

LONG-TERM CARE EMERGENCY PLAN

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Paramedic and Seniors Services

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A. INTRODUCTION

York Region's Long-Term Care Homes (the Homes) have an Emergency Management plan to ensure the health and safety of our residents, staff, volunteers and visitors at all times and to comply with requirements under the [Fixing Long-Term Care Act, 2021](#) (FLTCA), Ontario Regulation 246/22 and the Homes' accreditation body.

This plan is organized by the following sections:

- A. Introduction
- B. Emergency Plan Overview
- C. Emergency Planning and Response Framework
- D. Long-Term Care Emergency Preparedness and Planning
- E. Long-Term Care Emergency Response
- F. Long-Term Care Recovery Plans
- G. Appendices

B. EMERGENCY PLAN OVERVIEW

1. Purpose

The goal of the plan is to prepare a consistent and effective response to emergencies that impact York Region's Long-Term Care Homes.

This plan builds on top of the Community and Health Services Department (CHS) and corporate emergency plans.

This plan:

- Identifies roles, responsibilities, and actions required to mitigate, prevent, prepare for, respond to and recover from emergencies in the Region's two Homes
- Ensures a coordinated response by Seniors Services, the Branch, the Department and other agencies in managing emergencies to save lives, prevent injuries, protect property and the environment
- Enables decision-makers to efficiently and effectively deploy available resources, and
- Provides a means to identify, request and procure additional resources, supplies and equipment

The response to emergencies will be guided by this *Long-Term Care Emergency Plan* and the appendices referenced within. This plan may be used in conjunction with business continuity plans.

2. Authority

The [Fixing Long-Term Care Act, 2021](#), (FLTCA) outlines the requirement for each Long-Term Care Home to have a written plan to prepare for and respond to an emergency that may affect a Long-Term Care Home.

The [Ontario Regulation 246/22](#) section 268 identifies emergency plan requirements for each Long-Term Care Home. This includes an emergency plan that prepares for specific types of emergencies and evacuations including prescribed plan components, development, training and evaluation.

This plan includes additional legislative requirements for emergency plan considerations as mandated in the following:

[Health Protection and Promotion Act, 1990](#)

[Emergency Management and Civil Protection Act, 1990](#)

[Occupational Health and Safety Act, 1990](#)

[Fire Protection and Prevention Act, 1997](#)

3. Definition of an emergency

For the purpose of this plan, an “emergency” means an urgent or pressing situation or condition presenting an imminent threat to the health or well-being of residents and others attending the Home(s) that requires immediate action to ensure the safety of persons in the Home(s) (defined by FLTCA s. 268).

Emergencies can include human-induced (e.g., a major outbreak of infectious disease, chemical transportation accident, terrorism), naturally occurring (e.g., floods, severe weather) and technologically induced (e.g., loss of power, loss of critical technology) events. Emergencies distinguish themselves from normal operations in that they exceed the usual capacity to respond and require extraordinary support.

4. Plan Maintenance

Paramedic and Seniors Services (PSS) Emergency Management Team reviews this document annually or sooner if required. Suggestions to adjust or improve this plan are to be directed to the Emergency Management Specialist for Paramedic and Seniors Services.

All fundamental changes to this plan are vetted and approved through the PSS Emergency Management Team.

All emergency plans are evaluated at least annually to assess for potential changes as required by the *Emergency Planning Evaluation and Quality Improvement Plan*.

5. Document Control

This document is maintained in the learning management software which is the corporately approved official repository for long-term care documents. Access to this document for maintenance is limited to the PSS Policy Team. All versions shall be stored in accordance with York Region documentation retention policies.

