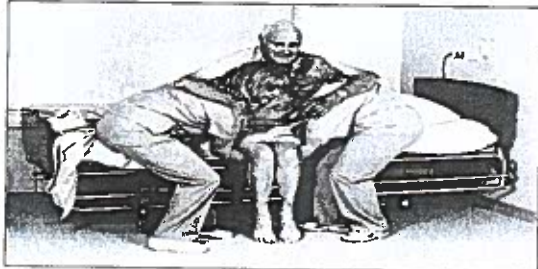


Manual:	Emergency Preparedness	Reference No.:	003020.00
Section:	Code Green - Evacuation		
Subject:	Evacuation Procedure		

dependent upon the position you take. To clarify this, the upper part of the body will be "A" and the lowest part "B".

"B", you grasp the ankles and move their legs off the bed. "A", face the resident and place your hands on each shoulder. "A", pull your hands toward your until the resident is sitting up, continue to move the legs out until they are at a right angle to the bed.

Now, together, sit on the bed, place your arm under their armpit. Then, join your hands with your partner, under the resident's knees.



Together, lift the resident and walk forward in a normal manner. The resident may be lowered feet first when an area of safety is reached.

Remember to always protect the head.

The swing carry method is a method of moving a resident that the nursing staff can use in their normal handling of residents.

Extremity Carry: The person links his/her arms underneath the resident's arms and over his chest.

The second person, with their back to the resident, lifts up the legs at the knees.

Slowly both persons take up the weight of the resident and move slowly.



Chair Lift: Place the resident in a chair and tip the chair backwards. Lift the chair by the back rest and the front legs and carry the chair.



Manual:	Emergency Preparedness	Reference No.:	003020.00
Section:	Code Green - Evacuation		
Subject:	Evacuation Procedure		

Four Person Carry: Make a temporary stretcher using sheets or blankets. Place the resident on the 'stretcher' and then position two people hold the blanket at the head and the other two hold at the legs and carry the 'stretcher'.

Hip Carry: Roll the resident facing your back and place the resident's hands around your neck. Then place your arms around the resident's body and legs and lift the weight onto your back.

Kneel Drop: In the event that the resident is too heavy to carry, this position is to be utilized. Place a blanket at the side of the bed and kneel by the resident's bed. Roll the resident onto our knee and then slowly lower the resident onto the blanket. Drag the blanket to safety.

Side Assist Hold: Many residents are able to walk. Unfortunately, this description of a resident's condition may not be true in an emergency situation. For instance, some residents are able to walk on their own but at a slow pace/shuffle, but in an emergency, this type of resident will need assistance to move quickly.



Manual:	Emergency Preparedness	Reference No.:	003020.00
Section:	Code Green - Evacuation		
Subject:	Evacuation Procedure		

DETEX DOORS – Alarms at Exit Emergency Exit Doors

These doors are located:

SVTOO – 2 Doors

- 1) South West stairwell, near Ex. Coaches' office.
- 2) North East stairwell

If the alarm is activated, please do the following:

SVTOO:

- 1) Obtain key from the Team Leader, Ex. Coach or Maintenance.
- 2) Turn key clockwise to deactivate.
- 3) Alarm will stop
- 4) Turn key counterclockwise to stop, red LED light will come on and stay lit for 20 seconds, signaling activation
- 5) Alarm is now activated
- 6) Alarm will only activate with door closed.



Manual:	Emergency Preparedness	Reference No.:	003020.00
Section:	Code Green - Evacuation		
Subject:	Evacuation Procedure		

GAS LINE BREAK

Danger from an escape of natural gas into Shalom Village exists in the presence of a 4-14% concentration.

Warning would probably be from a strong odour.

Note: Should be presence of gas become apparent, no electrical switches are to be touched by any person. This will prevent an electrically ignited explosion. The switchboard can be operated until instructed not to do so. There must be NO SMOKING and NO OPEN FIRES.

1. Call ON CALL who will contact the Maintenance On-Call if a gas leak is expected
2. If unavailable, notify Union Gas (905-545-8444)
3. Call Fire Department – 911.
4. Initiate the Fan Out System and Evacuation Procedure if necessary.



Shalom Village

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Manual:	Emergency Preparedness	Reference No.:	003020.00
Section:	Code Green - Evacuation		
Subject:	Evacuation Procedure		

POWER FAILURE

If a power failure occurs, the Emergency Generator will automatically come on within 60 seconds. All emergency fire detection systems will operate when the generator is working.

A call should be placed to Hamilton Hydro (DAY: 905-522-6611, or NIGHT: 905-522-4617) to establish the cause of the power failure. Call the ON CALL.

In the event of a power failure, the following will occur:

1. Fire Barrier Doors (including resident room doors) will close automatically.
2. Door Locks will be deactivated when power is off – ensure staff are stationed at stairwell and exits to ensure safety of our residents.
3. The emergency lighting system will be activated automatically in the corridors to provide light when the generator is activated (3-5 seconds after power failure). Assist residents to their rooms as necessary and reassure them.
4. The telephone system will be operational. Most coaches have a cell phone they will carry with them and on-call will have access to these phone numbers
5. Elevators will work but must be used for emergency only as they will quickly deplete the generator.
6. The generators will run the boilers for heat.
7. Disposable incontinence products and no rinse hand and body soap are available in the emergency store room if laundry service is unavailable.
8. **In SVTOO Apartments, the electrical outlets in resident suites do not work when with generator power. There are orange outlets and lights in the hallways outside resident rooms that run power off the generator. It is important to switch cables to these orange outlets for items such as oxygen and low air loss surfaces.**

ELEVATOR USE DURING A POWER FAILURE IN SVTOO

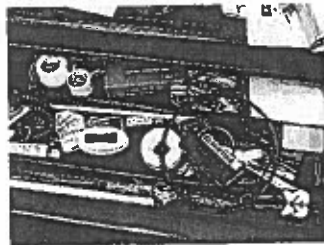


Manual:	Emergency Preparedness	Reference No.:	003020.00
Section:	Code Green - Evacuation		
Subject:	Evacuation Procedure		

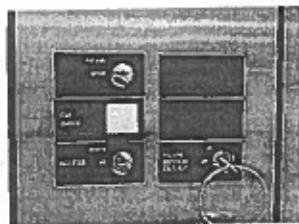
During a power failure, only 1 elevator works and it does NOT service the 3rd or 4th floors. Please follow this procedure in order to have them service those floors:

When the power is ON the nursing home elevators are locked out from going to the 3rd and 4th floors. When the power is off only the nursing home elevators have power via the generator. Consequently, the nursing teams must turn the lockout *off* to enable apartment residents to use the elevator to access the 3rd and 4th floors. The following guide demonstrates this process.

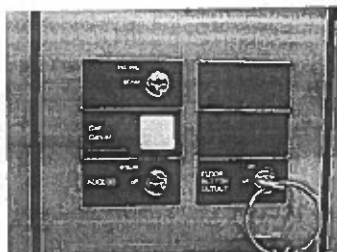
STEP 1: Get elevator key from Executive Coach of LTC's office. Key is kept in the desk drawer and is circled in RED and is labeled as Elevator key.



STEP 2: Insert key into Floor Button Cutout panel. The key will be aligned with the 'on' position.



STEP 3: Turn key counter clockwise to the 'off' position.



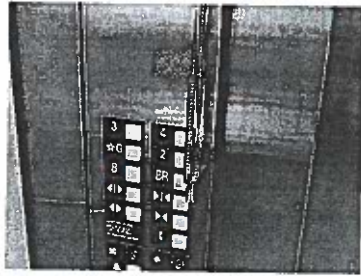
STEP 4: The elevator is now able to access the 3rd and 4th floors. Press the appropriate floor.



Shalom Village

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Manual:	Emergency Preparedness	Reference No.:	003020.00
Section:	Code Green - Evacuation		
Subject:	Evacuation Procedure		



STEP 5:

Upon returning to the 1st or 2nd floor, turn key back to the 'on' position (as seen in step 2) to return the elevator to being locked out. Return key to Executive Coach of LTC's desk. We want to keep the key in the same location at all times so all staff can easily and quickly locate the key.



Manual:	Emergency Preparedness	Reference No.:	003020.00
Section:	Code Green - Evacuation		
Subject:	Evacuation Procedure		

USE OF OXYGEN

Where the use of oxygen has been ordered:

1. All flammable solvents, cleaning fluids, ether, matches, lighters, candles and other like materials shall be removed from the room where the oxygen is to be used.
2. Signs bearing the printed words "DANGER – NO SMOKING – OXYGEN IN USE" shall be placed in the room and at the entrance to the room where the oxygen is being used.
3. Oil or grease shall not be use at any time on oxygen equipment.
4. The oxygen equipment shall be securely anchored
5. All oxygen equipment together with accessories including the "DANGER – NO SMOKING – OXYGEN IN USE" signs shall be stored in a readily accessible place so as to be available for immediate use when required.

When the fire alarm sounds, the resident using oxygen shall be evacuated as a priority.

**EVACUATION CHECKLIST – FIRST FLOOR NURSE**
TO BE COMPLETED BY FIRST FLOOR NURSE

Date: _____

TOTAL EVACUATION REQUIRED –**Control Officer in conjunction with Authorities (Policy/Fire) determine evacuation is necessary**

Action	Time Complete - Notes
Notify the CEO	
Notify On-call	
Notify Ministry of Health	
Page CODE "Total Evacuation" – indicate to use primary Exits only (if sufficient time) or use Primary and Secondary Exits	
Obtain Red Evacuation Bag containing Triage Kit First Aid Kit	
Delegate staff member to complete evacuation log. (This member will also initiate communication with family once log is complete)	Who:
Designate Registered Staff member as Triage – In-Charge (2 of 2 exits) <ul style="list-style-type: none">• Give triage kit & First Aid kit and face sheets from Red Evacuation Bag• Evacuation Checklist – Triage Officer Ensure all necessary supplies and emergency kits are delivered to the triage area	
Designate 2 additional staff to assume in charge role of 2 triage areas (one can be non-nursing staff)	
CEO or Designate will begin call procedure to call in Emergency staff.	
Ask any other available staff to assist with evacuation of residents and monitoring triage area.	
Contact emergency transportation company.(see Emergency Communication List) Let them know we have an emergency and require emergency transportation for potentially _____ residents.	Name of person contacted: Tel: Time Contacted:
Contact – 1st Place of Refuge Indicate requirement to use facility as a temporary refuge as per previous arrangement.	



Contact: Request additional transportation.	
Gather the following to be evacuated: <ul style="list-style-type: none">♦ Emergency Preparedness manual♦ Sign out books with Leave of Absence forms to identify residents who are away♦ Need to Know Binder♦ Medication Cart♦ Report Books/Unit Planners♦ Portable Phone♦ Walkie-Talkies If time permits collect: Active Medical Records, Treatment Cart/Book Linens/towels/blankets Lifts, wheelchairs etc.	
Establish Liaison with Administration of receiving facilities:	
Assign additional personnel to inform families of situation and handle telephone inquiries	
Make a list of and assign staff to evacuate necessary equipment as appropriate	
Restrict building to all unauthorized personnel	
Notify advisory physician and attending physicians of the situation	
IF APPROPRIATE: Make final check of empty building to ensure that all appropriate equipment	



is turned off, heat is low or off, windows and doors closed and locked.	
Ensure all evacuated areas are sealed off, appropriately secured and barricaded as necessary.	
Notify Police of evacuated building	
Post signs on door indicating contact information.	

First Floor Nurse Signature:

Date:

Copy to CEO

003060.00



Shalom Village

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Page 2 of 2

Record Resident's room number in numerical order to ensure all residents in the facility are accounted for.



Manual:	Emergency Preparedness	Reference No.:	003070.00
Section:	Code Green – Evacuation		
Subject:	Evacuation Lifts and Carries		

POLICY:

The necessary lifts will be followed according to the methods listed below.

PROCEDURE:

THE UNIVERSAL LIFT:

This is a one person lift. The Universal carry is a method of removing a resident from the bed onto a blanket on the floor. It is a quick and efficient method for removing a resident who is in immediate danger. This carry can be used by anyone, regardless of the size of the resident.

Method:

Spread the blanket on the floor with one-third of the blanket under the bed.

Move the resident's legs over the side of the bed, place your hands behind the resident's shoulders and pull your hands towards you until the resident is in a sitting position.

Place your arms underneath the resident's armpits and lock your hands together in front of him.

Slide the resident slowly to the side of the bed and lower him to the floor, allowing him to slide down your leg.

Lower the resident until he is lying flat, wrap the blanket over the resident in the blanket, grasp the blanket above each shoulder, place the resident in a half sitting position and pull the blanket toward you. The blanket will slide easily on the floor and you can pull the resident to safety.

SWING CARRY

This is a two person lift. This lift can be used to remove a person quickly from an area of danger.

Method:

Help the resident into a sitting position.

Each staff member should sit at the side of the bed on either side of the resident.

Take the resident's arms and place it over your shoulder.

Join arms at the back of the resident. Do not hold onto the resident, just each other.

Place your hands together under the resident's knees, lift the resident and walk in a normal manner to an area of safety.



Manual:	Emergency Preparedness	Reference No.:	003100.00
Section:	Code Green – Evacuation		
Subject:	Procedure Following Total Evacuation		

POLICY:

To maintain security of building, well-being of relocated residents and necessary communication with families/responsible parties.

PROCEDURE:

Designated person in charge of disaster (i.e. fire department/police) will conduct following inspection of physical premises:

- ♦ Ensure all electrical equipment is turned off
- ♦ Ensure heat/air conditioning is turned off
- ♦ Ensure that all evacuated areas are sealed off, secured and barricaded as required
- ♦ Ensure all windows are closed and doors are locked.

CEO or designate will:

- ♦ Ensure that families/responsible parties are contacted and made aware of evacuation proceedings
- ♦ Ensures that a notice is posted at the homes entrance listing necessary information and contact phone numbers
- ♦ Ensure that appropriate arrangements are made to maintain ongoing security of evacuated premises.
- ♦ Ensure continued provision of care at level provided prior to evacuation (help with staffing at relocation sites and visit relocation sites regularly)

Executive Coach LTC/designate will:

- ♦ Ensure the suspension of all regular work schedules in a disaster situation
- ♦ Rework the schedule to reflect the changed needs/location of residents.



Manual:	Emergency Preparedness	Reference No.:	003110.00
Section:	Code Green – Evacuation		
Subject:	Returning Residents Following Evacuation		

POLICY:

The long term care home must be inspected and approved for resident re-occupancy by appropriate individuals and/or authorities.

PROCEDURE:

The CEO or her delegate will:

Notify Ministry of Health and Long Term Care, Public Health Unit and LHIN about return.

Check all operational equipment and air building out.

Arrange for a meal or snack for returning residents.

Contact staff regarding scheduling for re-admission.

Notify families and schedule a time and date for readmission of residents who have been with families.

Gather up all lists of residents and equipment to be returned. Update continually.

Notify advisory and attending physicians of return date and time.

Organize re-admission assessments and schedule for each resident.

Designate a central control area for returning residents, staff and equipment.

Instruct maintenance personnel to manage traffic flow of returning residents.

Double check and identify residents as they disembark from the various means of transportation.

Ensure that residents and equipment are returned to appropriate areas.

Investigate missing items immediately.

Establish routine as soon as possible.



Shalom Village

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Manual:	Emergency Preparedness	Reference No.:	003120.00
Section:	Code Red – Fire Emergency		
Subject:	Relocation Agreements		

See Fire Plan & Code Green Evacuation

Relocation agreements have been secured from the following:

Coronation Arena

81 Macklin St. North

Hamilton, Ontario

L8S 3R9

(905)546-3109

Temple Anshe Shalom

215 Cline Ave. North

Hamilton, On

L8S 4A1

905-528-0121

Contact: Rabbi Jordan Cohen

or Lori (office manager)

George P. Vanier School

100 Macklin St. North

Hamilton, On

L8S 3S1

905-528-0301

Contact: Fill-in Principal: Francois Giroux ext. 224

After hours contact: 905-741-6388 (cell)

Reception: ext.0



Shalom Village

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Manual:	Emergency Preparedness	Reference No.:	004010.00
Section:	Code Blue – Medical Emergency		
Subject:	Medical Emergencies		

POLICY:

To ensure a system is implemented to alert individuals in the facility of a medical emergency and to provide a systematic approach for responding to it.

