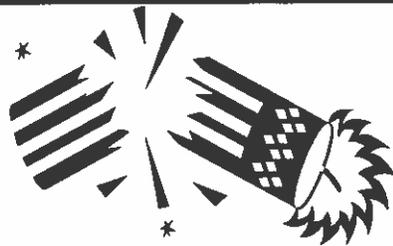


EMERGENCY MANUAL

SECTION III.

DISASTER SCENARIO'S



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SPRUCE LODGE
Emergency Manual

SECTION: DISASTER SCENARIO'S	INDEX #: EM III-1
TOPIC: Weather watches, warnings and specific storms	ISSUED: Feb 2004
APPROVED BY: Administrator	REVIEWED/REVISED: December 2022

POLICY:

Severe weather is unpredictable however we make every reasonable effort to be informed and prepared, as being prepared may save lives.

PURPOSE:

To outline precautions that may mitigate the damage of severe weather.

PROCEDURE:

<i>Being informed</i>	<p>The Spruce Lodge Administrator and Director of Resident Care receive weather alerts as needed from the Perth County Emergency Management Coordinator. (519-271-0531 ext 540) These alerts come in the form of e-mail notices. Efforts are underway to have these alerts directed to the entire Emergency Control Group.</p> <p>Registered staff are also encouraged, if concerned about the weather, to monitor the weather network at www.theweathernetwork.com, or Environment Canada at www.weather.gc.ca</p>
<i>Severe Thunderstorm watch vs Warning</i>	<p>A Watch is issued when conditions are likely for the development of thunderstorms, some of which may become severe thunderstorms with large hail, heavy rain, deadly lightning or damaging winds and possibly tornadoes within the areas and times specified in the watch. You should use this time to secure loose objects, ensure co-workers are prepared to take action and listen carefully for an updated weather report.</p> <p>A Warning is issued when a severe storm has developed, producing one or more of the following conditions: flooding rain, destructive winds with gusts greater than 90 km/h, hail of at least 20 mm in diameter (the size of a nickel) in diameter or intense lightning. Severe thunderstorms may also produce tornadoes. The storm's expected motion and developments will be given in the warning. If we are in the area specified, be prepared to move residents away from window areas.</p> <p><u>When Thunder roars, go indoors</u></p>



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Tornado's	<p>A Watch is issued when severe thunderstorms have developed and there is the possibility of one or more tornadoes developing within the areas and times specified in the watch. Be prepared to take action if a warning is issued.</p> <p>A Warning is issued when one or more tornadoes are occurring in the area specified or detected on Doppler radar. The expected motion, development and duration of the tornado will be given in the warning. You should take immediate action to get staff and residents to a safe location away from windows.</p>
Forecasts	<p>Check Environment Canada's Weather Information site for forecasts, radar, warnings, and links to other weather related information at: www.weather.gc.ca.</p>
What to do	<ul style="list-style-type: none"> • Do not alarm residents. • Cancel meetings and community programs (i.e. pool & outside event or entertainment) and announce such cancellations over the radio. (CJCS 1240am , or www.cjcs.com) • Assess food, water, medical supplies, diesel fuel, pharmacy supplies and replenish supplies and conserve supplies where possible. • Confirm weather details with the Ministry of Transportation and Communications. (1-800-265-6070 or 1-519-681-1441) or check with the weather network at www.theweathernetwork.com, or Exeter radar; www.accuweather.com /en/ca/exeter/n0m/weather-radar/54987 or Environment Canada at www.weather.gc.ca • Use the PA system to announce a meeting for a designated representative from each unit and/or department to attend and to review instructions and to bring back information to co-workers. • Listen to radios and watch television reports for storm tracking and road closure information. • Ensure battery supply for flashlights and portable radios located in the maintenance shop. Note that the flashlight supply is in the ES Manager office. • Secure or remove outdoor furniture which may become projectiles with extreme winds.



