

## DEARNESS HOME POLICIES AND PROCEDURES

<b>MANUAL:</b> Emergency Management Plan	<b>INDEX NO:</b> EMP06.0-002		
<b>SECTION:</b> Code Grey	<b>PAGE</b> 1 of 6		
<b>SUBJECT:</b> Code Grey – Additional Building Emergencies	Implemented M / D / Y 07 01 22	Reviewed M / D / Y	Revised M / D / Y
<b>APPROVED BY:</b>			
<b>DOCUMENT APPLIES TO:</b> All Staff			
<i>A printed copy of this document may not reflect the current policy. Refer to the electronic version located in the Emergency Management Plan on Surge Learning.</i>			

### PURPOSE

Additional Building Emergency Response situations, associated roles, responsibilities and testing are as noted below;

### RESIDENT COMMUNICATION AND RESPONSE SYSTEM .

- Mitigation measures on the failure of a resident communication and response system may include the calling in of extra staff and the placement of bells in resident rooms in addition to following Urgent Maintenance Services (Appendix 'C') protocol.

The Resident Communication and Response System will be inspected annually to ensure proper operation of the system under;

TESTING - PM02-028 - Nurse Call System.

One person is required to verify incoming calls to:

- The nurse call annunciator panel (if applicable)
- The nurse call console (if applicable)
- The nurse call marquis (if applicable)
- Staff pagers (if applicable)

Second designated person moves from room to room sending in a call from each:

- Bed station
- Washroom pull station
- Duty station (located in all common areas, corridors, family rooms, dining rooms etc.)
- During each activation of a station check the following:
  - Dome light outside the room illuminates

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- Call cord is in good condition
- Washroom/shower pull cords are not more than 6 inches from the floor
- Communicate from one person to another that the call has been received and verify the call designation
- Repair or replace any components not working
- Document work performed
- Maintain records for no less than 2 years unless otherwise indicated

### INTERNAL BUILDING FLOODING

#### FINDING THE FLOOD

- Isolate water source if possible – shut-offs are commonly located under sinks and toilets – turn clockwise to shut off
- If it is a small flood and can be corrected (i.e. plugged toilet, sink overflow) – stop water flow and clean up area
- If it is a large flood and cannot be corrected (i.e. broken toilet, burst pipe), contact maintenance during business hours and the Chief Warden shall follow Urgent Maintenance Services (Appendix 'C') protocol for after-hours response
- Utilize floor machines and/or mops to clean/contain flooded areas as best as possible

#### ENVIRONMENTAL SERVICES

- Arrange for repair and/or remediation of the system that caused flooding
- Dispose of contaminated items that cannot be dried
- Flooring that has been soaked by flood water should be removed and discarded.
- Dispose of all insulation materials, drywall that have been exposed to flood water and cannot be thoroughly cleaned and dried.
- Ensure interior spaces are thoroughly dried
- Arrange for mould remediation contractor if needed
- Clean the affected area

Preventative maintenance will be completed annually on plumbing fixtures to ensure the proper operation as well as ensuring water conservation by preventing leaky or bypassing fixtures under;

#### TESTING - PM01-011 - Plumbing Fixtures (documented in Maintenance Care)

- Check all faucets, faucet connections, porcelain fixtures, drainage lines, for wear or damage.
- Repair or replace as necessary.

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- Document work performed and maintain records for no less than 2 years unless otherwise indicated.

### EXTERNAL AIR EXCLUSION

In the event of an external emergency (i.e. fire, chemical spill, etc.) affecting the indoor air quality of a Long Term Care home;

- The decision to shut down air handling units bringing fresh air into a home will be made by emergency crews, the Administrator (or designate), the Manager Long Term Care Facilities or Supervisor Building Services only
- Close all resident windows as well in all other areas of the home.
- Maintenance will be contacted and will arrange the shutdown of the applicable air handling units
- Communication will be put out to the building regarding the disruption of service and expected timeline for resolution (if known)
- Residents and building temperatures will be monitored
- Upon conclusion of the emergency all air handling systems will be re-instated

AIR HANDLING UNIT PREVENTATIVE MAINTENANCE (Units are shut-down and operation verified)

### TESTING - PM02-005 - Air Handler Units

Preventative maintenance will be completed on all air handling units semi-annually to ensure compliance with current legislation and optimal efficiency of the equipment.

Semi Annually in accordance with the Semi Annual Inspection for the Ventilation Systems and Prevention of Respiratory Illness for Residential facilities.

1. Disconnect, lock-out and tag energy source (refer to energy lock out policy)
2. When performing maintenance on equipment where dust or organic material will be disturbed staff should wear appropriate personal protective equipment (i.e. respirator, N95 mask, eye protection etc.)

