August 2026

EVACUATION PLAN – CODE GREEN (POLICY AND PROCEDURES)

Purpose

The evacuation plan provides procedures for the total evacuation and relocation of residents, staff and others in the event of an emergency at a Regional Long-Term Care Home

DEFINITIONS

CODE GREEN (Evacuation)

Removal of a resident(s) from a LTC Home due to an emergency that necessitates the urgent relocation of residents

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

Reception Centres

Previously agreed upon sites where residents evacuated from the Homes may be taken to for temporary shelter, accommodation, meals, and other immediate non-medical needs

Staff

Means a person who works at the Home either:

(a) As an employee of the Region/Home. This includes unionized staff, including but not limited to CUPE 905 Long-Term Care Bargaining Unit Staff (excluding Seniors Community Program Staff), and Non-Union staff working in the Homes. This also includes any redeployed Regional staff

(b) Has a contract or agreement with Region/Home. This includes but not limited to the Medical Director, Registered Dietician, Pharmacy Service Provider, Physiotherapist, etc.

(c) At the Home due to a contract or agreement between the Region/Home and an employment agency or other third party. This includes agency staff (including those who may not provide direct care to residents)

Note: Education and Training exemptions apply for those in (b) and (c) who provide occasional maintenance and repair services to the Home and will not provide direct care to residents. These staff will receive information about emergency plans before commencing their services

Policy

1. The *Evacuation Plan* can be activated by the Administrator (or designate during business hours) or the Manager-on-Call (after hours) in response to:
    - The activation of the fire alarm system (See the Home's *Fire Safety Plan*)
    - An emergency (including any exceptional situations that arise presenting a direct or indirect threat to health or safety) that necessitates the urgent relocation of residents, or
    - At the direction of emergency services

    Note: See *Fire Safety Plan* for horizontal and vertical evacuation of residents within the Home, if required.
2. Resident Whereabouts: The Home's evacuation plan must include a system to account for the whereabouts of all residents if it is necessary to evacuate and relocate them
3. Reception Centres: The Home's evacuation plan must identify a safe reception centre for which the Home has obtained agreement in advance that residents, staff, students, volunteers and others can be evacuated to
4. Transportation plans: The Home's evacuation plan must include:
    - A transportation plan to move residents, staff, students, volunteers and others to the evacuation location, and
    - A plan to transport critical medication, supplies and equipment during an evacuation to the evacuation location to ensure resident safety. See *Emergency Access to Prescriptions Plan*
5. Equipment and Supplies: The Homes will ensure staff have access to resources, supplies, personal protective equipment, and equipment to adequately respond to a CODE GREEN
6. Communications: The Homes will be equipped with an effective public address system for announcing CODE GREEN to those in the Home
7. Reporting: The Home must report a critical incident that presents an emergency, including any related evacuation, to the Ministry of Long-Term Care immediately

8. Education and Training: All staff, students and volunteers will be provided with education and training on the *Evacuation Plan – CODE GREEN (Policy and Procedures)* at orientation and annually thereafter

Procedures

This section contains procedures for the following:

A. Activating the Evacuation Plan

B. During an Evacuation (Evacuating the Home)

C. Ending an Evacuation

D. Post Evacuation Procedures and Documentation

A. Activating the Evacuation Plan

The most senior staff member on site will lead the emergency response until the Administrator (or designate) or the Manager-on-Call arrives on site and takes over responsibility for leading the emergency response.

This means that the most senior staff member on site, whether it is the Charge Nurse, the Administrator (or designate), or the Manager-on-Call, will initiate the following actions:

- Inform and consult with the Director, Seniors Services on whether to activate the *Evacuation Plan – CODE GREEN (Policy and Procedures)*, the Incident Management System (IMS) and other emergency plans. See *Long-Term Care Emergency Plan*, the *Food and Fluid Emergency Plan* and the *Emergency Access to Prescriptions Plan*

  Note: The Medical Director must be informed on matters relating to medical care of the residents

Upon making the decision to evacuate the Home the most senior staff member will:

- Contact CHS Departmental Emergency Management to activate a reception centre via Emergency Social Services

  Note: 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

  Note: If one Home is evacuated, the other Home will support resident evacuees to the best of their ability (based on capacity). The Homes also have Reciprocal Agreements in place with other long-term care homes to support relocated residents in the longer term