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<i>Snow and/or ice storm</i>	<ul style="list-style-type: none"> • See or hear about weather warning. • Ensure all Lodge exits are cleared of snow and salted for ice. • Assess supplies as noted above. • Assess availability of staff to remain on site. • Remind staff that they are not advised nor are they insured to travel roadways that are closed and encourage staff to stay at work where possible. • Where staffing levels become alarming such that resident safety is compromised, consult with Administrator and Director of Resident Services, who in turn may choose to declare an emergency so as to enable all staff are able to assist with responsibilities outside of their rank and classification. • Contact all local area staff to put them onto alert, vis-à-vis being available to work, and arrange transport where necessary and where possible. (i.e. local taxi service, police and/or fire, snowmobile club) • RN to contact City of Stratford Public Works Division (519-271-0250 ext. 259) to ensure that at least an emergency road to Spruce Lodge is kept open if at all possible. • Contact CJCS for volunteer snow mobile drivers.
<i>Hurricane or Tornado</i>	<ul style="list-style-type: none"> • Remain calm and comforting • To avoid flying glass and debris, move residents away from hallway windows or skylights and close bedroom doors. (i.e. Avoid main auditorium) Better areas would be tub-rooms with no windows or hallways with no windows or skylights, etc. Note that dining services may need to move to the hallways, away from the windows. • Do not open window or outside doors and this could increase the likelihood of damage. • Leave any residents who will not cooperate and notify EMS of their presence in the facility. • Pull the fire alarm if any part of the building is damaged such that



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	<p>residents and staff may be at risk and staff assistance is required.</p> <ul style="list-style-type: none"> • When the tornado or hurricane has passed, communicate the Spruce Lodge emergency communication number (i.e fax lines in the WT Support Service Managers office or in the Spruce Lodge Nursing Administration office. • WT Fax 519-271-2489 • SL fax 519-271-7489 • Office fax 519-271-5862
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REVIEWED:	Date/Initial Peter Bolland July 2017	Date/Initial Peter Bolland April 2019	Date/Initial Peter Bolland June 2022
REVIEWED:	Date/Initial Peter Bolland December 2022	Date/Initial	Date/Initial



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SECTION: DISASTER SCENARIO'S	INDEX #: EM III-2
TOPIC: Utility Interruptions	ISSUED: Feb 2004
APPROVED BY: Administrator	REVIEWED/REVISED: December 2022

POLICY:

In light of utility interruptions that so often result in or are the result of emergencies, Spruce Lodge will attempt to proactively address related implications.

PURPOSE:

In the face of a utility interruption, to identify steps that may be taken to ensure continuity of service and care and the protection from harm to both person and property.

PROCEDURE:

<i>The process</i>	<ul style="list-style-type: none"> ➤ Assess & maintain calm and order ➤ Debrief with Leadership team, and plan the best course of action. ➤ Communicate with governing bodies & Board chair as needed. ➤ Debrief with staff. (call a representative from each living area to meet, and to subsequently share a consistent message) ➤ Implement plan ➤ Monitor, evaluate and adjust plan and communicate as needed ➤ At the conclusion, congratulate staff and celebrate accomplishments
<i>Power/ Electrical interruption</i>	<p>The Administrator or designate is to phone Festival Hydro in order to ascertain the nature of the power failure and the anticipated duration of the interruption. This will identify whether the problem is Spruce Lodge specific or whether it is community wide.</p> <p>Phone 519-271-8288 or 519-271-8545</p> <p>First voice mail is; "There are currently no outages on our main feeders. If you are without power please call the regular festival hydro telephone number at 519-271-4700"</p> <p>During an outage it will record, "Festival Hydro is currently aware of an outage on the (name feeder) and a crew has been dispatched to investigate."</p>