PROCEDURE:

A medical emergency is defined as the sudden onset of an illness or injury serious enough to require immediate medical or skilled nursing intervention.

A sudden illness or injury can happen to anyone – resident, staff member, volunteer or visitor.

1. Upon discovering the emergency:

- a) Pull the nearest call bell and alert nearby staff by shouting **CODE BLUE**;
- b) Stay with the injured person
- c) If no response to the call bell or the call for help, use the overhead paging system announcing **CODE BLUE**, floor number, location of the emergency, then return to the injured person and begin assessment and/or resuscitation.

2. Upon receiving the page for “**CODE BLUE**”:

- a. The professional nursing staff of the units will respond immediately to the location
An blood pressure cuff and stethoscope will also be delivered to the emergency site.

- b. The unit Charge Nurse will go immediately to the area of **CODE BLUE** and direct the emergency scene until EMS personnel arrive.

3. The Charge Nurse on duty will direct the code and ensure appropriate emergency procedures are administered.

- a. The Charge Nurse directs the Emergency Medical System to be activated by calling 911 where appropriate. A staff member will be delegated to make the call, indicating the emergency giving the injured person's name, birth date, address of the facility, location of the emergency and follow the instructions of the dispatcher. The staff member is to request the name of the dispatcher before concluding the call.

- b. A staff member will be assigned to put the elevator on service and wait for EMS personnel on the main floor.

4. The registered nurse on the unit where the code is will:

- a. Complete the transfer and referral record and ambulance DNR validity form (for residents only) if time permits, obtain the injured person's Ontario Health Card and give complete report to EMS personnel prior to transfer to hospital.

- b. Contact the CEO, if not on the premises and inform him/her of the situation.



Shalom Village

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Manual:	Emergency Preparedness	Reference No.:	004010.00
Section:	Code Blue – Medical Emergency		
Subject:	Medical Emergencies		

- c. Notify the resident's family or representative.
- d. Inform the attending Physician if unable to contact prior to transfer. If the incident occurred during the night, the attending physician will be notified on the following day shift by the day RN/RPN.
- e. Complete all required documentation.

If this is a resident emergency: Refer to resident incident reporting for documentation and follow up.

If this is a visitor emergency: Refer to Medical Emergency Response, Administration Manual

If this is a staff emergency:

Refer to Work Related Injury or Illness, OHS Manual

Refer to Critical Injury Report, OHS Manual

- f. Ensure that all emergency equipment is replenished/cleaned following the emergency and returned to its storage location.

Additional References/Related Policies:

College of Nurses of Ontario Standards of Practice



Shalom Village

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Manual:	Emergency Preparedness	Reference No.:	004020.00
Section:	Code Blue – Medical Emergency		
Subject:	Visitor Medical Emergency		

POLICY:

This policy/procedure will act as a guide for staff response when anyone has collapsed or has been injured while on Shalom Village property (whether it be within the facility or outside on the grounds). This policy does not cover residents who collapse while on the LTC Centre site.

PROCEDURE:

All calls for assistance when anyone has collapsed or has been injured while on Shalom Village property (whether it be within the facility or outside on the grounds) will be responded to by designated staff members. Staff who respond shall make an on-the-spot assessment to determine an appropriate course of action. Factors that will affect this decision include:

- ✓ the condition of the person (severity of injuries)
- ✓ accessibility and/or weather conditions
- ✓ equipment accessibility and portability
- ✓ potential risks to staff
- ✓ physician availability

It is our goal to get help to the person in a timely, logical, and effective manner.

As a follow-up to each incident, an informal assessment will be carried out to determine if the most appropriate action was taken and to discuss future improvements.

The staff member who discovers the injured person, or is told about an injured person, calls the CEO or ATHOME Leadr and gives as much detail as possible (eg. location, injuries if known, etc.)

The CEO or ATHOME Leader instructs the caller to return to the collapsed/injured person to await help.

The CEO or ATHOME Leader calls "911" and reports the incident including the location and injuries (if known).

If the person is reported to be in respiratory or cardiac arrest, the CEO or ATHOME Leader shall inform the emergency response team that this is a Code Blue situation.

Documentation:

CEO completes a detailed report on the incident.



Manual:	Emergency Preparedness Manual	Reference No.:	005010.00
Section:	Code Yellow – Missing Resident		
Subject:	Missing Resident Plan		

POLICY:

It is the policy of Shalom Village to ensure appropriate information is readily available for searchers and that all staff will know what to do in the event a resident is missing.

A Missing Resident Plan:

- ♦ A living plan for each resident is developed in connection with their family/substitute decision maker.
- ♦ The living plan will address risks identified for that resident and the plan of care to be implemented as discussed with their families.
- ♦ The staff in each home area will make hourly visual checks of residents to ensure that everyone who should be present is present.
- ♦ All exit doors in Long Term Care (LTC) are alarmed and require an access code.
- ♦ Apartment residents are asked to inform staff if they are leaving the building for the day or longer. Residents who are leaving/returning LTC with a family member or friends, must notify the Nurse and must sign out and in at the reception desk. In Goldie's Place, all residents are supervised and checked hourly.
- ♦ A resident profile binder is kept at the First Floor Nursing station for residents in LTC. For supportive housing the resident binder is kept in the office of the Supportive Housing Health & Wellness Coach. For Goldie's Place a participant binder is kept in the programs office.

Missing Resident Search Guidelines:

STAGE 1: Local Floor Area Search

1. Immediately upon discovering that a resident is missing, look around the immediate area and inform the staff of that area that the resident is missing.
2. Inform the Coach of the area
3. Check with reception to see if resident has been signed out.
4. Search the Floor
5. Check if the resident has gone to Goldie's Adult Day Program. Also check Bubbi Bessie's café, the hair dresser, and any recreation programming.
6. Call family to see if they took the resident out and did not sign them out.

STAGE 2: Building Search

1. Inform the person in charge (On Call, CEO, Coaches)
 - ♦ Person in charge will call the care team together and:
 - Obtain the Resident's Emergency information and picture located in the Emergency Binder
 - Get building room maps
 - Use your best judgement
2. Send out communications to staff that a resident is missing and to look around building areas.
3. Page "Code Yellow; Stage 2; check your email"



Shalom Village

Honouring our Fathers and our Mothers

Manual:	Emergency Preparedness Manual	Reference No.:	005010.00
Section:	Code Yellow – Missing Resident		
Subject:	Missing Resident Plan		

4. Determine when the resident was last seen, where and what they were wearing and any other pertinent facts. Ask other residents/family members if they have seen the resident and how long ago.
5. Have staff members do room to room searches (including all resident washrooms, staff washrooms, dining rooms, utility rooms, laundry room, spas, balconies, synagogue, nursing station, lobby, gardens) in each house using a building map. The staff member will be given a master key by the person in charge to do the checks and will report back as soon as they have finished and signed off each room they have checked.

During the Search:

- ◆ Remain silent (except for essential conversation) and listen for the missing person
 - ◆ Do not call the person's name (people with dementia rarely respond to calls of searchers)
 - ◆ Collect reports back from the staff every 10 minutes
 - ◆ Retrieve information kept on file to be used in the event of an emergency search (ie. Wandering person's profile, and person's personal profile)
 - ◆ Get the necessary information ready for police as well as aerial maps and facility floor plans
6. Notify staff on each floor of LTC, apartments and basement and have them do the same check as above and report back as soon as they have finished. NOTE: Assign staff to check the perimeter of the outsides of the buildings, including the enclosed gardens, local arena and school. Give grid maps that detail the area to be searched, including the original apartments, elevator lobby, and ensure that the roof doors are locked.
 7. Assign a staff member to do a room to room search of the basement, using the map supplied. Assign staff to move methodically room to room quietly and sign off when each room is checked and report back as soon as they have finished. Check all Locked rooms as well.
 8. Assign a staff member to search the parking lot and the sides of the building and report back as soon as their search is completed.

STAGE 3: Neighbourhood Search

- If the resident is not found in the search of the buildings and the immediate area surrounding them, then make the announcement "CODE YELLOW: Stage 3; check your email" throughout the building.
- Person in charge will call the care team together and:
 - Access the emergency Binder
 - Get Maps of the neighbourhood
 - Obtain the Resident's Emergency information and picture located in the Emergency Binder
 - Use your best judgement
- The person in charge will contact:
 - On Call who will implement the fan out of emergency calls and inform the CEO or delegate list
 - The police
 - The resident's next of kin
 - HSR and Taxi companies and inquire if a resident got on the bus in front of the building
 - Phone local hospitals
 - If relevant, use *69 on the resident's phone, check calendar and notes for any appointments, question anyone who may have knowledge of the resident
- Do a second building search, assigning staff to search areas they had not searched in the initial search.



Manual:	Emergency Preparedness Manual	Reference No.:	005010.00
Section:	Code Yellow – Missing Resident		
Subject:	Missing Resident Plan		

- Use a map of the area and send teams out to do a search of the local area. Have each person report back to the person in charge as soon as they have searched the area assigned. Depending on the number of volunteers available, assign areas for searching in a widening circle away from the building.
- **MEDIA: THE CEO WILL BE THE ONLY PERSON TO SPEAK TO MEDIA PERSONNEL.**
- The CEO or delegate will contact the Ministry of Health and the Chairman of the Board, if necessary.

After the Person is found:

1. Check the person for injury, take vital signs, etc.
2. Notify all persons concerned in the incident (CEO, Coaches, Next of kin, etc.)
3. Document the person's wandering incident
4. Complete critical incident report
5. Debrief staff
6. The incident log will be reviewed by Coaches and follow up action as is necessary will be implemented by the CEO. The Board of Directors will be notified at the next meeting of the Board following the incident that required the police being notified.

A Search Kit will be located at 1st Floor Nursing Station - Communication Centre and will contain:

- ♦ Flashlight and batteries (5)
- ♦ Notepads
- ♦ Post-it notes
- ♦ Pens, highlighters and markers
- ♦ Floor Plans indicating search areas
- ♦ Missing Person incident report procedure
- ♦ Maps and photos of grounds indicating search areas and highlighting areas of high probability for residents to wander.
- ♦ aerial photos or topographical maps

Staff Education:

- ♦ How to react when an resident is showing exit seeking tendencies
- ♦ How to react appropriately during a missing person incident by following a set procedure.
- ♦ How to conduct a Search for a missing resident
- ♦ How to respond to at risk residents through behavioral intervention
- ♦ How to document wandering incidents

Additional References/Related Policies:

Refer to Wandering Resident Policy, Resident Care Manual



Missing Person Incident Procedure To be completed by the charge Nurse (or designate)

Action	Time	Documentation	Initial
RESIDENT IS NOTICED MISSING AND REPORTED TO CHARGE NURSE			
<ul style="list-style-type: none">Start documentation on this form.		Person who noticed resident missing: What wearing: Place last seen:	
SEARCH IMMEDIATE AREA			
INITIATE SEARCH (located at each Communication Centre) Open Search Kit retrieve maps, floor plans and flashlights.			
<ul style="list-style-type: none">Check to determine if he/she has signed out.Search the floor systematically including all residents' rooms and other areas such as utility rooms, shower rooms, washrooms, lounges and stairwells (including locked areas).		Notes:	
IMPLEMENT FULL FACILITY SEARCH			
Call Code YELLOW Missing Person: _____			



SEARCH PROCEDURES

1. If a full floor by floor search cannot be conducted simultaneously, begin search in vicinity of the point the resident was last seen. Assign the search team members to various locations and instruct all staff to report back within 10 minutes.
2. Post a staff member at each unlocked exit to ensure the resident does not exit while conducting the search.
3. Allocated staff should begin search at the end of the unit and search toward the middle then switch sides continue until **each room has been searched twice**. Stairwells will then be searched with the staff members entering the respective stairwells at the same time ensuring that the resident will not be missed.

In each room look:

- ♦ On/under/beside beds
- ♦ In each bathroom
- ♦ Behind privacy curtains
- ♦ Closets
- ♦ Behind doors
- ♦ Shower stalls
- ♦ Bathtubs
- ♦ Scan room for any area that may hide a resident from view.

ALL areas are to be searched including areas that are usually kept locked.

These include: Utility rooms, Linen closets, Stairwells, Elevators, Lift Rooms, Electrical Rooms.

All searchers should:

- ♦ work through the hallways in pairs to prevent the lost person moving into an already checked area.
- ♦ Search an assigned area noting the time that they searched the area on their floor plan or post-it note attaching it to the door of the room searched
- ♦ Remain silent except for essential conversation and listen for person.
- ♦ Listen for lost person who may be crying.

Area (i.e. Home Area/ Team / Unit)

Searched by:

Time completed first search:

Additional Search:

Area (i.e. Home Area/ Team / Unit)

Searched by:

Time completed first search:

Additional Search:

Area (i.e. Home Area/ Team / Unit)

Searched by:

Time completed first search:

Additional Search:



- singing, or quietly taking
- ♦ Be cognizant that the person may not respond to his/her name
- ♦ Look for clues (ie lost clothing)

2. The Charge Nurse/Delegate should assign additional available staff to search the outdoor perimeter of the facility, common areas, staff rooms, public washrooms, kitchens, laundry and other non-resident areas.

Searching Non-Resident Areas:

- ♦ The elevators are to be brought down to the main floor and put on service with the doors open.
- ♦ Starting with basement, the delegate will search all offices and rooms in a systematic fashion.
- ♦ The manager will unlock all rooms and relock the doors again once the room search is completed.

While searching outside the facility

- ♦ Use the facility grounds map from the search kit that has been divided up into grids.
- ♦ Search each area of the grid thoroughly and systematically.
- ♦ Avoid multiple re-crossing on the grounds as this may contaminate a scent trace needed by police canine units.

On completion of each search area the unit supervisor or delegate will call the Charge Nurse to indicate:

- ♦ Search completed
- ♦ Resident found/not found.

Report to Charge Nurse every 10 minutes.

Continue search until CODE YELLOW ALL CLEAR is

Grounds

Searched by:

Time completed first search:

Additional searches:

Notes:



heard or Charge Nurse instructs otherwise.