- Delegate a staff member to announce the following statement **three times** over the

public address system**: "CODE GREEN"**

Note: If an evacuation is **not** the result of a fire, the fire alarm will not be activated

- Activate the Homes' *Evacuation Transportation Plan*
- Initiate the emergency licensing process by notifying the placement coordinator and Service Area Office (SAO) of the Home's need for evacuation. See *Appendix E1: The Guide on the Policy, Process, and Procedures During Emergency Evacuations (MLTC)*, as current

The Charge Nurse (or designate) assigned as the Fire Control Officer will:

- Call emergency services using "8-911," notify them of the evacuation at the Home. Request emergency services assistance such as the Fire Department, Paramedic Services and/or Police), as required
- Delegate staff members to obtain emergency equipment [e.g., walkie-talkies from Nobleton Nursing Station (MHC) or Charge Nurse's Office (NHC), and backup laptop from the RAI coordinator's office], if accessible and safe to do so

The Director of Care (or designate) will

- Report the evacuation to the Ministry of Long-Term Care immediately. See *Mandatory and Critical Incident Reporting Policy and Procedures*

B. DURING AN EVACUATION (EVACUATING THE HOME)

The most senior staff member on site will:

- Oversee the evacuation of the residents
- Identify yourself as the incident commander to emergency services
- Provide timely situational updates on evacuation progress to the Director, Seniors Services and those in the Home. See *LTC Emergency Communications Plan*
- Receive headcounts of staff, students, volunteers and visitors in the Home. Provide these to emergency services upon request
- Review the monthly estimate of the number of standard buses needed to transport staff, students and volunteers to the reception centre
- Maintain ongoing communications with the placement coordinator and the SAO throughout the duration of the evacuation and provide updated documentation as necessary
- Coordinate and lead the Home's Transportation Plan. See *Evacuation Transportation Plan*

The Charge Nurse (or designate) assigned as the Fire Control Officer will:

- Initiate the resident tracking process

The Director of Care (DOC) / Assistant Director(s) of Care (ADOC) or Charge Nurse (if DOC/ADOCs not available on site) will:

- Review the monthly estimate of the amount of accessible and standard buses needed to transport residents to the reception centre and update the most senior staff member on site
- Determine which residents need transportation to hospital if they are not able to be cared for at the reception centre appropriately (this excludes any injuries because of the emergency)

  Note: If medical assistance following the emergency is required, Paramedic Services will triage residents, staff, students, volunteers and others and transport those requiring medical care to the hospital, as required
- Provide timely situational updates on evacuation progress to the most senior staff member on site
- Activate and lead implementation of the *Emergency Access to Prescriptions Plan*

  Note: Move to paper-charting to capture all aspects of resident care (including administrating or documenting medication) during an evacuation if electronic methods are unavailable

All staff, students and volunteers will, if safe to do so:

- Provide first aid to residents, as required
- Be responsible for each resident whose lanyard you are wearing
- Reassure residents and ensure they remain safe and secure
- Evacuate anyone in immediate danger, then in the following order:
  - Anyone adjacent to the danger (if safe to do so)
  - Residents who are ambulatory
  - Residents who are semi-ambulatory (e.g., in a wheelchair)
  - Residents who are bedridden (e.g., requiring extensive assistance and/or are dependent upon medical equipment)
  - Residents who are uncooperative

    Note: Use gentle persuasion, distraction/coaxing techniques for those residents who are resistive. It is preferable that a staff member who is familiar with the resident assist. Staff may have to leave and return when the resident is calmer or ask someone else to assist with the evacuation. If a resident must be left, close the door to their room, **do not** mark it as vacant. Take note of the room number and advise

Charge Nurse immediately

- Ensure residents are properly clothed and covered as appropriate before they are evacuated if it is safe to do so. In addition, mobility aids should be taken with the resident, if it is safe to do so. There are foil blankets available in the evacuation kit
- Ensure hallways, stairways, passageways and exits (inside and out) are clear of any obstructions, if safe to do so. **Note**: When using the stairs, stay to the right.
- Before leaving your area, conduct a room by room search to check that **everyone** has been evacuated safely

