

## DEARNESS HOME POLICIES AND PROCEDURES

<b>MANUAL:</b> Emergency Management Plan	<b>INDEX NO:</b> EMP01-001		
<b>SECTION:</b> Introduction	<b>PAGE</b> 1 of 2		
<b>SUBJECT:</b> Urgent Maintenance Services, Fan-Out List and Seniors Service Contact Information	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 Measures Manual on Surge Learning.</i>			

### **URGENT MAINTENANCE SERVICES POLICY**

In the event that a home is experiencing an emergency and is in need of urgent maintenance service, e.g. utility failure, building emergency, or any environmental condition immediately affecting resident or staff well-being and safety, the person in charge of the home will ensure the following procedure is followed.

### **URGENT MAINTENANCE SERVICES PROCEDURE**

1. Consult the Call In List in Appendix 'C' - Communication Plan, for emergency contact information
2. If the emergency is weather related such as snowy or icy conditions contact the snow removal contractor
3. If the emergency is outside office hours and requires maintenance personnel to be contacted, call the home's Environmental Services Manager or delegate
4. If the Environmental Services Manager is unavailable, leave a message and proceed to contact the home's additional maintenance personnel

To ensure twenty-four hour emergency protection, the person in charge of the Home shall have available to him/her:

1. A list of resources, including Emergency Contact Information as listed in Appendix 'C' of the Emergency Management Plan
  - a. Emergency Fan Out System
  - b. Dearness Management and City of London Contact Information
  - c. Call In List

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### **FAN-OUT LIST LOCATION**

2. The fan-out list shall be placed in the front of Appendix 'C' - Communication Plan located in the EMP
3. The fan-out list shall also be posted in the Resident Care Station for easy access
4. The fan-out list shall be available to all managers at their individual homes

### **FAN-OUT LIST PROCEDURE**

5. First call is made and the flow continues based on the following diagram
6. Individuals being called are to notify the next person on the list
7. If a person cannot be reached, the individual next in line will be called
8. Be certain to indicate the location and type of emergency
9. Upon arrival to the home, Managers are to report to emergency crews/Chief Warden

### **SENIORS SERVICES CONTACT INFORMATION**

See Appendix 'C' - Communication Plan