The Maintenance Coordinator will ensure that the following occurs:

1. Fans:
  - (a) Clean buildup, dust, and dirt from fan blades.
  - (b) Clean inside of fan housing and casing, noting structural irregularities, condition of insulation, loose bolts, foundation and vibration isolation.
2. Bearings: (With pillow blocks, sleeve or ball bearings)
  - (a) Lubricate bearings, change oil, perform pressure lubrication according to manufacturer's instructions. Take care not to over-lubricate.
  - (b) Remove top housing and examine retainers and slings.

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3. Drives: (Belt and direct)
  - (a) Inspect for excessive belt wear indicating misalignment, overloading, or improper belt tension.
  - (b) If belts are worn they should be replaced to prevent untimely breakdown. (Multi-belt drives should be replaced in matched sets.) Adjust belt tension with a scale and straight edge.
  - (c) Check rigid couplings for alignment on direct drives, and for tightness of assembly.
  - (d) Inspect flexible couplings for alignment and wear.
4. Coils
  - (e) Examine coils for leakage at joints and bends.
  - (f) Clean coil exterior by brushing, vacuuming, blowing, or chemical cleaning.
  - (g) Humidifiers (city water, spray, steam pan grids, etc.) will require additional attention to avoid scaling, odors, biological contaminants.
5. Freeze Protection and Controls
  - (h) Check pitch of coil to drainage point and blow down with compressed air.
  - (i) Inspect test controls, linkage and control motors used for freeze protection.
  - (j) Clean face bypass dampers and lubricate damper operators.
  - (k) Clean and lubricate as necessary.
6. Document work performed as required by the Semi Annual Ventilation Systems and Prevention of Respiratory Illness for Residential Facilities Checklist.
7. Maintain records for a minimum of 2 years or as directed.

### TESTING - PM02-010 - Exhaust Fans

Preventative maintenance will be performed on exhaust fans semi-annually to ensure compliance with legislation and optimal efficiency of the equipment.

Semi Annually in accordance with the Semi Annual Inspection for the Ventilation Systems and Prevention of Respiratory Illness for Residential Facilities

The Environmental Services Manager or Delegate will ensure the following is conducted semi-annually:

1. Disconnect, lock-out and tag energy source (refer to energy lock out policy).
2. Check over unit thoroughly. Look for signs of rust, corrosion or deterioration.
3. Check insulation, repair if needed.
4. Check structural members, vibration eliminators and flexible connections.
5. Check bearings, shaft, pulley, and alignment with motor (if vibration is excessive - check balance of motor).
6. Perform required lubrication as required.
7. Change/replace belts.
8. Document work performed as required by the semi- annual Ventilation Systems and Prevention of Respiratory Illness for Residential Facilities Checklist.

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9. Maintain records for minimum of 2 years unless otherwise identified.

### **ELEVATORS**

#### **SOMEONE IS TRAPPED IN THE ELEVATOR**

- The Chief Warden will call the elevator maintenance company for the home located in the Call In List (Appendix 'C')
- The Chief Warden will activate Urgent Maintenance Services and/or the Manager On Call accordingly
- The Chief Warden (or designate) will make contact with the person(s) in the elevator, encouraging them to remain calm and until help arrives

#### **TESTING - PM02-052 Elevator Phones**

To ensure the safe working condition and proper operation elevator emergency phones will be tested weekly.

The Environmental Services Manager will ensure that the following is carried out weekly

1. Activate the emergency phone in each elevator
2. Ensure the call is answered by a staff member within the home
3. Ensure that if the call is unanswered by a staff member within the home the call is escalated and responded to
4. Document work performed and maintain records for no less than 2 years unless otherwise indicated

### **FOOD PREPARATION EQUIPMENT**

- Failure of food preparation equipment will be responded to in accordance with DAT01-001 in the Dietary Policy Manual.

#### **TESTING - PM02-026 - Mixers, Blenders/Food Processors**

To ensure the safe working condition and proper operation, mixers, blenders/food processors will be inspected on a monthly basis.

#### **TESTING - PM02-011 - Combi-Ovens**

To ensure the safe working condition and proper operation, combi-ovens will be inspected on a semi-annual basis.

#### **TESTING - PM02-012 - Convection Oven**

To ensure the safe working condition and proper operation, convection ovens will be inspected on an annual basis.

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### TESTING - PM02-042 - Conventional Oven/Range

To ensure the safe working condition and proper operation, conventional style oven/ranges will be inspected on an annual basis.

### **CYBER SECURITY**

In the event of a cyber-threat or cyber emergency affecting one or more Long Term Care homes;

- Those who become aware of the breach should report it immediately to;
  - A Manager during business hours
  - The Chief Warden after hours
    - The Chief Warden will then contact the Manager On Call
- The Manager shall contact the IT Service Desk.
- The Administrator will follow up with IT.

### **DOCUMENTATION**

All real emergency events shall be documented on the Emergency Drill Report located in Appendix 'A'. Testing Records as noted above also shall be kept in the Seniors Services Maintenance Management System (MMS).

All formal activations of Emergency Response Plans shall include a formal debrief and review of the response plans within 30 days of the conclusion of the emergency. This debrief shall be documented separately from the original emergency response.