  Note: Ensure the doors of all evacuated rooms are closed and marked "vacant" with the door markers. See the Home's *Fire Safety Plan*
- Support evacuation and location activities, as required

The Environmental Services Team Lead Fire Warden, Food Services Supervisors Fire Warden, Fire Warden – Administrative Assistant to the Administrator (or designate) will:

- Assist with the evacuating of residents, as required **and**
- Follow additional evacuation procedures in the Home's *Fire Safety Plan*, if safe to do so

  Note: Ensure the doors of all evacuated rooms are closed and marked "vacant" with the door markers. See the Home's *Fire Safety Plan.*

The Charge Nurse (or designate) will:

- Direct the evacuation in each Home area and report progress to the most senior staff member on site
- Coordinate and lead the system in the Home to account for the whereabouts of all residents during the evacuation until they are transported to hospital or arrive at the reception centre

  Note: A Staff member, student or volunteer must always remain with evacuated residents they are responsible for**.** In the event a resident goes missing**,** see *Missing Resident Emergency Plan (CODE YELLOW) (Policy and Procedures)*
- Designate staff member(s) to:
  - Operate all elevators in the Home, if available for use. If elevators are unavailable, staff will follow *Emergency Lifts and Carries* within the Homes' *Fire Safety Plan,* if safe to do so

    Note: If someone is trapped in an elevator, call emergency services using "8-911." Request assistance from emergency services, as required (e.g., Fire Department and/or Paramedic Services).
  - Obtain daily staff roster(s) from the scheduling team, complete a head count and provide the most senior staff member on site with an update

Note: The daily staff roster(s) includes employees and agency staff.

- Obtain a report of students, volunteers and visitors using the Visitor Log from the PSS Data team (during business hours) or hard copy visitor logbook located in reception (after hours), complete a head count and provide the most senior staff member on site with an update

  Note: Any list of contracted service provider staff, students, volunteers and visitors at the Home may not be accurate.

- Upon notification of incident/injury of **employees**, request the employee's supervisor follow the employee incident / injury process
- Upon notification of incident/injury of **students, volunteers, agency staff and contracted service providers**, notify the supervisor of that individual about the need to complete the *Non-Regional Incident Reporting Form*

Note: These notifications should happen as it is safe to do so

The Manager of Support Services (or designate) will:

- Activate and lead implementation of the *Food and Fluid Emergency Plan.* See the *Long-Term Care Emergency Communication Plan*

The Supervisor, Communications and Community Relations (during business hours) will:

- Support communications requirements during evacuation. See *LTC Emergency Communication Plan*

The Medical Director (or designate Physician on site) will:

- Provide oversight on matters relating to medical care of the residents

C. Ending an Evacuation:

Once the evacuation is over and if it is safe to return inside the Home, the Administrator (or designate during business hours) or the Manager-on-Call (after hours) will:

- Delegate a staff member to announce the following statement three times over the public address system, if appropriate: "CODE GREEN. All Clear"
- Notify the Director, Seniors Services and in collaboration develop a recovery plan to resume normal operations at the Home
- Notify the Ministry of Long-Term Care if it is safe for the residents(s) to return to the Home

D. Post Evacuation Procedures and Documentation

The Administrator (or designate during business hours) or the Manager-on-Call (after

hours) will:

- In consultation with the Director, Seniors Services:
  - Deactivate the Incident Management System (IMS), if activated
  - Notify Seniors Services Manager of Wellbeing and Culture Transformation to ensure staff supports are in place for those who experienced distress

The Charge Nurse (or designate) will:

- Report any injuries/incidents sustained by visitors and other members of the public using the *Bodily Injury Reporting Form* (In Surge)
- Conduct debrief(s) and other actions as required by the *Long-Term Care Emergency Recovery Plan*

The Director of Care (or designate) will:

- Follow the *Mandatory and Critical Incident Reporting Policy and Procedures* for reporting of other critical incidents in addition to the evacuation
- Notify Joint Health and Safety Committee regarding all incidents involving staff, volunteers, visitors, and contract workers

The Supervisor of the employee who is involved in the incident (and who sustains an injury or a near miss) will:

- Follow the employee incident / injury process. All incidents must be reported through the *Online e-Incident Report Form* on the Homes' incident reporting system