--	--	--	--

SVO Apt 1st Floor & Layout of Floors 2-4



GROUND FLOOR PLAN



2nd, 3rd & 4th FLOOR PLAN

PLAN ACCEPT
DATE: 10/10/2011
BY: [Signature]
3/1/11

SVO LTC 1st floor plan

No.	Room	Dimensions
1	1000	1000
2	1000	1000
3	1000	1000
4	1000	1000
5	1000	1000
6	1000	1000
7	1000	1000
8	1000	1000
9	1000	1000
10	1000	1000

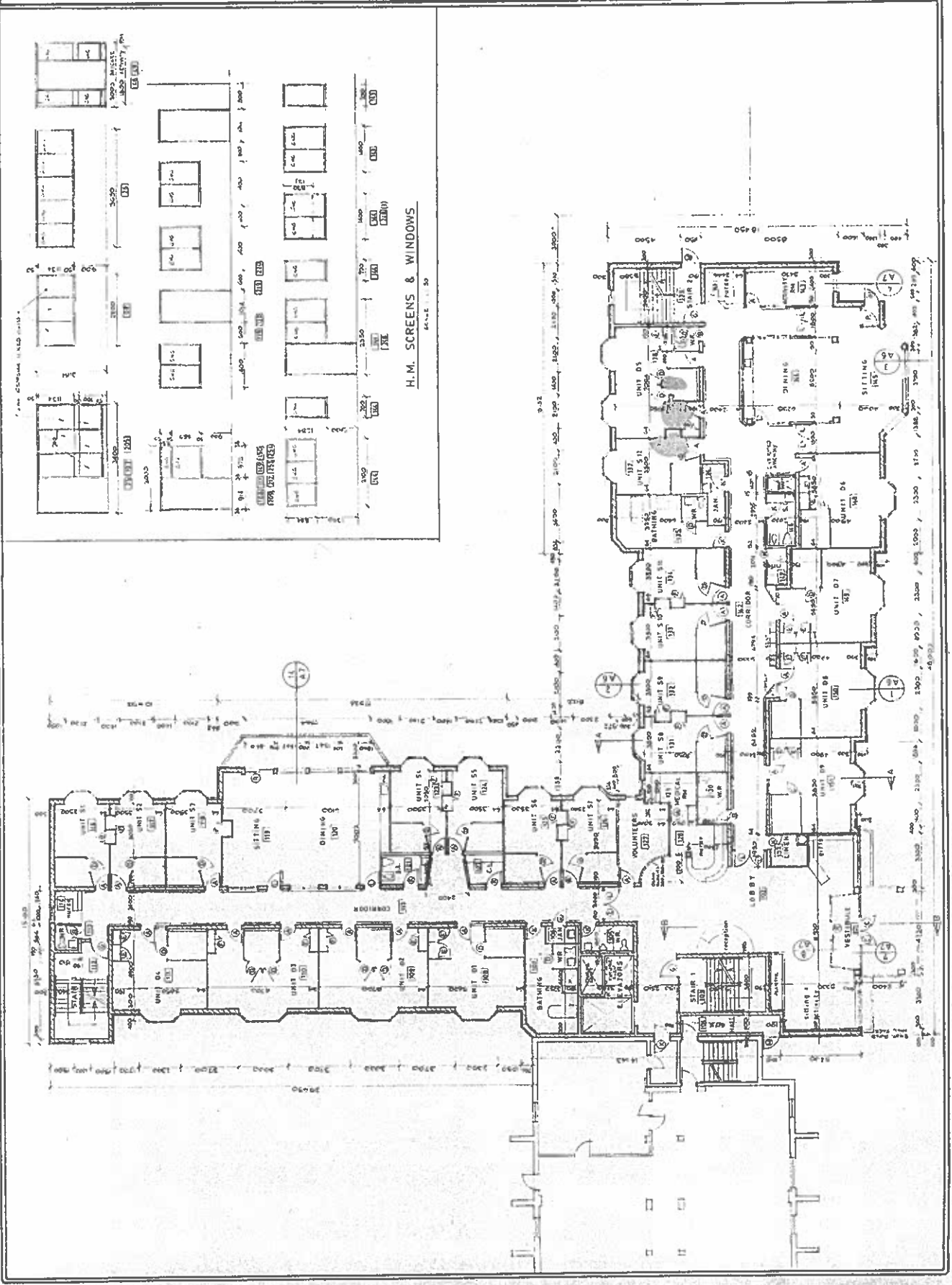


JOSEPH B. SINGER
ARCHITECT
HAMILTON, ONT.

NURSING HOME
SHALOM VILLAGE
70 MACKLIN ST. N.
HAMILTON, ONT.

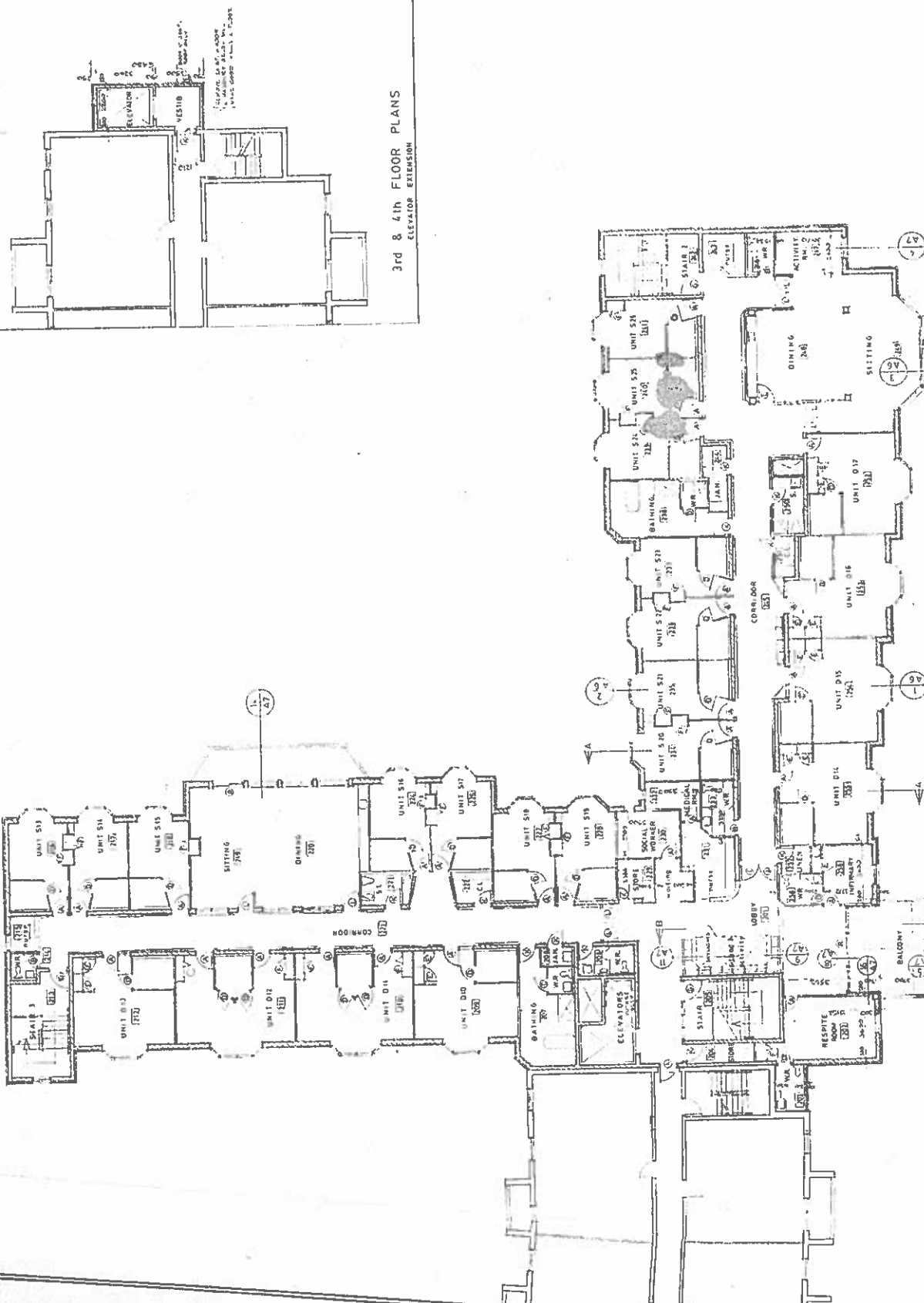
FIRST FLOOR PLAN

Scale	1:100
Sheet No.	2.5
Project No.	7.5
Date	10.10.65



H.M. SCREENS & WINDOWS

SVO LTC 2nd floor plan

3rd & 4th FLOOR PLANS
ELEVATOR EXTENSION

... Barley ...

342

[illegible][illegible]

CONFIDENTIAL MAIL, EXPRESS AND INSURE ALL DELIVERABLES AND CANCEL ALL AND COMMENT ON THE JOB AND THE PROCEEDINGS WITH THE STATE.

JOSEPH B. SINGER
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SHALOM VILLAGE
70 MACKLIN ST. N.
HAMILTON, ONT.

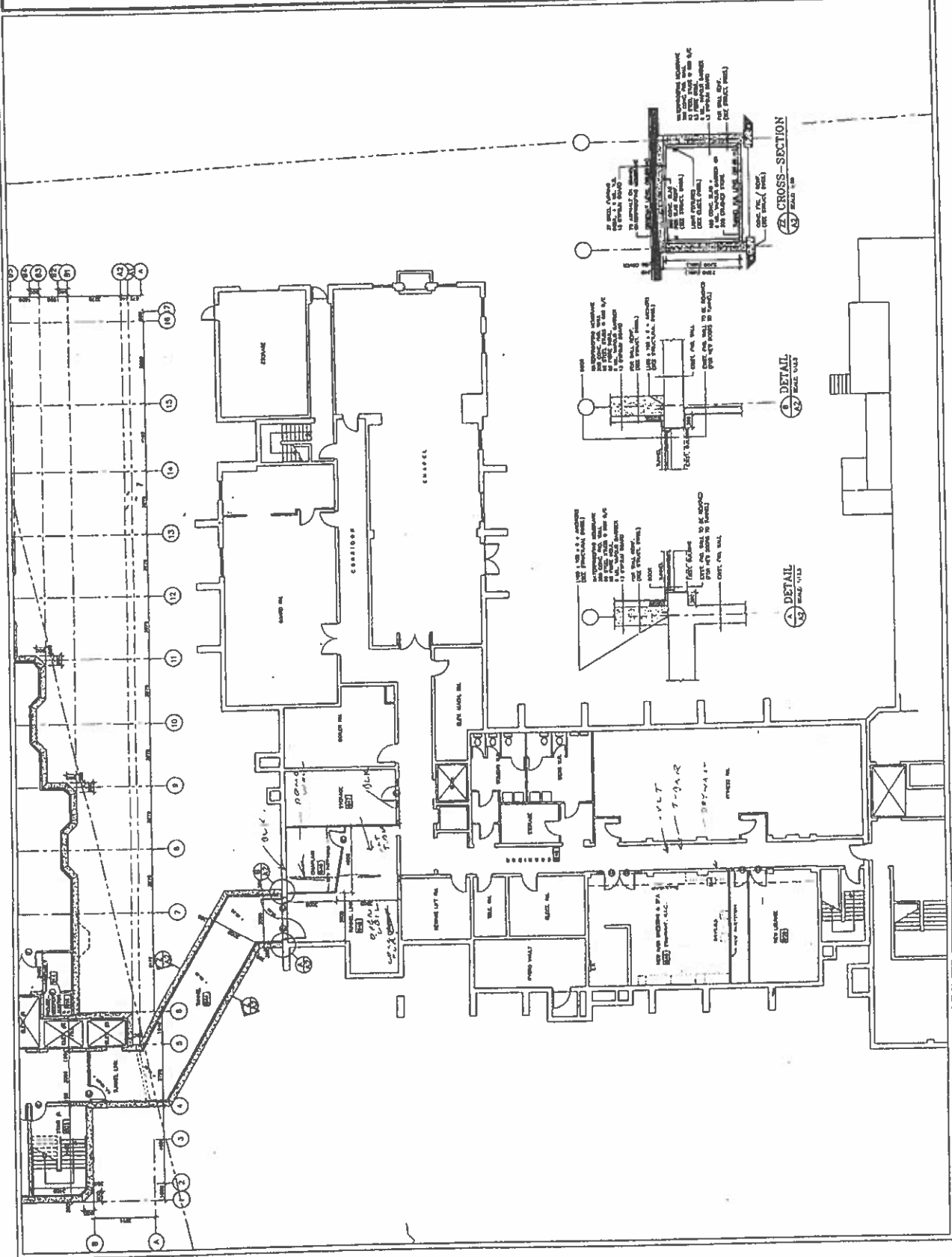
2nd FLOOR PLAN

DATE	11/100
NUMBER OF	15
QUANTITY OF	5
DATE	
DATE OF NEXT	10.10.56

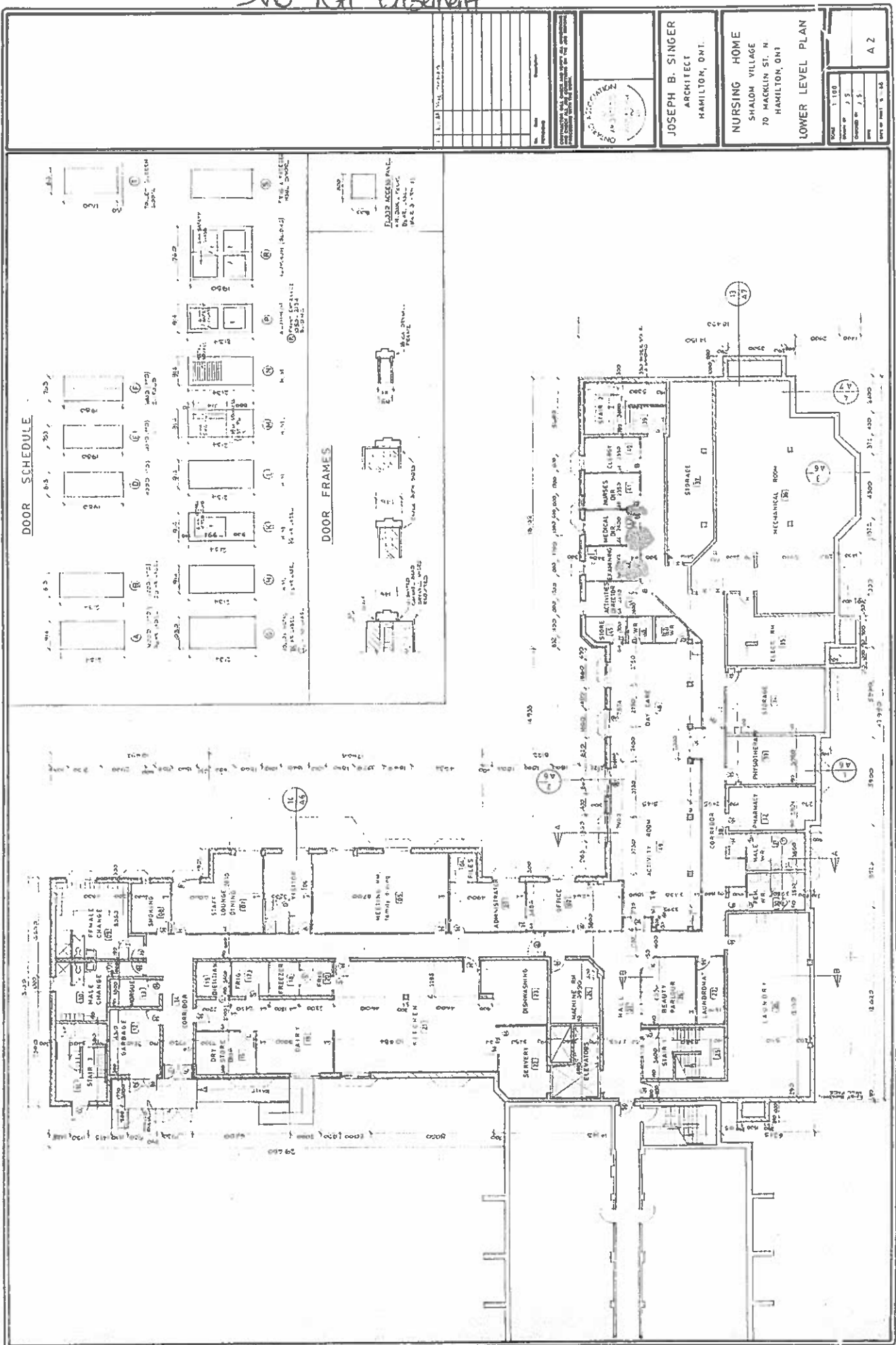
A4

SVO Apt Basement Tunnel

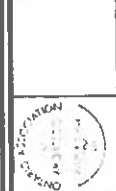
sample	by order / description	quantity	unit	date	signature
sample 01	0.5	0.5	0.5	0.5	0.5
sample 02	0.5	0.5	0.5	0.5	0.5
sample 03	0.5	0.5	0.5	0.5	0.5
sample 04	0.5	0.5	0.5	0.5	0.5
sample 05	0.5	0.5	0.5	0.5	0.5
sample 06	0.5	0.5	0.5	0.5	0.5
sample 07	0.5	0.5	0.5	0.5	0.5
sample 08	0.5	0.5	0.5	0.5	0.5
sample 09	0.5	0.5	0.5	0.5	0.5
sample 10	0.5	0.5	0.5	0.5	0.5
sample 11	0.5	0.5	0.5	0.5	0.5
sample 12	0.5	0.5	0.5	0.5	0.5
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sample 16	0.5	0.5	0.5	0.5	0.5
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sample 25	0.5	0.5	0.5	0.5	0.5
sample 26	0.5	0.5	0.5	0.5	0.5
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sample 31	0.5	0.5	0.5	0.5	0.5
sample 32	0.5	0.5	0.5	0.5	0.5
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sample 34	0.5	0.5	0.5	0.5	0.5
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sample 36	0.5	0.5	0.5	0.5	0.5
sample 37	0.5	0.5	0.5	0.5	0.5
sample 38	0.5	0.5	0.5	0.5	0.5
sample 39	0.5	0.5	0.5	0.5	0.5
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sample 45	0.5	0.5	0.5	0.5	0.5
sample 46	0.5	0.5	0.5	0.5	0.5
sample 47	0.5	0.5	0.5	0.5	0.5
sample 48	0.5	0.5	0.5	0.5	0.5
sample 49	0.5	0.5	0.5	0.5	0.5
sample 50	0.5	0.5	0.5	0.5	0.5
sample 51	0.5	0.5	0.5	0.5	0.5
sample 52	0.5	0.5	0.5	0.5	0.5
sample 53	0.5	0.5	0.5	0.5	0.5
sample 54	0.5	0.5	0.5	0.5	0.5
sample 55	0.5	0.5	0.5	0.5	0.5
sample 56	0.5	0.5	0.5	0.5	0.5
sample 57	0.5	0.5	0.5	0.5	0.5
sample 58	0.5	0.5	0.5	0.5	0.5
sample 59	0.5	0.5	0.5	0.5	0.5
sample 60	0.5	0.5	0.5	0.5	0.5
sample 61	0.5	0.5	0.5	0.5	0.5
sample 62	0.5	0.5	0.5	0.5	0.5
sample 63	0.5	0.5	0.5	0.5	0.5
sample 64	0.5	0.5	0.5	0.5	0.5
sample 65	0.5	0.5	0.5	0.5	0.5
sample 6					



Handwritten: *Basement*



NO.	DESCRIPTION	QUANTITY	UNIT	PRICE	TOTAL
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JOSEPH B. SINGER
ARCHITECT
HAMILTON, ONT.