6. Emergency Plan Distribution List (electronic and hardcopy)

An up-to-date public copy must be maintained on York.ca. Hard copies of these plans are made available as follows:

- One copy with General Management of Paramedic and Seniors Services, Director, Seniors Services, Home Administrators, Corporate Emergency Management, DEOC (primary and backup location)
- All other requests for electronic or hardcopy access should be forwarded to the Long-Term Care Home Administrator

C. EMERGENCY PLANNING AND RESPONSE FRAMEWORK

The Long-Term Care Division sits within the Paramedic and Seniors Services Branch of the Regional Municipality of York's Community and Health Services Department. York Region uses Ontario's Incident Management System (IMS) to help plan for and respond to major emergencies. IMS identifies key personnel, their duties and responsibilities in the initial moments that an emergency occurs.

Figure 1 below illustrates the Long-Term Care Incident Management Structure.

An Incident Management Structure is designed to be scaleable and flexible to the unique circumstances of the emergency. Figure 1 is the **typical IMS structure** for York Region's Long-Term Care Homes. Unique emergency situations (such as outbreak management) may require additional supports within the IMS structure at the Home(s). In these situations, emergency specific roles may be activated to support the IMS functions, such as Paramedic Services, Infection Prevention and Control (IPAC) Practitioner(s), and Health and Safety Specialist(s).