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<p>Power/ Electrical interruption</p> <p><i>(continued)</i></p>	<p>The final message will read, “ Festival Hydro has determined (source of problem) and power is estimated to be restored, (timeline etc)</p> <p>Once the nature of the problem is identified and the anticipated power recovery is known, a meeting of the Leadership team is convened and decisions can be made regarding the following coping strategies. Once a strategy is determined, convene a meeting involving a staff member from each unit and from each department to discuss the plan and the related expectations of staff.</p> <ul style="list-style-type: none"> ○ Identify all residents that require electrical power for medical equipment and address their needs immediately. (see Appendix EM III-2 for Emergency Generator information) May need to transfer residents that require electrical supply to the Chapel where there are generator powered outlets. Note however that every unit has an emergency powered outlet in their hallway, with a red cover plate. Note further that the refrigerator in each kitchen is on the emergency generator as is a light over the food well area. ○ There are portable UPS (uninterruptable power supply) to be used to lower beds, inflate air beds, and to power an oxygen pump if needed. ○ Maintenance staff to check the generator fuel supply and to alert the fuel supplier as required.(note: ½ tank fuel last 8 hours) ○ While there is to be an emergency kit for each living area, supplies are to be double checked to ensure there is enough. <ul style="list-style-type: none"> □ Flashlights and batteries (facility manager office/maintenance shop) □ Walkie talkies (SL emergency box) □ Regular mattresses to replace air mattresses (3-4 in T3 storage) □ Paper products (kitchen storage, see EM 1V-1 appendix) ○ Restrict visiting to one visitor per resident, so as to maintain order. ○ Adjust routines; (meal times, bathing, program and activities, charting
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	<p>manually with blank notes if computer system is down.</p> <ul style="list-style-type: none"> ○ Post signage & remove any obstructions ○ If anticipated to last more than a few hours, food service staff is to empty refrigerators not equipped with emergency power. Note that all kitchens are powered by emergency power. ○ Phone systems are generator powered and equipped with battery back-up.
<i>Natural Gas interruption</i>	<p>In the case of a natural gas interruption in the summer the hot water supply will be interrupted. In Winter, not only will the hot water supply be affected, however the heat supply will be affected as well. Spruce Lodge will stay warm for approximately 8 hours without gas forced air heat. Note that the cottages have electric hot water heaters to augment in the event gas supplied water heaters in the main building are not working.</p> <ul style="list-style-type: none"> ○ Contact Union Gas to inform them of the interruption and to obtain some indication as to how long the interruption may last. ○ Convene a meeting of the LEADERSHIP TEAM to discuss steps that may need to be taken. ○ Lounge areas in each unit have electrically powered heating supply as does the Prince unit link and corridor ○ Maintenance may supply temporary electric heaters as needed. Depending on the expected duration of the interruption, maintenance may purchase temporary electric heaters, flashlights from local suppliers. (e.g. Canadian Tire) ○ Evacuate if necessary to the Griffith Auditorium. (electrically heated)