NURSING HOME
SHALON VILLAGE
70 MACKIN ST. N.
HAMILTON, ONT

LOWER LEVEL PLAN

DATE	1. 100
BY	J. S.
CHECKED BY	J. S.
SCALE	1/8" = 1'-0"
NO.	A 2

Architectural drawing of the ground floor plan for the Nursing Home at Shalom Village 200. The plan shows a large, rectangular building with a central corridor and various rooms, including a large hall, a kitchen, and a dining area. The drawing is oriented horizontally with a north arrow pointing towards the top right. The drawing is labeled "GROUND FLOOR PLAN" and includes a title block with the project name "NURSING HOME AT SHALOM VILLAGE 200" and the architect's name "JOSEPH E. SHAPIRO ARCHITECT".

SVT00 2nd floor plan

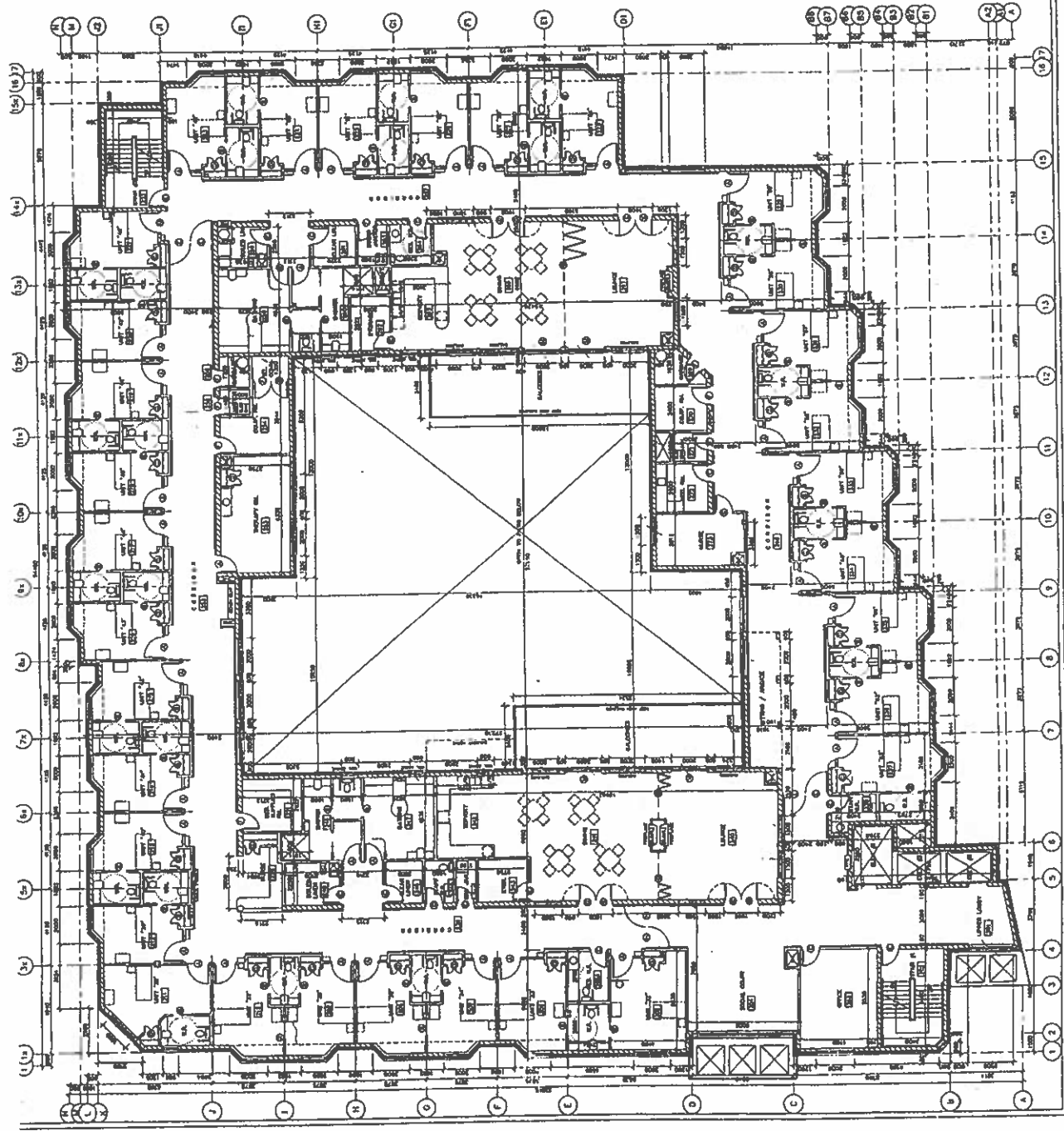
NO.	REVISION	DATE
1	ISSUED FOR TENDERS	
2	REVISIONS FOR PERMIT	
3	REVISIONS	



JOSEPH B. SEVER
ARCHITECT
100-110, BRIDGE

NURSING HOME
FOR THE AGED
SHAN VILLAGE
100-110, BRIDGE
SECOND FLOOR PLAN

Scale	1:100
Sheet No.	2000-1
Project No.	A4



Architectural drawing showing the Third Floor Plan and Fourth Floor Plan of the Nursing Home. The drawing includes a detailed section view of the building, showing the internal structure and layout of the floors. The section view is labeled 'PART FOURTH FLOOR PLAN' and 'TYPICAL DETAIL'. The drawing also includes a table of dimensions and a list of notes.

Table of Dimensions:

NO.	DESCRIPTION	UNIT	QUANTITY
1	1st FLOOR	SQ. FT.	10,000
2	2nd FLOOR	SQ. FT.	10,000
3	3rd FLOOR	SQ. FT.	10,000
4	4th FLOOR	SQ. FT.	10,000
5	5th FLOOR	SQ. FT.	10,000
6	6th FLOOR	SQ. FT.	10,000
7	7th FLOOR	SQ. FT.	10,000
8	8th FLOOR	SQ. FT.	10,000
9	9th FLOOR	SQ. FT.	10,000
10	10th FLOOR	SQ. FT.	10,000
11	11th FLOOR	SQ. FT.	10,000
12	12th FLOOR	SQ. FT.	10,000
13	13th FLOOR	SQ. FT.	10,000
14	14th FLOOR	SQ. FT.	10,000
15	15th FLOOR	SQ. FT.	10,000
16	16th FLOOR	SQ. FT.	10,000
17	17th FLOOR	SQ. FT.	10,000
18	18th FLOOR	SQ. FT.	10,000
19	19th FLOOR	SQ. FT.	10,000
20	20th FLOOR	SQ. FT.	10,000

Notes:

1. ALL DIMENSIONS ARE IN FEET AND INCHES.
2. ALL WALLS ARE 12" THICK UNLESS OTHERWISE NOTED.
3. ALL FLOORS ARE 4" THICK UNLESS OTHERWISE NOTED.
4. ALL ROOFS ARE 6" THICK UNLESS OTHERWISE NOTED.
5. ALL STAIRS ARE 36" WIDE UNLESS OTHERWISE NOTED.
6. ALL ELEVATORS ARE 36" WIDE UNLESS OTHERWISE NOTED.
7. ALL HALLWAYS ARE 36" WIDE UNLESS OTHERWISE NOTED.
8. ALL ROOMS ARE 10' X 10' UNLESS OTHERWISE NOTED.
9. ALL BATHS ARE 5' X 7' UNLESS OTHERWISE NOTED.
10. ALL KITCHENS ARE 10' X 10' UNLESS OTHERWISE NOTED.
11. ALL DINING ROOMS ARE 10' X 10' UNLESS OTHERWISE NOTED.
12. ALL LIVING ROOMS ARE 10' X 10' UNLESS OTHERWISE NOTED.
13. ALL BEDROOMS ARE 10' X 10' UNLESS OTHERWISE NOTED.
14. ALL OFFICES ARE 10' X 10' UNLESS OTHERWISE NOTED.
15. ALL STUDIOS ARE 10' X 10' UNLESS OTHERWISE NOTED.
16. ALL GYMNASIUMS ARE 10' X 10' UNLESS OTHERWISE NOTED.
17. ALL THEATERS ARE 10' X 10' UNLESS OTHERWISE NOTED.
18. ALL LIBRARIES ARE 10' X 10' UNLESS OTHERWISE NOTED.
19. ALL MUSIC ROOMS ARE 10' X 10' UNLESS OTHERWISE NOTED.
20. ALL ART ROOMS ARE 10' X 10' UNLESS OTHERWISE NOTED.

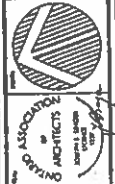
SVT00 Basement

DETAILS OF DEVELOPMENT:

1. FIRST FLOOR, SECOND FLOOR AND BASEMENT --
2. SHED & SHEDS 2 "GATE" BUILDING --
3. SHED & SHEDS 3 "GATE" BUILDING --
4. SHED & SHEDS 4 "GATE" BUILDING --
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100. SHED & SHEDS 100 "GATE" BUILDING --

Don, L
Mason, LL

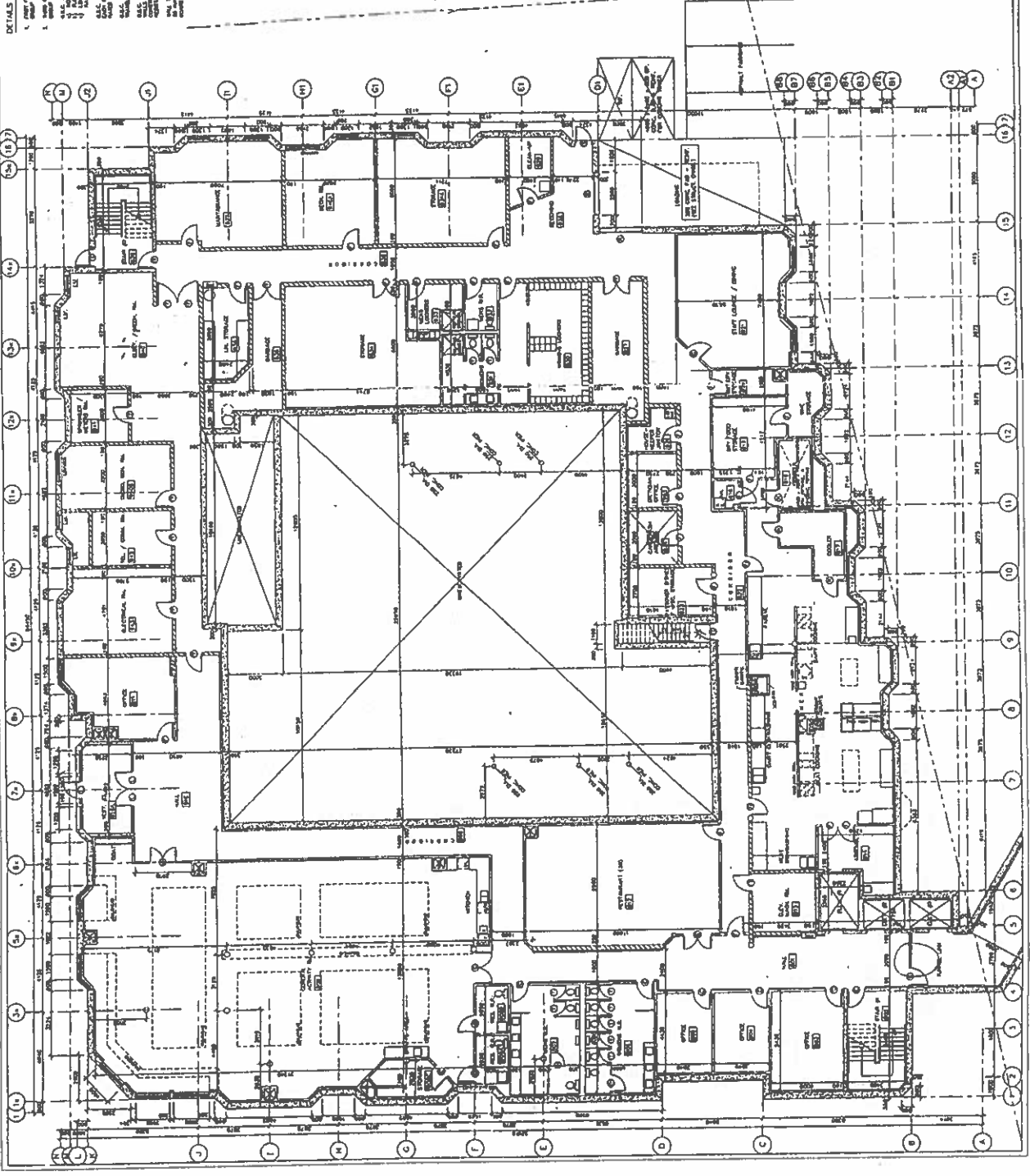
Spokane, WA
Don, L Mason, LL



JOSEPH B. SNIDER
ARCHITECT
1000 1/2 N. 10TH ST.
SPokane, WA 99201

NURSING HOME
EXTENSION
SHALOM VILLAGE 100
BASEMENT FLOOR PLAN

Project No.	2007-1
Sheet No.	A1
Scale	1/4" = 1'-0"
Date	10/1/07
Drawn by	J.B.S.
Checked by	J.B.S.
Approved by	J.B.S.





Shalom Village

Honouring our fathers and our Mothers

Manual:	Emergency Preparedness	Reference No.:	006030.00
Section:	Code White – Violent/Aggressive Behaviour		
Subject:	Violent Situation Protocol		

POLICY:

To ensure a plan is in place to attain immediate assistance in a situation related to violent/aggressive behaviours in staff, resident, family or visitors.

Code White is used every time immediate response is needed to manage violent/aggressive behaviours, or when you can't handle or help is needed and they aren't successful.

REFERENCE:

Accredited Crisis Intervention with the Hostile and Aggressive Individual, 2013.

PROCEDURE:

Call out "**CODE WHITE**". Unit Staff to respond immediately to area of concern.

The person confronted with the situation should:

1. Stay Calm
2. Call for help from co-workers – Code White. Using the overhead paging system, page "CODE WHITE", Care Area and location (ie. Unit _____, Room 220)
3. Take measures to protect your own safety and the safety of those around you (eg have residents leave room, position yourself close to the door) Remove Residents/Visitors and Staff from immediate area, establishing a safe location.
IF AGGRESSIVE RESIDENT - Return to resident, ensure environment is safe. Implement interventions noted in the Responsive Behaviour Protocol to manage the situation. Refer to Responsive Behaviour Policy.
4. Do not promise anything in response to demands. Acknowledge requests but say you have to check with supervisor. (claim lack of authority)
5. Do not obstruct perpetrator's passage in any way.