Figure 1: Long-Term Care Incident Management Structure

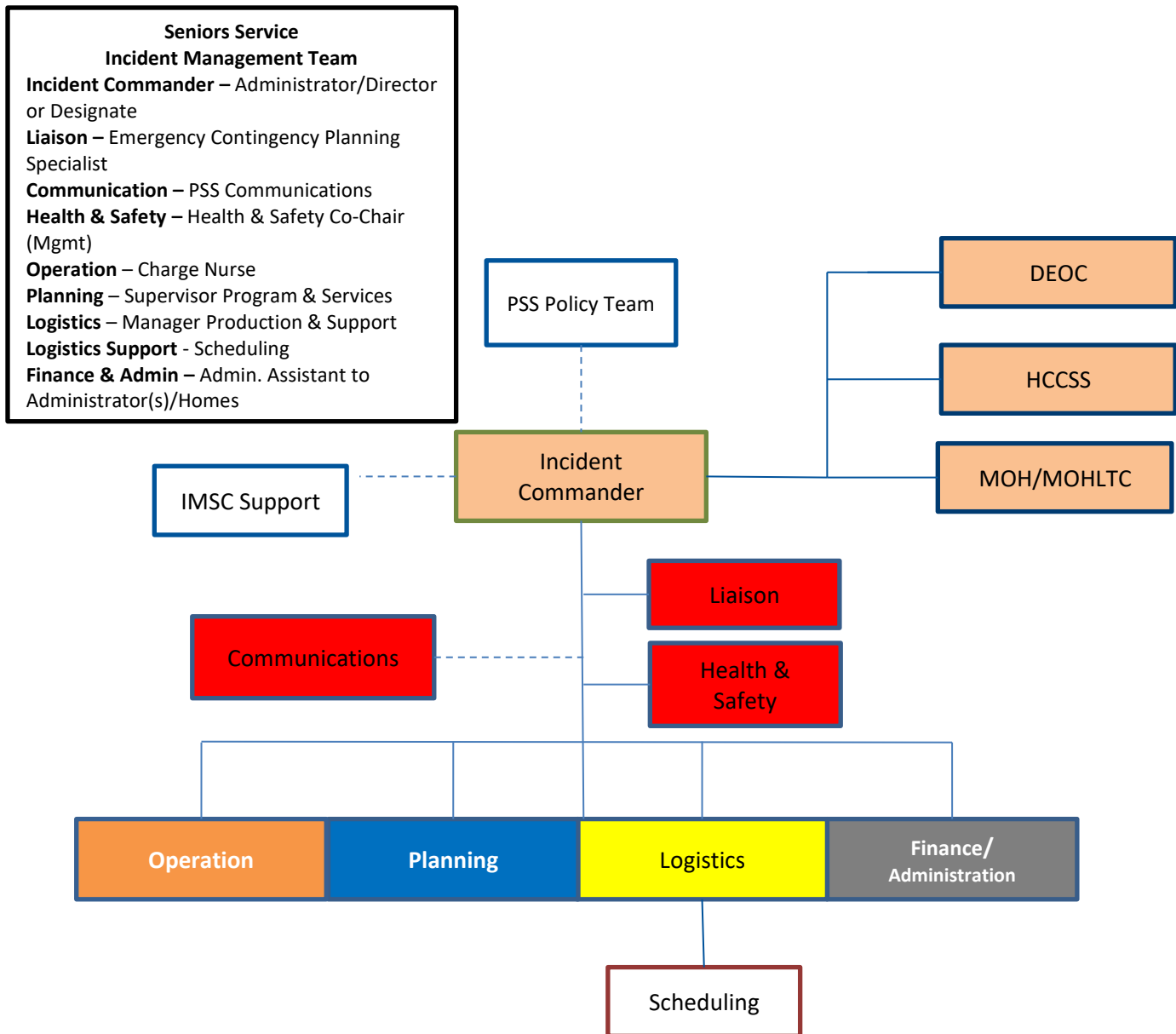


Figure 2 on page 10 illustrates the Emergency Response Framework that may be activated if required to support a large-scale emergency in one or both of the Region's Homes. This framework would help to facilitate coordination, communication and resource management between the site of an emergency, the CHS Departmental

Emergency Operations Centre (DEOC), the Regional Emergency Operations Centre (REOC) and other jurisdictional Emergency Operations Centres.

Regional Emergency Operations Centre

If the Regional Emergency Operations Centre (REOC) is activated, the Commissioner of Community and Health Services (or alternate) will be required to attend on behalf of Long-Term Care as required by *The Regional Municipality of York Emergency Plan*.

Community and Health Services (CHS) Departmental Emergency Operations Centre

The CHS Department's Branches (Strategies and Partnerships, Paramedic and Seniors Services, Integrated Business Services Branch (IBSB), Social Services, Housing Services and Public Health) work together to manage emergency response through the Departmental Emergency Operations Centre (DEOC). The DEOC is also supported by the Strategic Communications, Engagement and Emergency Management Team.

The purpose of the DEOC is to maintain situational awareness, implement action plans and provide centralized and coordinated support to CHS field operations during an incident/emergency (e.g., evacuation of a LTC Home). Further, the DEOC supports the Commissioner and or designates, in the REOC, if required. The DEOC is able to function independently for a departmental response, or can function in collaboration with the REOC.

