

<b>Section</b>	<b>HS</b>	<b>Health &amp; Safety</b>	<b>Effective Date:</b>	<b>May 2003</b>
<b>Sub-Section</b>	<b>23</b>	<b>Emergency Measures</b>	<b>Last Revised Date:</b>	<b>August 2019</b>
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**EMERGENCY MEASURES, Includes Natural Disaster, Telephone and Bomb Threats, etc.**

**Purpose:**

Emergency Procedures are to be followed in the event of any disaster to ensure the safety and well-being of people supported and staff. It should be understood that in many disaster situations normal communications (telephone and cell phones) may not be possible. On duty employees may therefore be required to make decisions in regards to the safety and well-being of the individuals in their care.

Clearly all situations cannot be covered in policy directives and good judgment on the part of CLNG management and staff will need to be practiced through close communication with each other. In general terms we will make every effort to follow the emergency protocol established in our community. Direction for evacuation and emergency responsiveness may come from Fire Officials, Police, Municipal or Provincial Government, or Senior Management in the Association.

Preparedness will enable all of us to perform in an emergency in a safe and responsive manner.

**Terms of Reference:**

Every program shall be provided with an Evacuation Plan and Fire Safety procedures specific to their work site. All staff members assigned to their work site shall be familiar with procedures and practices in regards to emergency preparedness, specifically evacuation and fire safety plans prior to working. Employees receive ongoing and effective training in evacuation and other Health and Safety policies and procedures, including annual competency based training related to fire safety and other emergency response situations (review of policies and procedures, participation in emergency response drills and evacuations). At minimum this will be achieved by:

- Incorporating the review of evacuation policies, procedures and practices into the staff orientation process along with other Health and Safety Training.
- Have employees and people supported participate in evacuation and drill procedures at all program locations.

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- Have staff members review critical Health and Safety policies and procedures, including Evacuation at location meetings annually.
- Organizing additional workshops , training sessions and in-service to review Health and Safety policies, procedures and practices.

**Communication:**

The Central Administration Office would be the Communication Headquarters if it were a safe site during a disaster. The Executive Director and Director of Service would be required to report to the communication headquarters immediately and facilitate communications on site. If the Central Administration Office was not a safe location, the Executive Director would determine the most suitable home/program to serve as communication headquarters and forward this information to key staff members.

- Phone numbers for specific local emergency measures will be stored at the Central Administration Office and also at all residential locations.
- Employees on duty are expected to use good judgment and safe practice during a disaster until contact can be made with a member of the Management team or Board of Directors where possible to get further direction.
- If unavailable and safety is compromised, contact the local authorities (Police, Municipal Office) and ask for assistance. A list of emergency numbers is available at all locations. Possible shelters will be available from the Municipal Office.
- Never compromise your safety or that of other employees, or people supported by attempting to leave your place of work when it is unsafe to do so, due to road conditions or other environmental conditions that would make it unsafe. Communicate with management as you may want to contact the employee next on duty and advise them to stay at home until it is safe to travel.
- Don't forget supported people living in apartments. Offer them assistance if possible, move them to one of our houses or minimally check on them regularly. You may also provide the local authorities with their address and have them do the check in.
- Management are to be in contact with each other and the Executive Director at least once a day when possible. Often one way communication is only possible so if you cannot receive calls you will need to contact others.

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- Use local services (fire, ambulance, police, military) if necessary and tune into the local radio station for further communication and updates.

**Emergency Responsiveness:**

**Fire and Emergency Drills**

Each program location must participate in fire drills not less than three times per year on all shifts, and emergency drills for each emergency situation as indicated annually. Because some people supported may be distressed by fire drills, it may not be necessary to evacuate the location for each drill. This will vary from home to home so confer with the location supervisor and Director of Service. A written drill report form must be completed for each drill. Completed drills are reviewed by the OH&S Committee to ensure the correct procedures are being followed and the process is functional for the needs of the service.

Refer to Shared Forms - Emergency Drill Report Form

**Fire Evacuation Procedures**

If you discover a fire leave the area of fire immediately. Alarm all the occupants by yelling "FIRE". Close all doors and windows behind you, when possible, during the evacuation procedure. Assist all occupants in the building to evacuate to a predetermined safe location. Call 911 from the safe location and notify management.

**Evacuation**

It is the policy of Community Living North Grenville that evacuation from program locations and work sites will be conducted in an expedient and safe manner as a response to various emergency situations. Evacuation is a serious decision because of the disruption to people supported. Staff should exercise good judgment keeping the safety of all as paramount. Some examples of when evacuation may be necessary would be after a fire, when structural damage results from a storm, or with extended power outage.