Second staff member on Scene:

1. Isolate dangerous individual if safe to do so.
2. Monitor traffic and direct people away from area in incident
3. Determine if necessary to call police and if so make the call now. Call 911.

Designated First response staff to respond to the Code White announcement (Home specific plan).

Once situation is assessed then:

Appropriate Interventions for Code White Responders:

A. Distance from Resident/Positioning of First Responder



Shalom Village

Honouring our Fathers and our Mothers

Manual:	Emergency Preparedness	Reference No.:	006030.00
Section:	Code White – Violent/Aggressive Behaviour		
Subject:	Violent Situation Protocol		

Leg length plus a step or a lunge away.
Step to the side if resident responds physically (versus backwards as this could end up with staff being cornered).
Stand at a 45 degree angle. Palms should be in front of thighs facing out (to evidence nothing in hands). Avoid hands positioned behind back.
Avoid leaning forward (shows aggression).
Avoid leaning back (portrays fear).

If resident is in wheelchair:

Get to their level: not crouched as puts balance off

Kneel on one knee

Position to the side or

Pull up a chair to the side with one leg positioned in front for quick movement if needed. Position hand on lap with palms out.

Other:

For any position consider hands in front of chest in a steeple position (non-threatening but makes you ready to defend yourself if needed).

Make eye contact but avoid staring

Calm tone of voice: Make statements like: "Can I help you right now"

B. General Guidelines for defusing Hostility:

Defuse yourself first

Be aware of your body language, distant from resident, environment

Begin to defuse early and be proactive

Deal with residents feelings first

Look at what you can say yes to: e.g. "you can't go outside now but you can 1. 2. 3. (always give 3 other options so they can choose).

Be assertive, not manipulative

Be effective versus being right

C. WHEN HELP ARRIVES

There should always be a lead negotiator (usually the person who is already there)

Only one person talks at a time

Responders

X Resident

X 1st Responder (facing sideways with back to exit

X

X 3rd & 4th Responder —(stand quietly-identify yourself quietly)



Shalom Village

Honouring our Fathers and our Mothers

Manual:	Emergency Preparedness	Reference No.:	006030.00
Section:	Code White – Violent/Aggressive Behaviour		
Subject:	Violent Situation Protocol		

Responders to identify to the present responder:

#2nd and 3rd Responder : I am here if you need me (to 1st responder). This communicates to 1st responder but they don't have to turn or loose focus on the resident. They can "tap" 1st responder at any time if the 1st responder is not being effective to let them know they will take their place.

Other Responders : Their main role is crowd control and safety..

Look out for other resident's safety

Look for any available weapons and remove

Meet the police if they have been called to aprise them of the current situation.

Debriefing:

This is a crucial step in the process.

It should take place immediately following the incident, prior to staff leaving for their shift.

Discussion should take place on: what went right

What went wrong

Recommendations and plans for further interventions for resident

Completion of the Code White form should take place.

It is important to provide the responders with support and appreciation.

Offer time away to take a break.

Phone call to responders should take place the next day by Manager.

Decide on further supports necessary e.g. EAP counselling, group debriefing etc.

Notification

If incident occurred outside of regular office hours the On-Call Manager should be notified as soon as possible. The expectation is that they will provide support/assistance with next steps, debriefing etc.

Staff Specific:

- If able to diffuse violent behaviors, employee will be sent home immediately pending outcome of investigation. Contact EAP for employee consultation.



Shalom Village

Honouring our Fathers and our Mothers

Manual:	Emergency Preparedness	Reference No.:	006030.00
Section:	Code White – Violent/Aggressive Behaviour		
Subject:	Violent Situation Protocol		

- b) If unable to diffuse violent behaviours, call 911 for emergency response and follow the direction of police. Notify the CEO. Employee will not return to work pending the outcome of investigation.

Refer to Health and Safety Manual – Workplace Violence Prevention Policy and Program.

Family/Visitor Specific:

- a) Attempt to diffuse the situation by responding in calm voice.
Request assistance from Supervisor/Manager
If able to diffuse violent behaviours, report all proceeding to the Supervisor/Manager and if warranted the supervisor/manager will report incident to Police. Management and Staff will cooperate with the Police and continue with the procedures that are appropriate to the situation.
- b) If unable to diffuse violent behaviours, call 911 for emergency response and follow direction of the police. Notify, CEO.

**CODE BLACK – BOMB THREAT PROCEDURES**

TO BE COMPLETED BY CHARGE NURSE (OR DESIGNATE) Resident:

Date:

Action	Time	Documentation	Initial
BOMB THREAT RECEIVED BY PHONE OR MAIL			
Remain Calm – Do Not Panic <ul style="list-style-type: none">• Complete CODE BLACK –BOMB THREAT BY TELEPHONE CHECKLIST.• Contact Executive Director or Designate			
CALL POLICE Executive Director or Director of Care if available			
Script: This is (YOUR NAME) calling from Company (address). I would like to request assistance from the police. At (INSERT TIME) we received a Bomb Threat by (PHONE OR MAIL) Other details to provide: Pertinent details given from Bomb Threat Checklist (ie Time of Bomb to explode, Location of Bomb) Continue searching until police arrive unless otherwise instructed by the Control Officer.		Notes Name of Dispatcher:	
<ul style="list-style-type: none">• Designate appropriate staff member to meet police			
SEARCH AFFECTED AREA IF KNOWN			
<ul style="list-style-type: none">• Search the area systematically including all residents' rooms and other areas such as utility rooms, shower rooms, washrooms, lounges and stairwells (including locked areas).		Notes:	
IMPLEMENT FULL HOME SEARCH			
Call Code BLACK (3 times) Charge Nurse is Control Officer Control Center is Team 2 Nursing Station			



INITIATE SEARCH

Open Search Kit retrieve maps, floor plans and flashlights, Post-it notes/flags

The elevators are to be brought down to the main floor and put on service with the doors open.

SEARCH PROCEDURES

1. Assign the search team members to various locations and instruct all staff to report back within 10 minutes.
 - If possible assign search teams to areas they are familiar with.
2. Allocated staff should begin search at each end of the unit and each search one side of the hallway ensuring that **each room has been searched** then proceed to the stairwell.
3. Search for clues and unusual packages, bags, boxes etc.

In each room look:

- On/under/beside beds
- In each bathroom
- Behind privacy curtains
- Closets
- Behind doors
- Shower stalls
- Bathtubs
- Under furniture (coffee tables)
- Garbage Cans

Scan room for any area that a package may be concealed.

Leave doors open to resident rooms and common areas.

ALL areas are to be searched including:

Utility rooms, Linen closets, Stairwells, Elevators, Lift Rooms, Electrical Rooms.

Areas that are usually kept locked can be searched last.

All searchers should:

- work in pairs to prevent the lost person moving into an already checked area.
- Search an assigned area noting the time that they searched the area on their floor plan.
Remain silent except for essential conversation.
Look for clues (ie out of place or unusual items)

1. The Charge Nurse/Delegate will assign additional available staff to search the outdoor perimeter of the home, common areas, staff rooms, public washrooms, kitchens, laundry and other non-resident areas.

Unit _____

Searched by: _____

Time completed first search: _____

Additional Search: _____

Unit _____

Searched by: _____

Time completed first search: _____

Additional Search: _____

Unit _____

Searched by: _____

Time completed first search: _____

Additional Search: _____



While searching outside the home

- Use the home grounds map from the search kit that has been divided up into grids.
- Search each area of the grid thoroughly and systematically.
- Avoid multiple re-crossing on the grounds as this may contaminate a scent trace needed by police canine units.

Searching Non-Resident Areas: (After common areas and residents rooms have been searched)

- Starting with the basement, the delegate will search offices and rooms in a systematic fashion.
- The manager will unlock all rooms and relock the doors again once the room search is completed.

On completion of each search area the unit supervisor or delegate will call the Charge Nurse to indicate:

- Search completed

Report to Control Officer every 10 minutes.

Continue search until CODE BLACK ALL CLEAR is heard or Control Officer instructs otherwise.

If a suspicious article is found:

IMMEDIATELY NOTIFY THE EXECUTIVE DIRECTOR/DESIGNATE OF THE LOCATION AND DESCRIPTION OF THE OBJECT. DO NOT TOUCH THE OBJECT. EVACUATE ALL PEOPLE FROM THE IMMEDIATE AREA.

(see Object Description Questionnaire)

Grounds

Searched by:

Time completed first search:

Additional searches:

Notes:

POLICE ARRIVE

Report to police on progress of home search.

Give Code Black – BOMB THREAT TELEPHONE CHECKLIST to police:

- Repeat info provided to dispatcher when you originally telephoned the police.

Give Grounds maps and Home Floor plans

Notes:

EXECUTIVE DIRECTOR AND POLICE TAKE OVER

- Charge nurse signs off and completes home incident forms and Ministry of Health forms (as required).

Signature of Charge Nurse:



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Page 4 of 4



BOMB THREAT TELEPHONE CHECKLIST

1. Pretend difficulty with hearing, keep caller talking, ask caller to repeat and if caller is agreeable to further conversation, ask questions like:

What TIME will the bomb EXPLODE?

Where is the Bomb?

What does it look like?

Where are you calling from?

How do you know so much about the bomb?

Why are you doing this?

What is your name and address?

When is it set to explode?

Kind of Bomb?

2. Exact Words of Caller:

3. Threat Recipient's Particulars:

Name:

Title/Classification:

Work Area:

Telephone Number:

4. Recorded Data:

Date:

Time:

 AM/ PM

Duration of Call:



What line did the call come in on?

5. Fill in the applicable blanks:

CALLER'S IDENTITY

Male _____ Female _____ Adult _____ Juvenile _____ Estimate _____

ORIGIN OF CALL

Local _____ Long distance _____ Booth _____

VOICE

Loud _____ Soft _____
High Pitch _____ Deep _____
Raspy _____ Pleasant _____
Nervous _____ Rough _____
Refined _____ Nasal _____
Lisp _____

SPEECH

Distorted _____ Slow _____
Distinct _____ Fast _____
Slurred _____ Nasal _____

Voice was Familiar _____ Explain _____

LANGUAGE

Excellent _____ Good _____
Fair _____ Poor _____
Foul _____ Other _____

ACCENT

Local _____ Race _____
Not Local _____ Foreign _____

Unusual phrases: _____

MANNER

Calm _____ Angry _____
Rational _____ Irrational _____
Coherent _____ Incoherent _____
Deliberate _____ Emotional _____
Righteous _____ Laughing _____

BACKGROUND NOISES

Factory Machines _____ Trains _____
Office Machines _____ Quiet _____
Aircraft _____ Voices _____
Bedlam _____ Music _____
Animals _____ Mixed _____
Street Traffic _____ Party _____
Atmosphere _____ Whistles _____
Bells _____ Horns _____

Did the caller appear familiar with the unit/section or building by his description and remarks? Yes _____ No _____

6. Comments:



FURTHER INSTRUCTIONS:

1. Report threat to your Supervisor/Executive Director or Designate
2. Call 911
Indicate names of persons or offices you reported to: _____
3. Be sure to give your name, department and phone number.
4. Do not talk to others about this incident.
5. If ordered to evacuate, take this checklist with you. (See Code Green – Evacuation)

SIGNATURE: _____

DEPARTMENT: _____

DATE: _____



DESCRIPTION OF ARTICLES

Describe the Item:

Picture/Diagram:

Answer the following:

What Size?

What is the Exact Location?

What Colour is it?

Any Distinguishing Features

Other Information:



Shalom Village

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Page 2 of 2



Shalom Village

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Manual:	Emergency Preparedness	Reference No.:	007020.00
Section:	Code Black – Bomb Threat		
Subject:	Bomb Threat by Mail		

POLICY:

The necessary steps should be taken when a potential bomb threat has been made by mail.

PROCEDURE:

Watch for one or a combination of these signs:

Unusual or unexpected point of origin:

- Unusually restrictive markings (personal, to be opened only by, fragile, rush, do not delay delivery)
- Excessive weight or thickness for envelope or package size
- Cut and paste lettering or improvised labels
- Unusual odours
- The feel of springiness, metallic components or stiffeners in letters
- Oily or greasy stains on packaging
- Obviously disguised script
- Inaccuracies in address or titles
- Small holes,
- Protruding wires
- String or metal foil;
- Excessive wrapping, binding or tying materials
- Unbalanced or lopsided letters and parcels
- Indecipherable or no return address

If you suspect a letter or parcel:

- Do not touch or further handle it
- Do not discard anything pertaining to the package
Isolate the area
- Contact the CEO
Call 911



Shalom Village

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Manual:	Emergency Preparedness	Reference No.:	008010.00
Section:	Code Orange – Disaster Contingency Plans		
Subject:	Loss of Hydro		

POLICY:

To ensure Shalom Village is prepared in the event of an incident of loss of hydro in a way that minimizes disruption to the residents.

PROCEDURE:

When the power goes off unexpectedly, the person-in-charge will immediately:

- notify the Maintenance Personnel to check the electrical system for obvious problems;
- notify oncall coach is after hours
- if no internal problem is found, Check Horizon Utility website via iphone or ipad or check twitter to see probable length of outage.

In the event of total loss of power, contact the Hydro Utility Office at to determine the anticipated duration of the power loss.

If the power is expected to be restored a couple of hours, no further action will be required.

If the power is not expected to be restored within a reasonable time frame, the CEO, or her delegate, will:

Laundry

- reassign laundry staff to other duties;

Dietary

- The kitchen is equipped with gas cooking range that can be used to provide meals or hot fluids during electrical power outages.
- Paper products will be used for snacks and meals
- Use barbeques if not enough room to cook on stove
- Monitor and record fridge/freeze temps, keep doors closed
- Fridges in SVO dining rooms are on backup generators
- Fridges in SVToo dining rooms are not on backup generators so keep doors shut as much as possible

Communication

Network phone systems have been connected to the backup generator but other options can be utilized:

- A cell phone
- Companion phones

Apartments



Shalom Village

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Manual:	Emergency Preparedness	Reference No.:	008010.00
Section:	Code Orange – Disaster Contingency Plans		
Subject:	Loss of Hydro		

- SVO apartment elevator is not on generator – signs need to be placed at elevator on each floor directing apartment residents to use SVO LTC elevator
- Maintenance to switch SVO LTC elevator to go to all floors
- SVToo has 2 elevators on generator (#2 and #3)
- Apartment PSW to do rounds to tell all apartment residents about power failure and estimated time and elevator usage

Maglocks

- May be released in a power surge, have maintenance check if can reset
- If still off ensure staff are doing rounds to monitor all doors and place chair in front to deter residents

Callbells

- If callbells go down call maintenance to reset program
- If still down call Cintel or Edwards to come and assess

Resident Care

- Nurse to ensure all oxygen concentrators are plugged into a red generator plug
- May need to bring any resident from apartments with oxygen to LTC to use generator as there is no generator power in apartments

HOUSEKEEPING

- Minimize cleaning of floors etc. Do only toilets, sinks etc
- Reassign to other areas
- Ensure that Infection Control Nurse or designate is consulted to review cleaning procedure for residents with high risk infections. (ie. C-Diff, VRE, MRSA etc.).

If the weather is cold, the CEO, or her delegate, will also direct staff:

- to ensure that all windows and exterior doors are closed; Keep vacant room doors closed to minimize loss of heat.
- to obtain extra blankets from storage as required.
- to record the interior temperature of the home hourly and report any finding below 10°C.

If gas supplies are still available, supply residents with hot beverages as needed.

Emergency Generators:



Shalom Village

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Manual:	Emergency Preparedness	Reference No.:	008010.00
Section:	Code Orange – Disaster Contingency Plans		
Subject:	Loss of Hydro		

This home is equipped with a diesel backup generator. This generator will operate for approximately 72 hours if the tank is full.

As soon as loss of hydro is experienced ensure an adequate supply of diesel fuel is on hand

Conserve water as when loss of hydro is experienced for an extended period of time water supply may be affected.

When electricity is restored ensure that the mag locks are reset and all emergency systems are tested.