Community and Health Services Departmental Emergency Control Group

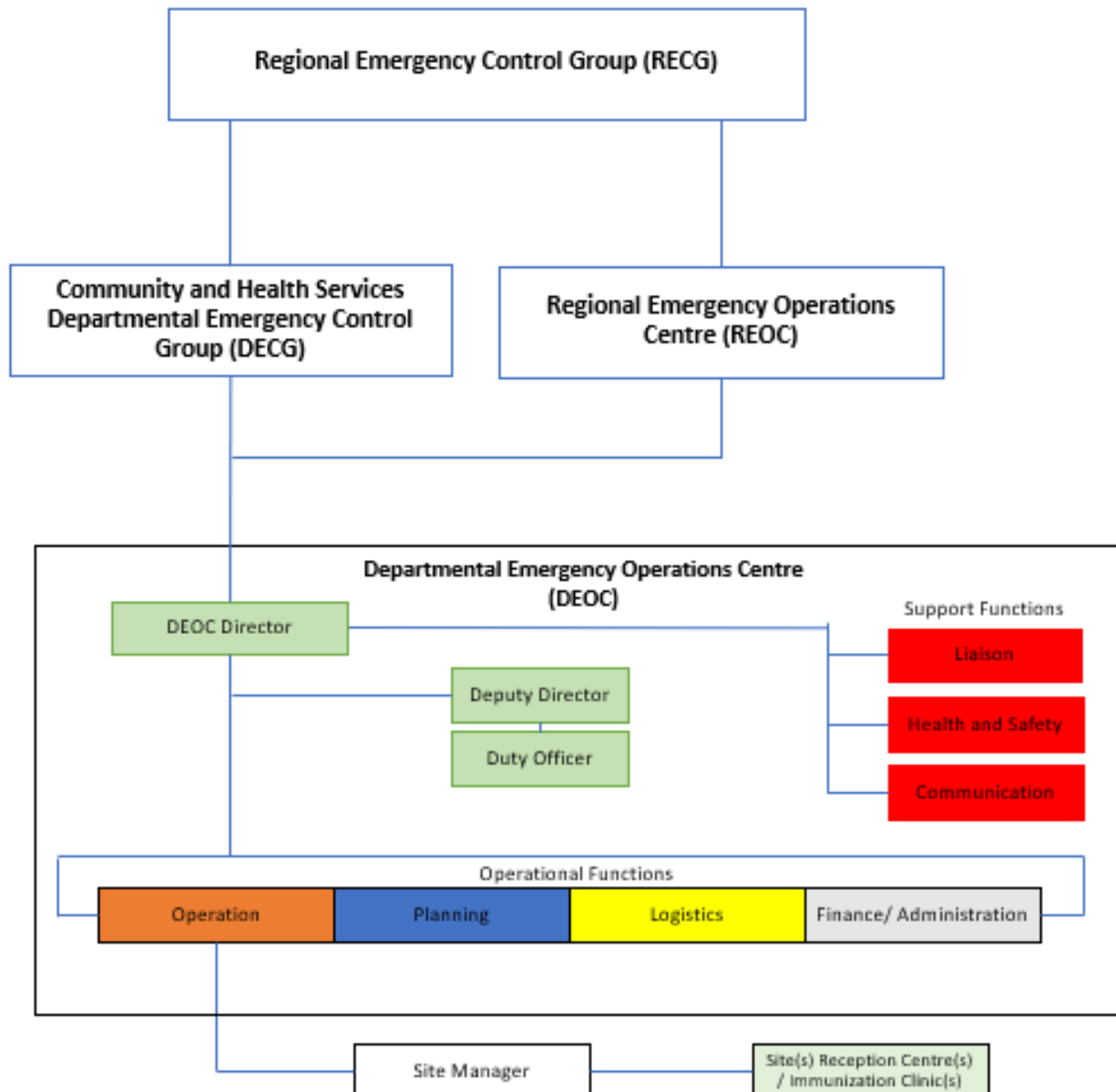
The role of the CHS Departmental Emergency Control Group (DECG) is to provide strategic policy support and direction to the DEOC. The DECG is a group consisting of Department Branch Heads and other key personnel responsible for exercising overall management responsibility for the department's business continuity and strategic support of emergency response and recovery operations.

Paramedic and Seniors Services Emergency Management Team

The role of the Paramedic and Seniors Services (PSS) Emergency Management Team is to support the DECG and ensure emergency plans are developed, maintained and updated as required. The PSS Emergency Management Team consists of the PSS Executive Management Team, the Emergency Management Program Manager and an Emergency Management Specialist/designate.

Figure 2: Emergency Response Framework

**YORK REGION, COMMUNITY AND HEALTH
SERVICES DEPARTMENTAL EMERGENCY
RESPONSE FRAMEWORK**



D. LONG-TERM CARE EMERGENCY PLANNING AND PREPAREDNESS

In preparation for potential emergencies, the Long-Term Care Division ensures that emergency plans are updated as required. Additionally, each Long-Term Care Home Administrator must attest to compliance with emergency planning requirements within the *Fixing Long-Term Care Act, 2021* and maintain verification of certification in the fire safety plan program acceptable to the Fire Marshal.

1. Consultations

During the development and updating of emergency plans, the Homes consult with the Residents' Councils, Family Councils (if any) as well as entities that may be involved in or provide emergency services in the Homes' locations as per the *Emergency Planning Stakeholder Consultation Plan*. The entities involved in any emergency response are also given the opportunity to provide feedback during plan evaluations (annual and post-emergency) and exercises.

Each emergency plan includes the roles and responsibilities of these entities as required. A current list of contact information for these entities is maintained for ongoing consultation purposes.