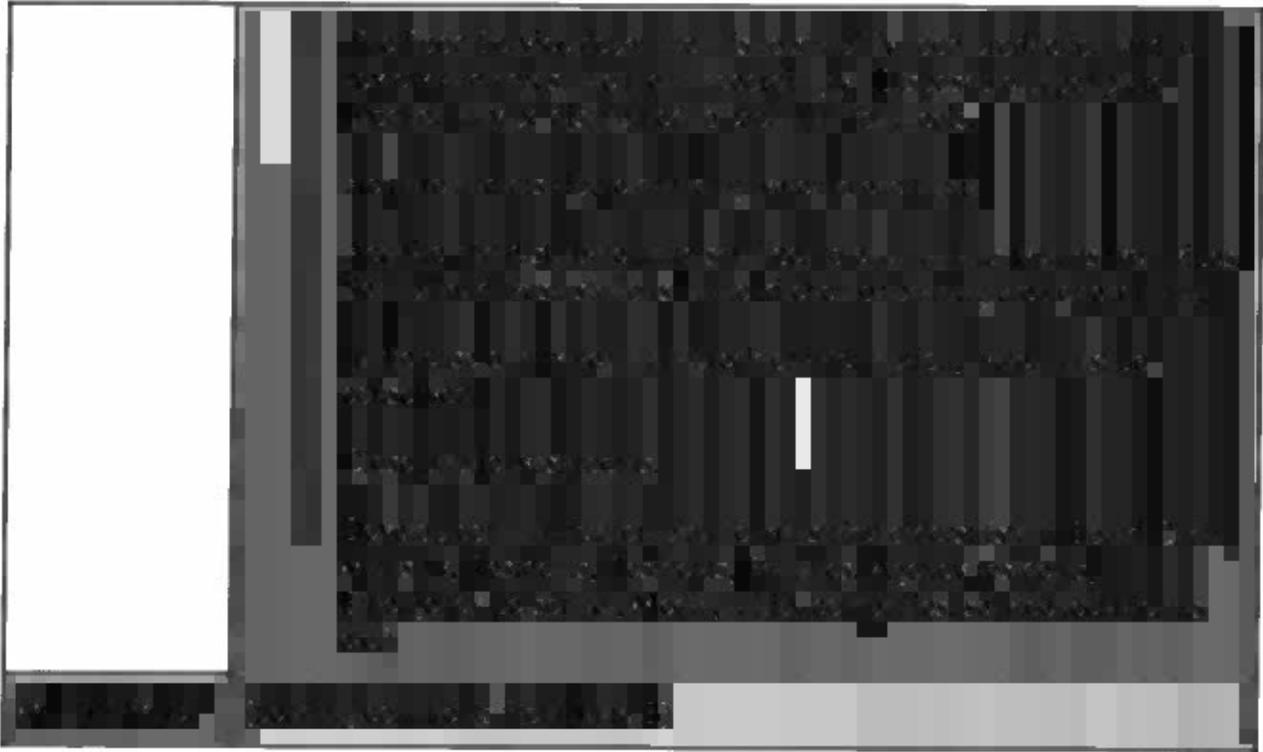
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<i>Natural Gas Leak</i>	<ul style="list-style-type: none"> ○ Where possible vent the area where gas fumes have been reported. (i.e. open windows) ○ Do not flick switches or use lighters or other ignition devices in the area where fumes have been reported. ○ Phone the fire department (911) and Union Gas as each have equipment to detect leaks. ○ There is an external gas shut off for the entire building on the west side of the building outside of the laundry room exit. The wrench to turn off the main gas valve is located in the fire hose cabinet beside the entrance to the laundry room, albeit this wrench is typically for fire department staff use. ○ There is also a secondary shut off for gas in the sewing room. This shut-off does not shut supply to the Gas Dryers. ○ There is a shut off for the main kitchen by the overhead hood to shut off gas supply just to the main kitchen.
<i>Water interruption or contamination</i>	<p>This type of problem is typically associated with a main line water leak/break or with a problem associated with the water supplied to the Lodge.</p> <ul style="list-style-type: none"> ○ Convene a meeting of the LEADERSHIP TEAM, including if possible representation from the Perth District Health Unit ○ Prohibit the drinking of water as water lines may be contaminated. ○ Place do-not-use-water signs by each water tap. ○ Toilet will not flush as per normal practice and will require a water supply to do so. (consider the supply of water pails in each unit for routine flushing) ○ Contact Festival Hydro for repairs. (519-271-4700) ○ Depending on the nature of the interruption, water may be supplied by other water mains or buildings, however the Health Unit must be involved as such a water supply may not be safe to drink.



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Appendix EM III-2A

GENERATOR:

<i>Fuel supplier</i>	D.H.Jutzi, Stratford @ 519-271-9831
<i>Generator service</i>	Sommers Generators, Stratford, @ 1-800-690-2396
	EMERGENCY GENERATOR POWER PROVISIONS
<i>Hamlet (prince)</i>	✓ Emergency lighting in corridor
<i>Spruce Lodge</i>	<ul style="list-style-type: none"> ✓ Note red face-plate on outlet powered by emergency generator and green sticker on light fixtures. ✓ Nursing station lights, time clock and equipment & elevator. ✓ Chapel lights and 4 outlets & Library/palliative, 1 outlet. ✓ Pastoral care office lights and one outlet ✓ Computer server room air conditioner and outlet ✓ Auditorium emergency lights and 1 outlet (chapel wall) ✓ Kitchen plug in all unit kitchens. ✓ Each units emergency lighting, corridors, exits and dining rooms ✓ Phones, Paging system and portable phones, (move phone charger) ✓ Administrator's computer, Director of Resident Services computer ✓ Main Kitchen lights and all equipment and coolers/freezers except for; (steamer, tilt soup kettle, chest freezers in back room) ✓ Lower level ground; <ul style="list-style-type: none"> ○ Business office, 1 outlet on east/window and 2 on west. ○ Time clock outlet on the east wall. (near staff change room) ○ Dish storage room 1 outlet each on east & west wall. ○ M. on W. storage room, 1 outlet each on east& west wall. ○ Staff room, 1 outlet on west wall
<i>Woodland Towers</i>	<ul style="list-style-type: none"> ✓ Emergency lighting in; <ul style="list-style-type: none"> ○ corridors, lobby, stairwells, exits , dining room, Griffith Aud, laundry room, kitchen , pool deck and change rooms ✓ Pagers, Nurse call and phone systems ✓ 2 outlets beside ladies washroom on the main floor level ✓ Woodland Towers I elevator. (note that Woodland Towers II is not)