Account for all persons supported in an evacuation and communicate with management so they know your location has been evacuated and where you are relocating to.

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The same procedure shall be followed as a response to other emergency situations, including but not limited to:

- Bio-hazardous accidents;
- Chemical Spills;
- Carbon Monoxide Detection;
- Sentinel Events (Threats of attack or destruction from aggressive people or groups).

**Utility Failure**

Each location is equipped with emergency lighting that will go on automatically in a power failure. This will allow staff time to get out the emergency equipment and supplies.

Locations are also equipped with emergency generators that are hard wired to start after a slight delay in a power outage. (The generators automatically go through a weekly 15 minute exercise that is recorded by assigned staff. An annual inspection is also done by an outside contractor).

All employees must shutdown computers during a power failure and other electronics and appliances they may have been operating before the outage. This would avoid damage as a result of a power surge, which can occur after power is restored.

The emergency generator has the capacity to operate the heating or air conditioning system; the stove (not oven); and some outlets throughout the location.

In the case of long- term power outage, the employee and people supported should be prepared to go to the nearest partner home that still has power. Communication is critical in these circumstances, especially when a location is required to evacuate.

Never use a temporary (secondary) source of heat that is not approved by the Executive Director or local fire department. Propane bottles/canisters are deemed unsafe inside any home, so any propane fired heating or cooking source is not to be used indoors (with the exception of locations that may have permanently installed gas fire place or stove.

Kerosene Heaters are not to be used.

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## Natural Disaster

In the case of a disaster, it may be best for employees and people supported to stay at their site location if it is determined to be a safe environment. Communicate with management, your partner site or one of the employees who live nearby to act as a backup emergency place to take people supported during an emergency if the site has to be evacuated. In our area we may encounter a large twister, hurricane or small earthquake. It could cause severe damage in one area of town but may not in another area. Employees who live close to a work site should ensure their own family is safe, and then report to work indicating they are available to assist if needed.

- Know the safe spots in each room (Under sturdy tables, desks).
- Know the danger spots in each room (Avoid windows, hanging objects, unsecured furniture, cupboards).
- Extreme vibration during a natural disaster may cause the alarm or sprinkler system to activate. Call 911, if this occurs, for assistance.
- Ensure emergency food, water, first aid kit and other emergency supplies are available and portable in each site for quick removal if your site is determined unsafe.
- During the shaking – **If indoors**, stay there. Get under a desk or sturdy table. Drop to your knees and cover your head and neck with your hands. Get people supported to do the same. Do not move around during the shaking. **If outdoors**, get into an open area, away from trees, buildings, walls and power lines. **If driving**. Pull over to the side of the road and stop. Avoid overpasses or power lines. Stay as low as possible and remain inside until the shaking is over. **If in a crowded public place**, do not rush for the doors, move away from display shelves and keep low.
- After the shaking stops – stay calm and expect aftershocks.
- Call out to others at the site to let them know you are safe and ask them to respond to you. Account for all people supported and employees. Call 911 if emergency services are urgently required. Keep everyone away from windows and exterior walls. Inspect all rooms and leave doors open while you check for hazards. Check for fires, gas and water leaks, broken electrical wiring or sewage line. Check the building for cracks and damage. If you suspect a leak, crack, or damage that could be unsafe turn off the utilities, report the damage to management and leave the site for a safe location. If possible stay within the site with the people supported rather than go to a public area that may be busy and chaotic. If you must evacuate check with your partner site to see

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if they are a safe evacuation place. Do not use BBQ's, camp stoves or unvented heaters indoors. Turn on your portable radio for instructions and news reports. Have a sticker that identifies the local radio station channel for emergency information. Cooperate fully with public safety officials.

- Do not use the vehicle unless there is an emergency. Keep the street clear for emergency vehicles.
- If everyone in the home is safe hang something green outside of the house.
- If assistance is urgently needed, put out a red sign.
- Keep in touch with your partner site and also the site supervisor and management.

**RESPONDING TO MEDICAL EMERGENCIES**

All medical interventions are under the direction of a person's personal physician or their designate. It is outside the scope of an employee's responsibility to diagnose illness. In the event of a medical emergency which may include an illness or a traumatic injury, the employee responsibilities include:

- Calling 911.
- Provide First Aid treatment while awaiting emergency medical assistance (all Community Living North Grenville staff are trained in First Aid/CPR).
- Provision of appropriate documentation to attending medical personnel.
- Advising On Call Supervisor of above.