In the event that hydro is not expected to be restored for an extended period of time and internal temperatures fall below 10°C, evacuation of the home may be necessary. Refer to CODE GREEN – Evacuation



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Manual:	Emergency Preparedness	Reference No.:	008020.00
Section:	Code Orange – Disaster Contingency Plans/ Extreme Weather		
Subject:	Loss of Water		

POLICY:

To ensure the home is prepared to deal with an incident of loss of water in a manner that minimizes disruption to the home.

PROCEDURE:

In the event of total loss of water the Maintenance Personnel will check the water system for obvious problems. Contact the Local Public Utilities in order to determine expected duration of shutdown.

If the supply is to be restored quickly, no further action is required.

Normally, water is unlikely to remain off for more than two hours. If there is a planned disruption for service reasons, etc. the water company will notify the home in advance. All departments will then be notified and have time to plan for the event.

In the event that the water supply will not be available for several hours, the CEO or delegate will:

- direct staff to fill tubs, sinks, pitchers, etc. with water for use during the shutdown.

If the water supply is not expected to be restored within a reasonable time frame, the CEO, or her delegate, will:

- reassign laundry staff to other duties;
- direct dietary staff to use disposable plates, glasses.
- direct dietary staff to use water that is kept in the refrigerator at all times for cooking purposes and to hold water at meal time;
- direct nursing to modify their work schedule to conserve water;
- direct staff and residents to minimize the flushing of toilets during the duration of the water stoppage;

Milk and fruit juices are to be used to meet the needs of residents.

Laundry and dishwashing operations and regular bathing shall be discontinued for the duration of the shortage.

Disposable hand wipes and waterless hand cleaner will be obtained by the ATHOME Leader for personal care. In the event that water supplies will not return to normal for an extended period of time, initiate contact with an emergency water source.



Shalom Village

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Manual:	Emergency Preparedness	Reference No.:	008020.00
Section:	Code Orange – Disaster Contingency Plans/ Extreme Weather		
Subject:	Loss of Water		

In the event that water supply is not to be restored to normal indefinitely, the CEO or her delegate will initiate Total Evacuation – CODE GREEN – Emergency Preparedness Manual.

DEPARTMENT SPECIFIC PROCEDURES FOR LOSS OF WATER

IF POSSIBLE FILL ALL CONTAINERS AND SINKS WITH WATER.

FOOD SERVICE

Follow emergency menu using disposable dishes
Use water in refrigerator for cooking
Do not drain steam table
Puree entrees would have to be heated on stove
Canned juices to be used instead of concentrates
Coffee and tea would not be served

LAUNDRY

Suspend duties and reassign to other duties

HOUSEKEEPING

Suspend duties and reassign to other duties



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Manual:	Emergency Preparedness	Reference No.:	008030.00
Section:	Code Orange – Disaster Contingency Plans/Extreme Weather		
Subject:	Loss of Natural Gas		

POLICY:

To ensure the home is prepared to deal with an incident of loss of natural gas in a manner that minimizes disruption to the residents.

PROCEDURE:

In the event of loss of gas, the CEO, or her delegate, will:

- notify the Maintenance Personnel to check the fuel line system for obvious problems.
- if no obvious problems are found, the home natural gas supplier (eg. Union Gas) will be contacted in order to determine expected duration of shutdown. If an internal issue the home natural gas supplier will be requested to attend the premises and correct the problem.

If the supply is to be restored quickly, no further action is required.

In the event that natural gas supply is not expected to be restored for 24 hours or more:

- Suspend operation of laundry and dishwashing services in order to conserve hot water for resident's use.
- See **Code Orange - Interruption of Dietary Services** – Emergency Preparedness Manual for emergency feeding of residents.

In the event that gas supply is not to be restored for an extended period of time, the CEO or her delegate may initiate **Total Evacuation – Code Green – Emergency Preparedness Manual**.

DEPARTMENT SPECIFIC PROCEDURES FOR LOSS OF HYDRO

FOOD SERVICE

- Follow emergency menu using disposable dishes
- Use barbeques as an extra source for cooking

LAUNDRY

- Suspend duties and assign staff to other areas
- Use disposable products

HOUSEKEEPING

- Maintain duties as much as possible



Shalom Village

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Manual:	Emergency Preparedness	Reference No.:	008060.00
Section:	Code Orange – Disaster Contingency Plans		
Subject:	Interruption of Dietary Service		

POLICY:

The following steps should be taken in the event a disruption occurs in the food service operation.

PROCEDURE:

The Coach of Hospitality will instruct the dietary staff:

- to use the serveries or dining rooms for the preparation of cold foods and the organization of meal delivery;
- the gas stoves will continue to function. The generator will provide power for the site but the blenders will not work in the kitchens;
- to use the barbeque as required;
- To use the included emergency menus.

If an evacuation is necessary, dietary staff will:

- assist with the evacuation of residents. Refer to CODE GREEN - EVACUATION, Emergency Preparedness Manual
- take the Manual of Clinical Dietetics, Dietary Care Manual and residents profile sheets with them if possible.

If the Dietary lists are not available, the Coach of Hospitality or the ATHOME Leader will ensure that textures and special diets are maintained by printing the diet lists from Point Click Care.

In the event of non-delivery of food supplies, the Coach of Hospitality or her delegate will:

- Access supplies from current inventory – current inventory allows for meal planning for 3-7 days in case of emergency.
- Purchase supplies and/or food offsite if/when needed.

In the event that the Kitchen is out of order due to disaster, the menu would be adjusted using shelf stable items, and if needed, offsite purchases would be made.



Shalom Village

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Manual:	Emergency Preparedness	Reference No.:	008060.00
Section:	Code Orange – Disaster Contingency Plans		
Subject:	Interruption of Dietary Service		

Emergency Menus

The site has no water, no gas, and no electricity.

Please refer to the Emergency Menus on site.

In compliance with the Nursing Homes Act, a minimum of three days supply of food is stocked in the nursing home. Perishable foods are ordered one week in advance and staples are on hand to cover any hazard.



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Manual:	Emergency Preparedness	Reference No.:	008070.00
Section:	Code Orange – Disaster Contingency Plans		
Subject:	Disruption of Laundry Services		

POLICY:

To ensure Shalom Village is prepared to deal with an incident of loss of laundry services in a manner that minimizes disruption to the residents.

PROCEDURE:

In the event of laundry service failure, all essential laundry shall be sent to Canadian Linen Supply or similar company for off site commercial laundry services.

When clean laundry returns it will be distributed as required.



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Manual:	Emergency Preparedness	Reference No.:	008080.00
Section:	Code Orange – Disaster Contingency Plans		
Subject:	Loss of Communication		

POLICY:

To effectively manage care and service delivery during a temporary loss of telephone communication.

PROCEDURE:

In the event of loss of regular telephone services, utilize a cell phone and dial 310 – BELL to notify them of the disruption of service and request immediate emergency repairs.

If out because of HYDRO:

Use cellular phone.

In the event that all telephone and service in the immediate vicinity of the facility is disrupted, a staff member is to be delegated to drive to a pay phone located outside the area of disruption in order to contact Bell repair.

The same procedure is to be followed to obtain ambulance service or medical services, during the period of emergency.



Shalom Village

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Manual:	Emergency Preparedness	Reference No.:	008090.00
Section:	Code Orange – Disaster Contingency Plans		
Subject:	Withdrawal of Service/No Staff Available		

POLICY:

Ensure there is a plan to provide for the delivery of essential care and services in the event of withdrawal or interruption of services.

PROCEDURE:

Employees already in the building will remain on duty in an emergency situation until relieved or other instructions are received.

The AT HOME Leader will call in all Coaches, and the CEO, if not already in the building. Coaches will remain on duty during the course of the emergency or until other instructions are received.

The CEO or designate will notify the Ministry of Health and Long-term Care of the problem.

The Executive Coach of LTC notifies the registered staff to maintain their schedules and for extra help as needed. Nursing agencies are notified and staffing patterns are established.

Each Coach will contact off duty staff and arrange for them to get to work if at all possible. This may entail arranging car pools or other transportation to get the staff to the building.

Director of Programs and Services will notify volunteers and request assistance particularly with feeding times.

The Coach of Hospitality will assume the role of the cook, with volunteer services for other duties. Human Resources Development Canada - Employment Centre or an employment agency will be contacted for workers in the kitchen, laundry and housekeeping departments.

The CFO will notify families of the situation and requested to have one member present to attend to the resident or take the resident home.

Emergency procedures for dietary services will be initiated.

Relatives, agency personnel and volunteers are to be called if the situation warrants.

If the situation warrants, residents shall be discharged to their own families where possible. The CEO with her delegate shall determine when the situation warrants this.

Refer to: Pandemic Plan



Shalom Village

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Manual:	Emergency Preparedness	Reference No.:	008110.00
Section:	Code Orange – Disaster Contingency Plans/ Extreme Weather		
Subject:	Failure of Internal Air Quality		

POLICY:

In the event there is a loss of acceptable internal air quality, the following steps must take place.

PROCEDURE:

The person-in-charge will:

- contact the CEO and maintenance personnel;
- turn off the air make-up unit and exhaust fans;
- instruct staff to open all doors and windows;
- if it is a gas leak, move residents outdoors, call Union Gas.
- prepare staff and residents for potential evacuation of the premises. Refer to Code Green - EVACUATION, Emergency Preparedness Manual.



Shalom Village

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Manual:	Emergency Preparedness	Reference No.:	008120.00
Section:	Code Orange – Disaster Contingency Plans		
Subject:	Explosion		

POLICY:

To ensure Shalom Village is prepared to proceed in a systematic manner in the event of an explosion at Shalom Village.

PROCEDURE:

If there is an explosion which affected the structure of the building, the police (emergency 911) should be notified immediately.

The CEO and ATHOME Leader will be notified immediately.

Union Gas should be notified immediately. If possible, shut off the main gas valve to the building.

If resident or staff are injured, the ATHOME Leader is responsible to administer first aid and ensure they are transported to an appropriate treatment facility. (Refer to CODE BLUE – Medical Emergency – Emergency Preparedness Manual)

If the building suffers structural damage and it's safety is in question, the residents should be evacuated immediately. Refer to CODE GREEN – Emergency Preparedness Manual.



Shalom Village

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Manual:	Emergency Preparedness	Reference No.:	008130.00
Section:	Code Orange – Disaster Contingency Plans / Extreme Weather		
Subject:	Flood Contingency		

POLICY:

To ensure the home is prepared to deal with an incident of flooding in a manner that minimizes disruption to the long term care home.

PROCEDURE:

Relocate residents to a place of safety.

Determine cause of flood.

If internal plumbing problem, contact maintenance personnel.

If caused by city water supply, contact Horizon Utilities immediately.

If caused by weather and/or natural disaster, obtain flood reports from local T.V. or radio stations and prepare for evacuation.

Watch where water levels are at all times and have all residents on the main floor.

Place all things that might be damaged out of the way.



Shalom Village

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Manual:	Emergency Preparedness	Reference No.:	008140.00
Section:	Code Orange – Disaster Contingency Plans/ Extreme Weather		
Subject:	Snow and Ice Storm		

POLICY:

In the event of an ice or snow storm, which could interfere with the normal services of the building, the following procedures will be in effect.

PROCEDURE:

ATHOME Leader will assess staffing. If staff are unable to get to work, some staff will probably be unable to leave. Call staff together and determine how many will be required to cover the next shift or two, until relief can be obtained.

Delegate, or have staff volunteer, to work next shift. Have remaining staff rest to cover following shifts, if necessary.

Check dietary department to see if their staffing is adequate for upcoming meal preparation and service. Assess food supplies - if situation lasts longer than one day, it may be necessary to ration foods.

Provide food and rest areas as available for staff remaining in building. Use residential area, , activity room, etc.

Ensure that all exits and entrances remain clear of ice and snow for emergency passage.

If power is off due to ice storm, conserve heat and energy as able. Refer to Code Orange, Loss of Hydro
EMERGENCY PREPAREDNESS MANUAL.

All baths and bed making, etc., will be kept to a minimum depending on staffing.

Attempt to arrange for supplies to be brought in by snowmobile or large tractor, if possible.

Notify families of situation and reassure residents if need be.

Attendance and Inclement Weather Policy

The purpose of this policy is to provide guidance to all staff as to their attendance at work during a significant snowfall or other weather event. This policy will try to find a balance between the needs of our residents and the broader public safety concerns during a significant weather event. It also acknowledges that with weather forecasting it is possible to plan ahead for a significant weather event.

Given the nature of our mission and operations and our need for a full staffing complement to ensure the needs of our residents are met, it is the expectation that during any weather related event, and in particular a significant snow fall, that ALL staff that are scheduled to work will report to their shift and their area.



Shalom Village

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Manual:	Emergency Preparedness	Reference No.:	008140.00
Section:	Code Orange – Disaster Contingency Plans/ Extreme Weather		
Subject:	Snow and Ice Storm		

This directive is for all staff, including those who do not directly care for residents as part of their specific job duties. This is important as, practically speaking, some staff may be delayed reporting to work and we will need to re-deploy individuals to ensure that resident needs are met.

Permission for staff to leave early or not report to work will be made by the CEO or their delegate only in exceptional circumstances.

If individuals have a particular hardship in regards to reporting to work during a snow fall or other



Shalom Village

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Manual:	Emergency Preparedness	Reference No.:	008150.00
Section:	Code Orange – Disaster Contingency Plans / Extreme Weather		
Subject:	Tornado (Watch & Warning)		

POLICY:

It is the policy of Shalom Village that there will be an emergency plan in place providing direction to staff in the event of a Tornado Watch or Warning.

Tornado Watch is designated by Environment Canada when a combination of weather conditions which may include Thunder Storms exist that are conducive to the creation of a tornado.

Tornado Warning as issued by Environment Canada means that conditions are favorable for tornado activity and funnel clouds have been observed or have touched down in the area.

Resources for Weather Notification:

1. Website: www.weather.gc.ca/canada
2. www.ontario.ca/emo -You can sign up for emergency alerts for actual or potential emergencies. Alerts will be delivered by: E-mail, SMS message, RSS feed, Twitter.

PROCEDURE:

Tornado Watch

1. ATHOME Leader to notify other Nurses etc. in building of Tornado Watch by using the paging system. ATHOME Leader to keep in close contact via this method of communication. Communicate situation to members of your team and other workers in Shalom Village.
2. Locate all residents and ask them to come indoors if anyone is outside.
3. Check outdoors and indoors for any objects with might become missiles if blown about in a high wind, and put in a safe place.
4. Ensure that equipment, emergency bags, flash lights, batteries blankets etc. are readily available.
5. Remove any unnecessary equipment, furniture, boxes, etc. from traffic areas. Clear hallways in the event of a Tornado Warning.
6. Begin to close curtains to prevent against flying glass.
7. If you feel a serious storm is near, take the ambulatory residents and settle them in chairs. They will no doubt feel safer here and will be glad to be together. DO NOT ALARM THE RESIDENTS.



Shalom Village

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Manual:	Emergency Preparedness	Reference No.:	008150.00
Section:	Code Orange – Disaster Contingency Plans / Extreme Weather		
Subject:	Tornado (Watch & Warning)		

8. Residents who are bedfast can be moved away from the windows.
9. Have plenty of blankets ready. If a severe storm strikes, the residents can be quickly covered with these to avoid injury by flying glass or splinters.

Tornado Warning

ATHOME Leader to notify staff and residents immediately using overhead page. State: *Tornado Warning in effect x 3*

Residents should be moved into the hallway. Position with backs against the inside wall and do not sit in front of doorways/windows. If necessary a resident can be moved into the hallway in their bed. Ambulatory residents who are able can sit on the floor.

Staff should then ensure curtains are closed and equipment is secure and away from resident area.

If time allows provide each resident with a blanket for warmth and head and body protection.

The One Call personnel will be notified after the storm the ATHOME Leader at their discretion, if the situation including the immediacy or severeness of the storm, would warrant.

Evacuation procedure activation would also be an option if the local fire/police departments would deem this necessary.

Follow up required such as notification of Ministry of Health, etc. will be the decision of the CEO or her delegate.



Manual:	Emergency Preparedness	Reference No.:	008170.00
Section:	Code Orange – Disaster Contingency Plans		
Subject:	Obscene Phone Call		

POLICY:

When an obscene phone call is received, staff are to follow the necessary steps as outlined below.