2. Hazard Identifications and Risk Assessment

The Hazard Identification and Risk Assessment (HIRA) process identifies and assesses potential hazards and risks within the Homes or in the surrounding vicinity or community that could give rise to an emergency impacting the Homes. These risks are then reviewed to establish prevention programs, mitigation strategies, contingencies or response plans.

Any potential hazard is identified to ensure the Homes are able to provide a safe and clean environment with proper accommodation, nutrition, care and services at all times.

See the Home Level Hazard Identification and Risk Assessment for more details.

3. Resources, Supplies and Equipment

The Homes ensure that required resources, supplies and equipment are available for potential emergency response. Details are included in the *Resources, PPE, Supplies and Equipment Emergency Plan*. Additionally, the individual emergency scenario plans listed in the Appendices section include specific resources, supplies and equipment required for those emergencies.

4. Food, Fluid and Prescribed Medications Provision

The *Food and Fluid Emergency Plan* ensures that Homes have processes in place to ensure residents have continued access to appropriate food and fluids during any emergency. The *Emergency Access to Prescriptions Plan* ensures that residents have continued access to all prescribed medications during an emergency.

5. Business Continuity Plans

In an emergency, essential services must continue to be provided to ensure the health and safety of the residents. *Seniors Services maintains Business Continuity Plans* (BCPs) as required by the *York Region Corporate Business Continuity Program Policy*. All Division Heads are responsible for ensuring plans are kept up-to-date and disseminated to the appropriate staff. The Homes also refer to York Region's Corporate Cyber Breach Response Framework to prepare for and respond to any potential cyber breach.

Seniors Services conducts an annual Business Impact Analysis (BIA) to identify essential services. The BIA outlines recovery time objectives and identifies human and technological resources required to maintain essential services. Further, BCPs identify services for which delivery may be expanded, maintained, reduced or ceased resulting from emergencies.

In some cases, staff may be increased, reduced or redeployed to support the continuity of Seniors Services operations. Further details related to staffing during outbreaks, epidemics and pandemics will be available in the *Contingency Staffing Plan*.

6. Memoranda of Understanding

York Region Seniors Services has signed Memoranda of Understanding with the Town of Newmarket and the City of Vaughan which may be invoked to provide temporary sheltering in the event of an evacuation of one or both of the Region's Long-Term Care Homes.

The intensity, scale, and duration of an incident will determine if additional Mutual Aid Agreements or Memoranda of Understanding will be required to support Seniors Services.

Reciprocal agreements have also been developed with numerous partners to mutually assist in case of evacuation or power loss at the Homes.

7. Staff Training and Exercises

Training and education for Long-Term Care staff are provided on an on-going basis addressing preparedness and response activities.

The FLTCA and the accreditation body require scheduled testing of emergency plans and evacuations of the Homes.

The *Long-Term Care Emergency Preparedness and Response Training and Exercise Plan* provides further details about emergency training and exercises.

E. LONG-TERM CARE EMERGENCY RESPONSE

1. Activation of Emergency Plan

This plan may be activated by the Administrator (during business hours) or the Manager-on-Call (after hours) of each Long-Term Care Home in consultation with the Director, Seniors Services in the following situations:

- An evacuation of one or both Long-Term Care homes
- Activation of a specified scenario emergency plan
- Receiving evacuees from another Long-Term Care home or the public
- During an exercise and/or training session
- During an event that exceeds the normal operational capacity of the Long-Term Care home

2. Emergency Response Objectives

In response to an emergency, objectives are set to guide the response to the incident. These priorities are:

1. Provide for the safety and health of all attendees and residents at the Homes
2. Save Lives
3. Reduce suffering
4. Protect public health
5. Protect government infrastructure
6. Protect property
7. Protect the environment
8. Reduce economic and social losses

3. Responding to Emergencies

To prepare for and to respond to common emergencies, Long-Term Care has implemented an emergency code system. Each emergency code addresses a common or serious risk to residents and clients. Activation of each emergency code is described in the individual emergency plans.