  Note: All incidents (including near misses) must be investigated by employers. See Incident and Concern Reporting

The Supervisor of a student, volunteer, agency staff or contracted service providers, who is involved in the incident (and who sustains an injury or a near miss) will:

- Complete the *Non-Regional Incident Reporting Form* (in Surge)

Roles and Responsibilities

Administrator (or designate during business hours) or the Manager-on-Call (after hours)

- Following consultation with the Director, Seniors Services, activate the Incident Management System (IMS) and deactivate when emergency is over
- Assume command of an evacuation
- Complete Ministry reporting requirements for evacuation and relocation of residents

Director, Seniors Services

- Activate and lead implementation of the *Seniors Services Business Continuity Plan* if required through the activation of the Incident Management System (IMS). See *LTC Emergency Plan*

Director of Care (or designate)

- Ensure each resident is identifiable during an evacuation
- Coordinate with the Medical Director for prioritization of residents' medical needs and to ensure medical service resources provide adequate support during evacuation and/or relocation
- Each month, update the transportation requirement estimate to confirm the number of accessible and standard buses that would be required for a total evacuation to adequately support transportation needs for residents and those who work in the Home
- Activate and lead implementation of the *Emergency Access to Prescriptions Plan* if required through the activation of the Incident Management System (IMS). See *LTC Emergency Plan*
- Initiate Mandatory Critical Incident System (CIS) Report

Charge Nurse (or designate)

- Coordinate evacuation procedures at the Homes
- Ensure residents' whereabouts are documented, as required
- Complete actions as required by the *Emergency Recovery Plan*

Manager, Support Services (or designate)

- Activate and lead implementation of the *Food and Fluid Emergency Plan***,** if required, through the activation of the Incident Management System (IMS). See *LTC Emergency Plan*

Medical Director

- Advise and provide oversight on matters relating to medical care of the residents

CHS Departmental Emergency Management (DEM) (on call)

- Activate Reception Centre(s) via Emergency Social Services
- Activate additional transportation supports outside of YRT, as required
- Activate Animal Services, as required via Emergency Social Services

York Region Paramedic Services

- If medical assistance required, triage residents, staff, students, volunteers and others
- Transport those requiring medical care to the hospital, as required

York Transit (YRT)

- Provide transportation for residents, staff and others to an evacuation location. Provide transportation of critical medication, supplies, equipment and resident's personal property, as required. See *Emergency Access to Prescriptions Plan*

Supervisor, Communications and Community Relations, PSS (during business hours)

- Support communications requirements during evacuation. See *LTC Emergency Communication Plan*

PSS Data Team

- Provide a list of contracted service providers, students, volunteers and visitors in the Home during evacuation**,** as required

Supervisor of Scheduling and Administrative Services (or designate) and Scheduling Staff

- Provide daily staff roster(s) that include staff (employees, agency staff and some contracted service providers) in the Home during evacuation, as required
- Conduct an emergency callout for additional staff to meet at a safe location, if required. See *Written Staffing Plan*

All staff, students and volunteers

- Always ensure the safety of residents
- Support the evacuation and supervision of residents and others in the Home, as requested

Registered Nursing Staff

- Provide daily resident roster(s) and sign-out sheets by Home Area to the Administrator (during business hours) or the Manager-on-Call (after hours), Charge Nurse(s), and Supervisors, and as required. See *Resident Absences Policy and Procedures*

Supervisor, LTC Maintenance and Security

- Provide a list of other contracted service providers in the Home to the Administrator (during business hours) or the Manager-on-Call (after hours), Charge Nurse(s), and Supervisors, and as required

Emergency Management Specialist

- Provide education and training on Emergency Plans

- Complete After-Action Review (AAR) as required by the *Long-Term Care Emergency Recovery Plan*

Seniors Services Wellbeing and Culture Transformation

- Ensure staff supports are in place for those who experienced distress

AUTHORITY

Fixing Long-Term Care Act, 2021; General Regulation 246/22; CARF International Aging Services Standards Manual, as current; and York Region Seniors Services Administration

Alternate formats or communications supports are available upon request by contacting newmarkethealthcentre@york.ca or maplehealthcentre@york.ca.