PROCEDURE:

When an obscene phone call is received, note the date, time and contact of the call.

Do not stay on the line. Hang up immediately.

Notify the CEO or ATHOME Leader immediately.

If the calls continue, the CEO or her delegate will notify the police.



Shalom Village

Honouring our Fathers and our Mothers

Manual:	Emergency Preparedness	Reference No.:	009010.00
Section:	Code Brown – Internal Chemical Spill		
Subject:	Chemical Spill		

POLICY:

Chemical accidents that could possibly occur:

Chemical spill

Gas or toxic fumes

Nuclear accident.

In the event of such a disaster, immediate reaction would be directed by the Fire Department, as they would be the best equipped to determine the type of chemical, and

- the rate at which it is spreading
- the method to control it
- the damage it poses to the Nursing Home
- the appropriate action and where, if necessary, to re-locate.

PROCEDURE:

If you are the centre that discovers the chemical spill:

- call the Fire Department at 911 immediately;
- contact the Ministry of the Environment Spills Action Centre emergency number 416-325-3000 or 1-800-268-6060 (toll-free). Also request the air quality be monitored.
- contact the local Public Health Unit, and report the problem.

If evacuation is required, follow established evacuation procedures. If it is the intent to remain in the building, certain preventative actions can be taken depending upon the properties of the chemical involved.

Some possible reactions might include:

- If it is a gas that is airborne, seal all doors and windows.
- Shut off all ventilation systems.
- Prohibit use of food and water until it has been tested.

If there is a potential for explosion.

- NO SMOKING
- Shut off all open flames in kitchen, laundry, boiler room, etc.

If it is at all feasible, locate oxygen and oxygen masks for those affected by a gas.

Other steps may be required depending upon the chemical involved.

Final step would be to review the disaster checklist.



Shalom Village

Honoring our Fathers and our Mothers

Manual:	Emergency Preparedness	Reference No.:	010010.00
Section:	Code Gray – External Air Contamination		
Subject:	External Air Exclusion		

POLICY:

Ensure there is a process for the immediate shutdown of all air handling and air exchange system to restrict the entry of external contaminated air. All activities and/or systems that create an exchange of air between the facility and the external environment will be shut down immediately in the event of toxic hazardous emissions in the community.

PROCEDURE:

Notify the CEO, or delegate and Director of Environmental Services immediately upon being informed of the situation.

Page "Code Gray – External Air Exclusion" three times.

Employees in each department must immediately securely close all windows to the outside.

All doors to the outside must be closed. Entering and exiting the building will be minimized and confined to the doors in the reception area. Allow the first set of doors to close before the second set opens to reduce air exchange. NOTE: DO NOT DEACTIVATE FIRE EMERGENCY EXITS.

Turn off all air conditioners and air conditioning systems.

Shut down bathroom/toilet fans.

Shut down stove fume hoods, dishwasher fans, dryer fans etc.

Notify maintenance and direct that the air circulation and exhaust fans that draw air from or exhaust air to the outside are shut down.

Refer to Maintenance Manual for location.



Shalom Village

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Manual:	Emergency Preparedness	Reference No.:	011010.00
Section:	Code Purple – Hostage/Intruder		
Subject:	Hostage Taking		

POLICY:

When a hostage situation occurs, staff should follow the necessary steps as outlined below.

PROCEDURE:

The staff member who observes the event taking place should proceed as follows:

- Do not try to intervene;
- give guidance, observe situation and be prepared to report information (ie. number of hostages, number of residents, etc.)
- use common sense and good judgement;
- notify Charge Nurse.

Hostage taking management - general rules:

- clear and contain area;
- notify police immediately - 911;
- talk calmly to hostage taker;
- stall for time - NEVER say NO;
- summon staff who may know hostage taker;
- refuse to provide drugs;
- DO NOT give food and drink that have been altered to hostage taker;
- if possible evacuate all residents from area, if not possible, residents should remain in their room, closing their doors;
- notify the CEO.

Guidelines for hostages:

- try to remain calm and relaxed;



Manual:	Emergency Preparedness	Reference No.:	011010.00
Section:	Code Purple – Hostage/Intruder		
Subject:	Hostage Taking		

- avoid aggressive behaviour, stance or body language;
- remain alert for opportunities for rapport with hostage taker and for escape;
- avoid food and drink offered by the hostage taker;
- stay clear of windows and doors.



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Manual:	Emergency Preparedness	Reference No.:	011020.00
Section:	Code Purple – Intruder		
Subject:	Intruder/Hostage Taking		

POLICY:

The Code Purple alert will be used to initiate an appropriate effective response to hostage taking or the presence of unauthorized persons in the home.

PROCEDURE:

All employees and volunteers in the home, shall be identified by means of name tag or identification badge.

The reception and/or nursing staff will ensure that all visitors have identified themselves upon entry and ensure they sign-in to the sign-in book.

Anyone unfamiliar or found loitering in the home, will be approached by staff in a non-confrontational and professional manner.

Ascertain whom they are visiting and whether they require any assistance.

Once the nature of the visit has been determined, advise the visitor that it is the policy of Shalom Village that all visiting persons register at the reception desk. If they have not registered at reception, ask them to return to reception to register. If the person demonstrates an unwillingness to cooperate advise them that the home will call the police upon refusal to comply.

Two staff members will accompany the person(s) to reception.

If an unauthorized individual:

- a) is not recognized and
- b) refuses to follow direction, or
- c) becomes argumentative, or
- d) has no purpose for being in the home, or
- e) looks suspicious

Advise the nearest Supervisor or management staff member so they can initiate CODE PURPLE. If the AT HOME Leader or coaches are not readily available, initiate the CODE PURPLE yourself. Document full description of the Individual. SEE DESCRIPTION QUESTIONNAIRE – EMERGENCY PREPAREDNESS MANUAL – CODE PURPLE

CODE PURPLE:

Announce in a clear, calm tone of voice CODE PURPLE (name the affected unit/area), IE. CODE PURPLE , 1st Floor, lounge. Repeat page twice.

Immediately, the AT HOME Leader shall request assistance from an available supervisor to meet on the designated unit.



Shalom Village

Honouring our fathers and our Mothers

Manual:	Emergency Preparedness	Reference No.:	011020.00
Section:	Code Purple – Intruder		
Subject:	Intruder/Hostage Taking		

The ATHOME Leader will call 911 and request police assistance.

Maintenance staff shall respond to the unit (if on Duty). All registered staff shall be notified of the description of the unauthorized visitor.

The ATHOME Leader shall meet the police upon their arrival and provide assistance as required.



DESCRIPTION OF PERSONS QUESTIONNAIRE

Surname, Given Name: _____

Sex: M F _____

Race: _____

General Appearance: _____

Approximate Age: _____

Height: _____

Build: (slender, medium, heavy) _____

Complexion: _____

(sallow, light-fair, ruddy, dark, freckled, light black, medium black, dark black)

Hair Colour: _____

(blond, red, brown, black grey, partial grey)

Hair Style: _____

(bald, partial bald, bobbed, curly, wavy, straight, well dressed, unkempt, bushy, crewcut, brushcut)

Eyes: _____

(blue, grey, hazel, brown black, two coloured)

Eye Defects: _____

(casts, missing, near-sighted, wears glasses)

Scars, moles, birthmarks: _____

(indicate location)

Physical handicaps _____

(amputation, etc.)

Teeth _____

(protruding, irregular, false, gold, decayed, good)

Speech: _____

(soft, loud, refined, vulgar, foreign, lisp, rapid)

Dress: _____

(neat, well-dressed, rough, uniform -type)

Tattoo: _____

(give location and description)



Moustache or beard: _____
(if none state clean shaven)



Shalom Village

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Manual:	Emergency Preparedness Manual	Reference No.:	014000.00
Section:	Code Silver – Active Shooter		
Subject:	Active Shooter Plan		

POLICY:

A Code Silver communicates and coordinates the appropriate response to an active shooter situation within Shalom Village. The main objectives of activating Code Silver are:

1. To minimize risk and preserve the safety of residents, visitors, employees, professional staff, learners, volunteers, contractors and all persons who have a relationship with Shalom Village
2. To activate immediate response from Hamilton Police Services
3. To communicate and activate a standard organizational response to an incident in which a person is discharging a fire arm.

In the event that you hear gunshots, people yelling and running everywhere or you encounter a person threatening with or actively discharging a firearm you should:

1. Page Code Silver and location when safe to do so.
2. Call 911 and provide 911 operator with as much information as possible. If unable to page code silver, ask 911 operator to alert Shalom Village. If not safe to speak, leave line open & allow 911 operator to listen.
3. Leave everything behind & if safe, evacuate to the nearest exit. Get as far away from the building & make sure you can't see it.
4. If you can't evacuate, Seek cover and warn others of the situation. Hide in a room, turn off lights, lock & block doors, silence everything & everyone. **The Goal is to make a room appear vacant.**
 - a. Stay away from doors and windows
 - b. Turn off the lights
 - c. Close blinds
 - d. Be aware of sight lines
 - e. If there is a window consider covering it
 - f. Take cover if available (get behind something solid)
 - g. Remain absolutely quiet



Shalom Village

Honouring our Fathers and our Mothers

Manual:	Emergency Preparedness Manual	Reference No.:	014000.00
Section:	Code Silver – Active Shooter		
Subject:	Active Shooter Plan		

- h. Take attendance
 - i. Do not use cell phones unless communicating vital emergency information regarding the incident. Cell phones should be shut off or put on vibrate.
 - j. As a last resort, if anyone is trapped in a washroom they should attempt to secure the bathroom door, enter a stall, lock the door, and climb on top of the toilet.
5. Escape/evacuate area if able, keeping hands free, visible, raised & following any police instruction. If unable to escape area safely find a secure shelter, lock & barricade the door. Turn off lights & any source of noise. Hide behind large items.
 6. Wait for police or security to arrive, identify themselves and provide verification.
 7. Secret identification code is 1254* to identify threat is over.

Open Areas:

Open areas are the most vulnerable areas, making them the most likely location for a shooting, and the most difficult areas to quickly and effectively secure.

Controlled Evacuation:

In the event of a prolonged situation, or a situation where the threat has been contained (ie. barricaded individual), the CEO and emergency personnel will decide provisions for a controlled evacuation of the areas of Shalom Village not in the vicinity of the contained area.

Fire Alarms:

In the event that a fire alarm is pulled once a Code Silver has been called, staff and residents shall not respond as they normally would to a fire alarm, but shall remain locked down, if it is safe to do so.

We do not want to create a situation where staff and residents run into danger when responding to a fire alarm. At the same time staff and residents should not ignore the fact that fire may occur intentionally or otherwise during a lockdown and that there is a need to respond to the most immediate threat.

Media:

Police are responsible for addressing media with respect to the criminal incident involved and police response to an incident. The CEO is the only person responsible to speak to the media from Shalom Village.



Shalom Village

Honoring our Fathers and our Mothers

Manual:	Emergency Preparedness Manual	Reference No.:	014000.00
Section:	Code Silver – Active Shooter		
Subject:	Active Shooter Plan		

The response aim to Code Silver is to minimize access and visibility. It involves quickly evacuating or sheltering occupants (visitors, staff, and patients) in secure locations.



Shalom Village

Honoring our Fathers and our Mothers

Manual:	Emergency Preparedness	Reference No.:	013000.00
Section:	Safety Policies		
Subject:	Main Door - Locking Policy		

POLICY:

Shalom Village has a responsibility to ensure the safety and security of all residents, visitors, staff, and volunteers. With this commitment in mind, the main entrance door will be locked at 5:30 p.m. Further to the safety of all at Shalom Village, this procedure will enable Shalom Village staff to keep track of who is in the building after-hours.

Procedure

- Shalom Village's main entrance door will lock at 5:30 p.m. and will be unlocked the following morning at 5:30 a.m.
- Staff must use the entrance key code (this code has been circulated to all staff through multiple communication channels) to gain access to Shalom Village after-hours.
- Visitors to Shalom Village after-hours that do not have the access code, must press the Call Button to have Shalom Village staff let them into the building.

Description of Activities

- The last staff to leave Shalom Village at 5:30 p.m. will lock the main entrance door.
- The last staff to leave Shalom Village at 5:30 a.m. will unlock the main entrance door.
- Shalom Village staff entering through the main building entrance will use the access code to gain access.
- Visitors who wish to enter Shalom Village after-hours will need to press the Call Button.
 - o This button is clearly marked and is located outside of the main entrance door. Visitors will then follow this procedure:

TO ENTER SHALOM VILLAGE AFTER-HOURS:

- To enter Shalom Village after hours visitors must press the call button clearly marked and located on the outside wall of the main door
- Evening Shalom Village Staff will ask:
 - o Your name
 - o Name of resident you are visiting
 - o Location you will be visiting
- Shalom Village staff will open the door to let visitors in
- Once in, visitors may proceed as usual to the appropriate unit or floor

TO EXIT SHALOM VILLAGE AFTER-HOURS:

- Exit through any door without issue



Shalom Village

Honoring our fathers and our Mothers

Manual:	Emergency Preparedness	Reference No.:	013010.00
Section:	Safety Policies		
Subject:	Secure and Hold – Lock Down		

POLICY:

- It is the policy of Shalom Village to have a lockdown in situations that constitutes life-threatening events and where evacuation of Shalom Village could lead to a tragedy.
- Two levels of lockdown will be used to initiate the most appropriate and effective response to keep residents, staff, and others safe in the event of a serious threat and/or violent incident.
- The two levels of lockdown are:
 - 1) Secure and Hold
 - 2) Lockdown
- Specific actions taken by Shalom Village staff will depend on the specifics of the situation. Any action taken will depend on several factors, including the level of threat and the advice/directive of emergency personnel.

Two Levels of Lockdown and Definitions

Secure and Hold: means that all movement in and out of the building is restricted, however movement within the building is not restricted. The external danger near the building poses no immediate threat to the residents, staff, and others unless they leave the buildings.

Lockdown: refers to the most serious response to a threat to residents, staff, and others inside the building, on building property, or on property in immediate proximity to the building. The danger poses an immediate and serious threat to everyone in the building or on the property. The lockdown minimizes visibility and shelters/isolates residents, staff, and others in the safest possible location within Shalom Village given the specifics of the situation.

Secure and Hold Procedure

1. Secure and Hold will be used by the first floor nurse, CEO, or delegate to identify the need to implement a response to a threat in the general vicinity of the Shalom Village (but not inside the home, on the building or adjacent property).
2. Notify the CEO, Executive Coaches/delegate immediately upon being informed of the emergency situation.
3. Page "Attention all staff – Implement Secure and Hold measures immediately". Repeat page three times.
4. Call 9-1-1 to ensure that emergency personnel are apprised of the situation and will maintain communication on the status of the situation.
5. Residents, staff and visitors outside but close to the main door should be quickly escorted inside the building.
6. CEO/Designate will designate staff to lock all the exterior doors (See Appendix for full list of doors).
7. All movement in and out of Shalom Village is restricted, except for access by emergency personnel. Entrance/Exit by others is determined on a case by case basis at the discretion of the person in charge.
8. Residents should be returned to their home floor.
9. Activities and resident/staff movement within Shalom Village can continue as in normal circumstances.
10. CEO and Executive leaders will meet in a designated meeting area (see "meeting areas" below) to strategize the next steps.
11. The CEO/designate will remain in communication with emergency services personnel and communicate instructions and updates to staff and occupants as appropriate.
12. Family members will be kept informed as much as possible by delegated staff and reunited with residents as soon as the Secure and Hold is lifted and it is safe to do so. During the time of Secure and Hold, family members should also be advised to keep informed by listening to the radio or monitoring the situation on television.
13. All doors to the outside must remain locked until an all clear is announced. Entering and/or exiting the building will be prohibited unless otherwise advised by CEO/designate or Emergency Services Personnel.
14. Once the CEO/designate receives word from emergency personnel that the danger has passed, the CEO/designate will authorize a page "Secure and Hold Lifted, All Clear". Repeat the page three times.
15. Ensure that a debriefing meeting is held and a report filed.