4. Roles and responsibilities

During an emergency or an impending emergency in the Home(s), Long-Term Care has the responsibility to:

- Monitor the situation, assess the risk and prepare for the possible effects to the Long-Term Care Homes
- When required, evacuate residents, staff and others and relocate residents to a safe location that has been pre-established
- When required, shelter in place to safeguard the residents and staff from external emergency events
- Monitor and assess resident(s) for wandering risk and apply the appropriate mitigation measures
- Continue to provide a high quality of care to residents

Incident Management Team

The overall responsibilities of the Long-Term Care Incident Management Team are to:

- Gather all available and accurate information about the incident
- Plan for possible impacts the incident may have on the residents, staff, volunteers, contracted service providers, residents' families and any other Home attendees
- Provide standard documentation of the incident
- Collect, evaluate, organize and disseminate data
- Provide procurement, delivery/storage of supplies, support the incident
- Establish a system to manage and track human resources and financial expenditure
- Manage communication development and processes

- Respond to and implement direction received from other authorities, such as the Ministry of Long-Term Care, the Chief Medical Officer of Health, York Region Public Health, etc.

Incident Specific Roles and Responsibilities

Incident specific roles and responsibilities are explained in detail within scenario specific emergency plans. See Emergency Plans in appendices. However, the Charge Nurse and Registered Nursing Staff have the overall responsibilities listed below.

Charge Nurse:

- Is responsible for the building
- Ensures all residents are accounted for
- Ensures the overall safety of all residents

Registered Nurses/Registered Practical Nurses:

- Are responsible for the resident areas
- Ensure that the residents within those areas are accounted for
- Ensure the safety of all residents within their area

5. Communication

During an emergency, effective communication must be established with participants at all levels of government to ensure a timely, coordinated response.

The Homes have access to reliable communication equipment that may be required to obtain emergency assistance as per the *Resources, PPE, Supplies and Equipment Emergency Plan*.

Furthermore, frequent and ongoing communication must be maintained with residents, substitute decision makers, residents' families, staff, volunteers, students, caregivers and other stakeholders as required by the *Long-Term Care Emergency Communication Plan*.

F. Recovery Plan

The *Emergency Recovery Plan* provides requirements for debrief procedures, resuming normal operations and options for providing support to individuals in the Home who experienced distress during an emergency.

G. Appendices

Long-Term Care Emergency Plans:

Emergency Access to Prescriptions Plan

Emergency Planning Evaluation and Quality Improvement Plan

Emergency Planning Stakeholder Consultations Plan

Emergency Preparedness and Response Training And Exercise Plan

Emergency Recovery Plan

Food and Fluid Emergency Plan

Home Level Hazard Identification and Risk Assessment (HIRA)

Long-Term Care Communication Plan

Resources, PPE, Supplies and Equipment Emergency Plan

Emergency Specific Plans:

Boil Water Advisory Emergency Plan – CODE GREY

Bomb Threat Emergency Plan - CODE BLACK

Chemical Spill/In-Facility Hazardous Spill Emergency Plan – CODE BROWN

Epidemic and Pandemic Preparedness and Management Plan

Evacuation Plan – CODE GREEN

External Emergency Plan – CODE ORANGE

Fire Safety Plan – CODE RED

Floods Emergency Plan – CODE GREY

Gas Leak Emergency Plan – CODE GREY

Loss of Essential Service(s) Emergency Plan – CODE GREY

Medical Emergencies Emergency Plan – CODE BLUE

Missing Residents Emergency Plan – CODE YELLOW

Outbreak Preparedness and Management Plan

Person with a Weapon Inside the Home Emergency Plan – CODE SILVER

Violent Outbursts Emergency Plan – CODE WHITE

Additional Resources:

Contingency Staffing Plan

Ministry of Long-Term Care: [LTC Emergency Preparedness Manual](#), as current

Seniors Services Business Continuity Plan

The Regional Municipality Of York Emergency Plan, as current

York Region Corporate Business Continuity Program Policy

Alternate formats or communications supports are available upon request.