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Appendix EM III-2A



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Appendix EM III-2B

FOOD SAFETY DURING PROLONGED HYDRO INTERRUPTION

<i>When to implement</i>	<ul style="list-style-type: none">• During an extended power outage of more than 2 hours.
<i>Immediate to do</i>	<ul style="list-style-type: none">• Note the time the power outage begins• Make note of refrigerators and freezers powered by emergency power supply as well as those that are not. Ensure adequate fuel supply to power generator for an extended period.• Discontinue all cooking operations• Do not place hot food into refrigerators or freezers as this will raise the temperature within the unit.• Maintain hot food at 140F or above.• Use ice or /ice baths to rapidly cool small batches of hot food.
	FOOD SAFETY
<i>Potentially hazardous foods</i>	<ul style="list-style-type: none">✓ High protein foods. (eg. Meat, eggs, dairy) and cooked vegetables that support the rapid and progressive growth of disease causing bacteria.✓ Such foods if refrigerated must be stored at or below 41F /4C✓ Such foods if hot must be kept at +140F/60C✓ Frozen foods must remain frozen (-18C)
<i>Freezers and Refrigerators</i>	<ul style="list-style-type: none">✓ For those not on emergency power, leave the door closed.✓ A full freezer if kept closed should stay safe for about two-days.✓ A half freezer if kept closed should stay safe for about one-day. (add bags of ice to prolong)✓ Note that you can safely refreeze thawed foods that still contain ice crystals and are 41F or less.✓ A refrigerator should keep the food safe for about four to six hours. Note that every time you open the refrigerator door you shorten this time span.✓ Discard hazardous food that has been above 41F/4C for two hours or more.✓ When in doubt...throw it out.



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Appendix EM III-2B

Options	<ul style="list-style-type: none">✓ Move refrigerated or frozen food to similar equipment on emergency supply.✓ Obtain a refrigerated truck..
When power is restored	<ul style="list-style-type: none">✓ Identify and discard potentially hazardous foods that may have been above 41F/4C or below 140F/60C for two or more hours or above 45F for any length of time.✓ Check the internal food temperatures using a food thermometer and record temperature.✓ If practical, Separate packages of food in refrigeration units and freezers to allow for faster re-cooling.
What to save and discard.	<p>Save: (items that may be kept at room temperature for a few days)</p> <ul style="list-style-type: none">✓ Butter or margarine or peanut butter✓ Hard and processed cheeses✓ Fresh uncut fruits and vegetables✓ Dried fruits and coconut✓ Open jars of vinegar-based salad dressings, jelly, relish, BBQ sauce, mustard, ketchup, olives.✓ Fruit juices✓ Fresh herbs and spices✓ Fruit pies, breads, cakes, flour and nuts. <p>Discard: (if kept over four hours above 41F or if temperature exceeds 45F)</p> <ul style="list-style-type: none">• Meat, poultry, fish, eggs and egg substitutes• Milk, cream and soft cheese• Casseroles, stews or soups• Lunch meats and hot dogs• Creamy based goods• Custard , chiffon, pumpkin or cheese pies• Cream filled pastries• Cookie dough make with eggs• Whipped butter• Cut melons or cooked vegetables