Shalom Village

Honoring our fathers and our Mothers

Manual:	Emergency Preparedness	Reference No.:	013010.00
Section:	Safety Policies		
Subject:	Secure and Hold – Lock Down		

Lockdown Procedure

1. Lockdown will be used by the first floor nurse, CEO or delegate to identify the need to implement a response to a serious threat to residents, staff, and others inside Shalom Village, on Shalom Village's property or on property in close proximity to Shalom Village.
2. Notify the CEO, Executive Coaches/delegate immediately upon being informed of the emergency situation.
3. Page **"Attention all staff – Implement Lockdown procedures immediately"**. Repeat the page three times.
4. Call 9-1-1 to ensure that emergency personnel are apprised of the situation and will maintain communication on the status of the situation.
5. Residents, staff and visitors outside but close to the main door should be quickly escorted inside if time permits.
6. CEO/Designate will designate staff to lock all the exterior doors (See Appendix for full list of doors).
7. All movement in and out of Shalom Village is restricted, except for access by emergency personnel. Residents should be returned to their home area.
8. CEO and Executive leaders will meet in a designated meeting area (see "meeting areas" below) to strategize the next steps.
9. Nurse delegates employees in each department to immediately secure and close all windows and interior doors.
10. All residents must be kept in their rooms or other areas that are as far away from the threat as possible. This will vary depending on the specifics of the situation (ie. Act of terrorism, violence, etc.) and the direction of emergency personnel and CEO/designate.
11. Staff will accompany residents to the nearest room/designated location if they are not able to safely and quickly reach their own room. Designated location for residents in SVO is the Zucker dining room on the 1st floor outside the kitchen. Designated location for residents in SVTOO is the Effort Square dining room on the 1st floor.
12. Nurse on each floor and Coaches are responsible for accounting for all residents and staff.
13. The CEO/designate will remain in communication with emergency services personnel at the scene and communicate instructions and updates to staff and occupants as appropriate.
14. Family members will be kept informed as much as possible by delegated staff and reunited with residents as soon as the Lockdown is lifted and it is safe to do so. During the time of Lockdown, family members should also be advised to keep informed by listening to the radio or monitoring the situation on television.
15. All doors to the outside must remain locked until an all clear is announced. Entering and/or exiting the building will be prohibited unless otherwise advised by CEO/designate or Emergency Services Personnel.
16. Once the CEO/designate receives word from emergency personnel that the danger has passed, the CEO/designate will authorize a page **"Home Lockdown Lifted, All Clear"**. Repeat the page three times.
17. Ensure that a debriefing meeting is held and a report filed.

Meeting Areas:

If there is an intruder in or around the buildings, designated meeting areas are set up in each building for team leads to strategize and alert the proper authorities away from the intruder.

If the intruder is in or outside of SVO, the meeting areas are in SVTOO:

1. 1st Floor - Executive coach of Resident Care SVTOO office
2. 3rd Floor - Executive Coach of Apartments office
3. Basement Goldie's - Executive Coach of Community Partnerships & Program office

If the intruder is in or outside of SVTOO, the meeting areas are in SVO:

1. 1st Floor - CEO office
2. 1st Floor - Executive Coach of Resident Care SVO office
3. Basement – The Club office



Shalom Village

Honouring our Fathers and our Mothers

Manual:	Emergency Preparedness	Reference No.:	013010.00
Section:	Safety Policies		
Subject:	Secure and Hold – Lock Down		

Video Surveillance:

Cameras are strategically placed around Shalom Village to monitor and record activity throughout the buildings. Remote access of the cameras allows the team and police to monitor and strategize for various situations within the buildings.

Effective Practices during Lockdown

1. The goal is to make a room appear vacant
 - Stay away from doors and windows
 - Turn off the lights
 - Close blinds
 - Be aware of sight lines
 - If there is a window consider covering it
 - Take cover if available (get behind something solid)
 - Remain absolutely quiet
 - Take attendance
 - Do not use cell phones unless it is necessary to communicate regarding the incident. Cell phones should be shut off or put on vibrate.
2. Washrooms
 - For washrooms that cannot be locked they are a danger area in the event of a lockdown and anyone in them need to evacuate them if at all possible to get to an area that can safely be locked down.
 - Staff in close proximity to washrooms should check the washrooms prior to locking down themselves, if it is safe to do so.
 - As a last resort, if anyone is trapped in a washroom they should attempt to secure the bathroom door, enter a stall, lock the door, and climb on top of the toilet.
3. Open Areas
 - Open areas are the most vulnerable areas, making them the most likely location for a shooting, and the most difficult areas to quickly and effectively secure. Therefore, it is very important that everyone understand what to do and where to go in the event that a lockdown is called when they are in an open area.
4. Controlled Evacuation
 - In the event of a prolonged situation, or a situation where the threat has been contained (ie. barricaded individual), the CEO and emergency personnel will decide provisions for a controlled evacuation of the areas of Shalom Village not in the vicinity of the contained area.
5. Fire Alarms
 - In the event that a fire alarm is pulled once a lockdown has been called, staff and residents shall not respond as the normally would to a fire alarm, but shall remain locked down, if it is safe to do so. Staff and residents must always be aware of other dangers such as fire, and be prepared to respond accordingly in order to ensure their own safety.
 - We do not want to create a situation where staff and residents run into danger when responding to a fire alarm. At the same time staff and residents should not ignore the fact that fire may occur intentionally or otherwise during a lockdown and that there is a need to respond to the most immediate threat.
6. Procedures to End a Lockdown
 - Plans to end the lockdown shall be made only after approval of the on-scene police incident commander.
 - A room-to-room visit from emergency personnel/CEO/delegate in charge with some sort of identification process, will be used so that the occupants of a locked room know what whoever is giving them the all-clear is in fact authentic.



Shalom Village

Honouring our Fathers and our Mothers

Manual:	Emergency Preparedness	Reference No.:	013010.00
Section:	Safety Policies		
Subject:	Secure and Hold – Lock Down		

7. Media

- Police are responsible for addressing media with respect to the criminal incident involved and police response to an incident. The CEO is the only person responsible to speak to the media from Shalom Village.
- Prior to media press releases the CEO and Police will share their releases so that both Police and the CEO are aware of what the other is saying.

Outcome

1. In the event of a threat in the community or to Shalom Village itself, the most appropriate level of response (Hold and Secure or Lockdown) is implemented immediately.
2. All employees will be familiar with the Hold and Secure and Lockdown procedure
3. Shalom Village will educate on the Hold and Secure and Lockdown procedures a minimum of annually.



Shalom Village

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Manual:	Emergency Preparedness	Reference No.:	013010.00
Section:	Safety Policies		
Subject:	Secure and Hold – Lock Down		

APPENDIX

List of All Doors Leading Outside

SVO (Sherman (Apartments) & Levy (Long Term Care) Buildings)

1. Sherman Main Lobby Door (front sliding doors)
2. Sherman Apartment Retaining Wall Back Door (Dining/lounge area beside kitchen)
3. The Club Fitness Centre Doors (door code: 789*)
4. Family Dining Room Doors (use door lock at bottom and top of door; door code: 7542*)
5. Loading Dock/Recycling Room Doors (by SVO kitchen/Garbage room; door code:1254*)
6. Front doors to Levy Building for Zucker/Weisz LTC (Should always be locked)
7. Weisz dining room/garden door (leading to front enclosed area)
8. Weisz South Stairs Emergency Exit door (between 1st floor & basement)
9. Synagogue door (basement)
10. Zucker South East Stairwell Exit Door (between 1st floor & basement)
11. Sherman Apartment stairs back door (basement near synagogue)
12. Sherman Apartment Garbage side door (1st floor)

SVToo (Goldblatt (Long Term Care) & Weisz (Apartments) Building)

1. Goldblatt building front LTC doors (Should always be locked)
2. Weisz Apartment door (Should always be locked; door code #3553)
3. Goldie's Place side door (Outside door locked with allen key in the middle of the push bar; Inner door code:3791*)
4. Loading dock doors (near maintenance office; door code:1254*)
5. North/East stairwell (Detex) door (basement by wood shop)
6. South/West stairwell (Detex) door (1st floor across from elevator)


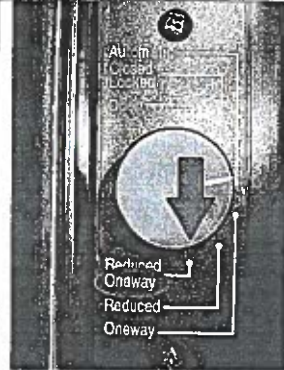



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Manual:	Emergency Preparedness	Reference No.:	013010.00
Section:	Safety Policies		
Subject:	Secure and Hold – Lock Down		

Door Locking Procedure – SVO Front Sliding Door Step by Step Guide


Step	Action Required	
Step 1	- Locate the dial on the top frame of the door	
Step 2	- Turn the dial from the AUTOMATIC to the ONE-WAY position	
Step 3	- Switch is located behind the door Dedicated to ROSE GOLDBLATT in the Main Lobby	




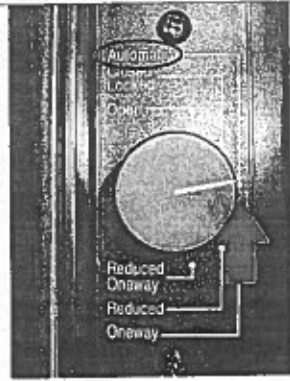
Shalom Village

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Manual:	Emergency Preparedness	Reference No.:	013010.00
Section:	Safety Policies		
Subject:	Secure and Hold – Lock Down		

Step 4	- Move Switch (marked KEYPAD) to the left	
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Door Unlocking Procedure – SVO Front Sliding Door Step by Step Guide



Step	Action Required	
Step 1	- Locate the dial on the top frame of the door	
Step 2	- Turn the dial from the ONE-WAY to the AUTOMATIC position	



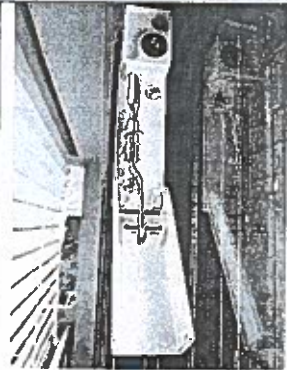
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Manual:	Emergency Preparedness	Reference No.:	013010.00
Section:	Safety Policies		
Subject:	Secure and Hold – Lock Down		

Step 3	- Switch is located behind the door Dedicated to ROSE GOLDBLATT in the Main Lobby	
Step 4	- Move Switch (marked KEYPAD) to the RIGHT	

Door Locking Procedure – Step by Step Guide




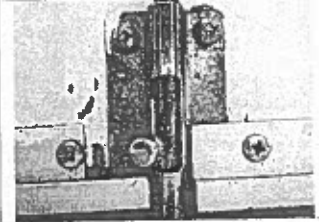
Step	Location	Action Required	
Lock the Club Sliding Door			
Step 1	The Club	- Locate the keyed bolt lock on the top frame of the door (lock is shown in the unlocked position)	



Shalom Village

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Manual:	Emergency Preparedness	Reference No.:	013010.00
Section:	Safety Policies		
Subject:	Secure and Hold – Lock Down		

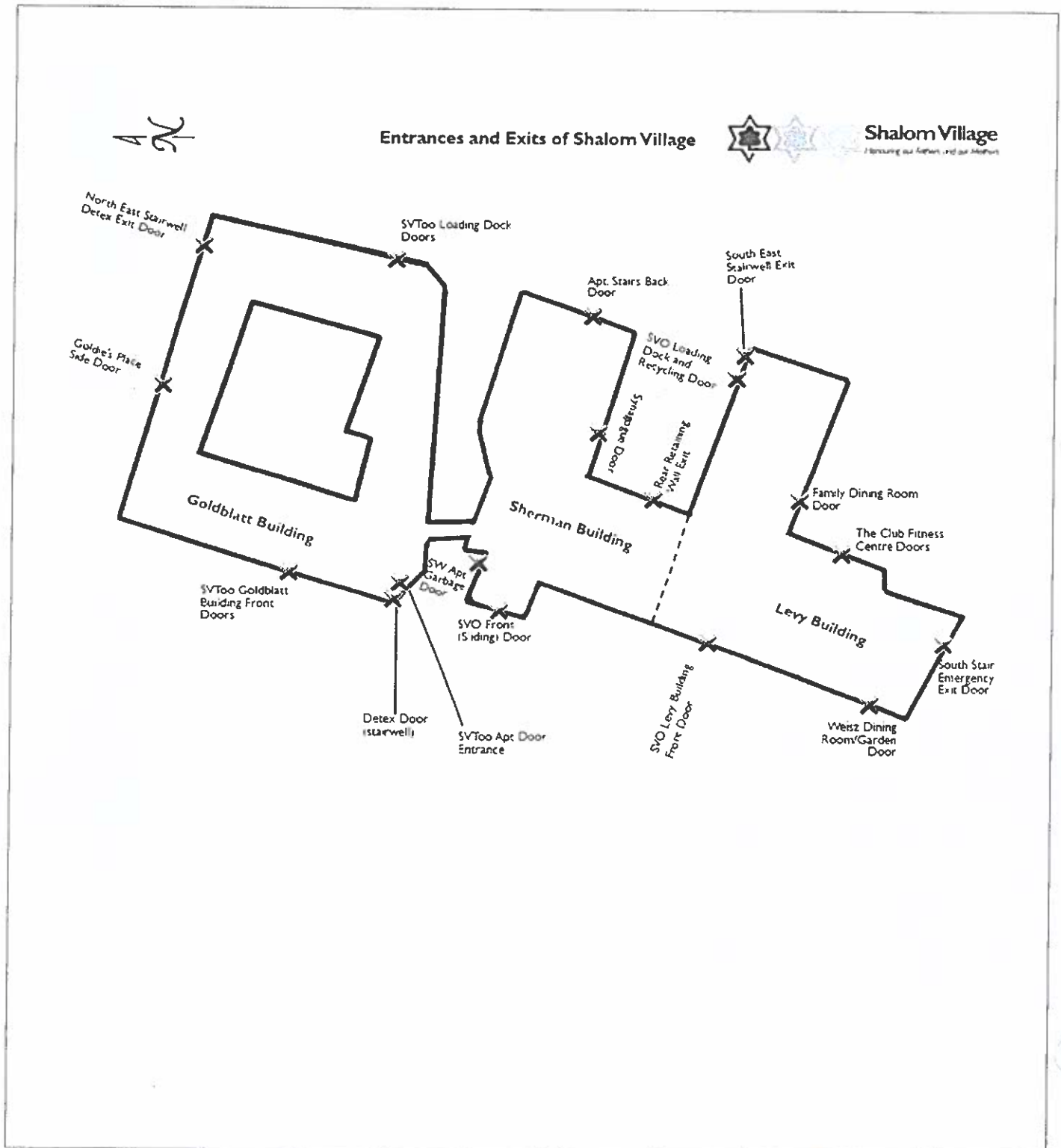
Step 2	The Club	<ul style="list-style-type: none"> - Locate key in Club office - Make sure the keyed bolt lock is in the locked position (see image) and lock with key 	
Lock the Family Dining Room (FDR) Back Door			
Step 1	FDR	- Locate the push button lock on the handle of the back door of the Family Dining Room (lock is shown in the unlocked position)	
Step 2	FDR	- Turn lock clockwise to lock	
Step 3	FDR	- Locate the sliding bolt lock at the bottom of the door frame and make sure it is locked	



Shalom Village

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Manual:	Emergency Preparedness	Reference No.:	013010.00
Section:	Safety Policies		
Subject:	Secure and Hold – Lock Down		





Shalom Village

Honouring our Fathers and our Mothers

Manual:	Emergency Preparedness	Reference No.:	012020.00
Section:	Emergency Preparedness Training		
Subject:	Fire Safety Review		

POLICY:

It is the policy of this home that every staff member review the fire procedure annually.

PROCEDURE:

All staff at orientation and annually thereafter, will review the fire manual and complete a written test on the information contained in the fire manual.

Department Heads and Charge Nurses must allow staff sufficient time to complete the review.

Fire Drills will be conducted monthly on all shifts.

Staff will be receiving annual training in the proper use of the following fire equipment and techniques:

- Fire Blankets
- Fire Stretcher
- Fire Extinguisher
- Stop, Drop and Roll
- Evacuation Lifts and Carries