**Telephone and Bomb Threat**

It is the policy of Community Living North Grenville to treat all telephone, bomb and personal threats as serious and real and handled in a consistent manner, in accordance with industry best practices related to dealing with these types of threats. Bomb threats can be communicated by telephone, note or letter.

Bomb threats are frequently intended to create panic. All such calls must be regarded at all times as credible and serious.

In the event any staff member of Community Living North Grenville receives such a threat, he/she must immediately call 911 and then contact the on-call supervisor. All staff members

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are further instructed to handle bomb threats in accordance with the procedures specified below.

### Procedures and Practices

1. When there has been a bomb or personal threat, if you see an unusual package or object anywhere in your workplace – **Don't Touch It**. Immediately call 911 to report what you have found.
2. If you answer a bomb threat call – follow these steps:
  - a) **Do not panic** - You may only get one call. Your ability to be attentive is dependent upon your remaining calm. Never transfer the call to someone else unless the caller requests you to do so.
  - b) Take notes on everything that is said and on your observations about background noise, voice characteristics, regional or foreign accent, etc.
  - c) Call police to report the threat. If possible, get a co-worker to do this while you continue talking to the caller.
  - d) Keep the caller talking as long as you can. The purpose of keeping the person talking is to assist in identifying the caller. Tracing is not always possible.
  - e) All bomb threats are assumed to be credible. It is to be considered a threat to employees, consumers and business operations. After police have been notified, they will advise you if evacuation is necessary. Follow the instructions given by emergency response personnel.
  - f) Prepare for immediate evacuation. Follow evacuation procedures as outlined in your Location Evacuation Plan.
  - g) If an explosion of any type occurs at anytime, it should be reported immediately to the fire department.

When possible the home is to be secured, locked, and the power and main water line is to be shut off. The water should be drained by opening taps, and flushing toilets.

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**Possible Shelters**

1. Main Administrative Office/Community Supports
2. Local Municipal shelters if available
3. Bayfield Manor Nursing Home
4. Kemptville District Hospital
5. Staff Homes
6. Board Member Homes
7. Hotels
8. Families' Homes

**Emergency Equipment To Be Available At Each Home Location (SIL Included)  
Responsibility – Location Supervisor**

1. Battery operated lantern, one spare battery and at least one good quality flashlight with a spare set of batteries.
2. A one-week supply of good quality, dripless, odorless candles. For safety the large round style candle that can be placed in a dish or holder should be provided.
3. An alternate cooking source - BBQ, propane stove, two twenty pound propane tanks.
4. All Association Homes are wired for the safe connection of a generator (most homes have natural gas generators). At least one appropriately sized generator will be available along with a supply of fuel. Training will be provided to ensure safety, and proper maintenance is followed. Responsibility - Executive Director or designate. An operating schedule will be available at all locations.
5. Association owned vehicles should have at least a half tank of gas at all times, since gas will not likely be available should a disaster occur.
6. A one week supply of non perishable food is to be available at all locations. Caution should be taken to ensure those items are not stored away and left to expire.
7. A one week supply of fresh drinking water is to be available at all locations. Two five-gallon containers of non-potable water should be stored and clearly marked for flushing toilets. Use sparingly.
8. Good quality warm blankets and clothing will be available for each resident.



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9. An emergency list of all our residential locations will be made available in confidence to the Municipality. Quite often a family member living outside the area will call an emergency center to find out about their family member, especially if they cannot contact their place of residence. The municipality is to be advised of where those individuals have been evacuated to, if possible.

10. The Administration office will make available the necessary cash for all residences based upon the state of emergency at the time. Cash may be necessary for purchases, should the power be out.

**Medication Supply**

There is a two week supply of all medication stored in a locked cupboard or cabinet in all locations.

**Continuation of Essential Services**

In extreme circumstances the Executive Director or designate may have to close specific programs (ie Community Supports, Employment Services) on a temporary basis and reassign staff to other locations that would remain open if necessary in an emergency situation. Residential Support and provision would continue to operate. Residential Services may need to be amalgamated at the discretion of senior management.

**Emergency Staffing**

All employees would be expected to remain on duty during a fire or other emergency until the situation is under control and all people supported and employees are safe. Relief of your duties would be communicated through the location supervisor or management.

In a community wide disaster employers scheduled for duty may not be able to get to work for their shift. The Management recognizes employees off duty have to secure their own safety and that of their family. Management maintains an emergency list of employees that live in the vicinity for such an emergency.

**NOTE: In a catastrophic disaster follow emergency protocols established by the Local Municipality or Health Unit.**

