York Region

Emergency Recovery Plan (Policy and Procedures)

Program	Emergency Plans – Module 1	Policy Number	EM-01.09 (v.5.2)
Applies to	Long-Term Care Management, Charge Nurses, Registered Practical Nurses, Emergency Planning and Contingency Specialist, Education and Wellbeing Team, PSS Communications		
Effective Date	October 14, 2022	**Replaces**	N/A

PURPOSE: This plan provides recovery processes to follow after an emergency that impacts the Long-Term Care Home(s) has ended to ensure that:

- Debriefs are conducted

- A standardized process is developed for resuming normal operations within the Home(s), and

- Support is offered to individuals within the Home(s) who experienced distress during the emergency

DEFINITIONS:

After Action Report (AAR)	Documents the review conducted after an emergency ends to identify best practices, gaps, lessons learned and recommended updates to emergency plans. Incorporates information from debriefs.
Debrief	Occurs as soon as possible after an emergency ends as an opportunity to identify support needs and determine what went well during response to an event, identify challenges and make recommendations for improving emergency plans and training.
Emergency	An urgent or pressing situation or condition presenting an imminent threat to the health or well-being of residents and others attending the home that requires immediate action to ensure the safety of persons in the home.

POLICY: The key requirements of this policy are as follows:

1. **Debriefs:** Residents, their substitute decision makers (SDMs), staff, volunteers and students will be offered an opportunity to debrief as soon as feasible after an emergency is declared over. The size and number of debrief opportunities are determined by the nature and scope of the emergency.

2. **Resuming normal operations**: The Home(s) will maintain plans for resuming normal operations after an emergency ends.

3. **Support:** The Home(s) will ensure supports are available to individuals within the Home(s) who experienced distress during the emergency.

PROCEDURES: This section contains procedures for the following:

A. Debriefs

B. Resuming normal operations

C. Providing support

A. Debriefs will be conducted after every emergency:

Emergency Response lead (i.e. Charge Nurse for Emergency Code Responses) (or designate) will:

- Determine the nature, scope and actions (including assigning responsibilities) of the incident debrief. See **Appendix C: Internal Debrief Recommendations**

- Conduct required debrief(s) of applicable residents, their substitute decision makers (SDMs), staff, volunteers and students immediately after an emergency ends, or within three days if it is not possible to do so immediately. See **Appendix A: Debrief Report**

- Submit debrief report(s) to Director of Care within 5 days of emergency ending

Director of Care will:

- Lead debrief of the Emergency Response lead referenced above as soon as possible after an emergency ends, or within three days if it is not possible to do so immediately

- Submit all debrief reports to Administrator within 5 days of emergency ending

Administrator will:

- Review all debrief reports and conduct any additional actions as required prior to verifying completion of debriefs

- Scan and send signed debrief reports to Emergency and Contingency Planning Specialist within 10 days of emergency ending. See **Appendix A: Debrief Report**

- Save debrief reports in Virtual CQI Binder and shred hard copies

Emergency and Contingency Planning Specialist will:

- Lead debrief of the LTC Management Team

- Complete an After Action Report within 15 days of an emergency ending. See **Appendix B: After Action Report, Appendix E: Flowchart for Post Emergency Evaluation** and **Emergency Planning Evaluation and Quality Improvement Plan**

- Save debrief report(s) and post emergency After Action Report in the Virtual CQI Binder

  Note: Informal debriefs may also occur at significant points during long-term emergencies at the discretion of LTC Management Team to provide feedback for potential adjustments to emergency response procedures

B. Resuming normal operations

- All emergency plans include steps to resume normal operations following an emergency. In addition:

  o **After evacuations (Code Green): See Seniors Services Business Continuity Plan (BCP)** for recovery actions relevant to the emergency that activated the Code Green. For example, if evacuation was due to loss of heat, see recovery actions for loss of technology and communications. If evacuation was caused by Code Red, see recovery actions for loss of facility, loss of staff and communications as required.

  o **After infrastructure damage (Code Grey):** See **Seniors Services BCP** (loss of facility and communications sections)

  o **After loss of essential service (Code Grey):** See **Seniors Services BCP** (loss of technology and communications sections)

C. Providing support

Director, Seniors Services will:

- Determine nature and scope of supports required for all those in the Home(s) who experienced distress during the emergency. See **Appendix D: Suggested Support Resources for Anyone Who Experienced Distress**

- Notify Education and Wellbeing Team of required supports

- Communicate available supports to those who work and live within the Home(s). See **LTC Emergency Communication Plan**

- Participate in After Action Report review process

Education and Wellbeing Team will:

- Provide support referrals as required to staff

- Program Manager will participate in After Action Report review process

Registered Practical Nurse will:

- Conduct "head to toe" assessment of residents involved in the emergency for possible impact of distress experienced during the emergency

- Request referrals for supports, as required

- Inform Charge Nurse of any supports required for residents **and** submit referrals for social worker(s) and/or physician(s), as required

ROLES AND RESPONSIBILITIES:

Role	Responsibilities
Administrator	• Review and approve debrief actions • Scan and shred debrief documents • Conduct recovery actions within Seniors Services BCP
Charge Nurse (or designate)	• Conduct debriefs and complete related documentation
Registered Practical Nurse	• Conduct post-emergency assessments of residents and submit referrals, as required
Director of Care	• Conduct debriefs of Emergency Response leads and complete related documentation
PSS Communications Supervisor	• Develop and support communications as required during emergency recovery
LTC Management	• Conduct recovery actions within Seniors Services BCP
Education and Wellbeing Team	• Provide support referrals as requested • Ensure staff supports are in place for those who experienced distress. **See Appendix D: Suggested Support Resources** • Maintain staff records of education and training
Emergency and Contingency Planning Specialist (or designate)	• Complete After Action Report • Support debrief and recovery actions as required

	• Maintain records of recovery actions in Virtual CQI Binder • Maintain Seniors Services Business Continuity Plan • Provide education and training on Emergency Plans
Director, Seniors Services	• Ensure supports are available and communicated as required after an emergency • Liaise with internal corporate partners to ensure financial, legal, risk and human resource supports are available as required

Authority	*Fixing Long-Term Care Act*, 2021, s. 90(1); Ontario Regulation 246/22 s. 268; CARF Aging Services Standards; and York Region Seniors Services Administration
Related Resources	• Appendix A: Debrief Report • Appendix B: After Action Report • Appendix C: Internal Debrief Recommendations • Appendix D: Suggested Support Resources for Anyone Who Experienced Distress • Appendix E: Flowchart for Post Emergency Evaluation • **Related Home Policies:** Emergency Planning Policies and Procedures; Seniors Service Business Continuity Plan; Continuous Quality Improvement Policies and Procedures • **Related Regional Policies:** York Region Information Technology Services Business Continuity Plan; Corporate Business Continuity Management Policy • [LTC Emergency Preparedness Manual](#)
Policy Contact	Senior Program Analyst	**Review Period**	Annually