Lakeridge Health

LAKERIDGE GARDENS

EMERGENCY MANAGEMENT

Date	2024_01_19
Version	0.2

Important Contact Information 24/7		
Security LHAP - 14223	**External Help –** 9-1-1	**Code Line**: 611 or 5555 LHAP

Document Properties	
Property	**Description**
Circulation	External Use
Classification	External
Document Owner	Lakeridge Gardens Administrator
Next Scheduled Review	2023/03/31

Revision History			
Version	**Date**	**Description of Changes**	**Revised by**
0.1	2024/01/12	Initial draft	MacDonald. C
0.2	2024/01/19	Complete Document for publishing on Site	MacDonald. C

Contents

1. Introduction: Lakeridge Health Emergency Preparedness Program

BACKGROUND

Lakeridge Gardens has been evolving the Emergency Management Plan for the needs of the long-term care home in conjunction with its overarching network, Lakeridge Health. Lakeridge Gardens is committed to ensuring the safety of all residents, visitors and employees.
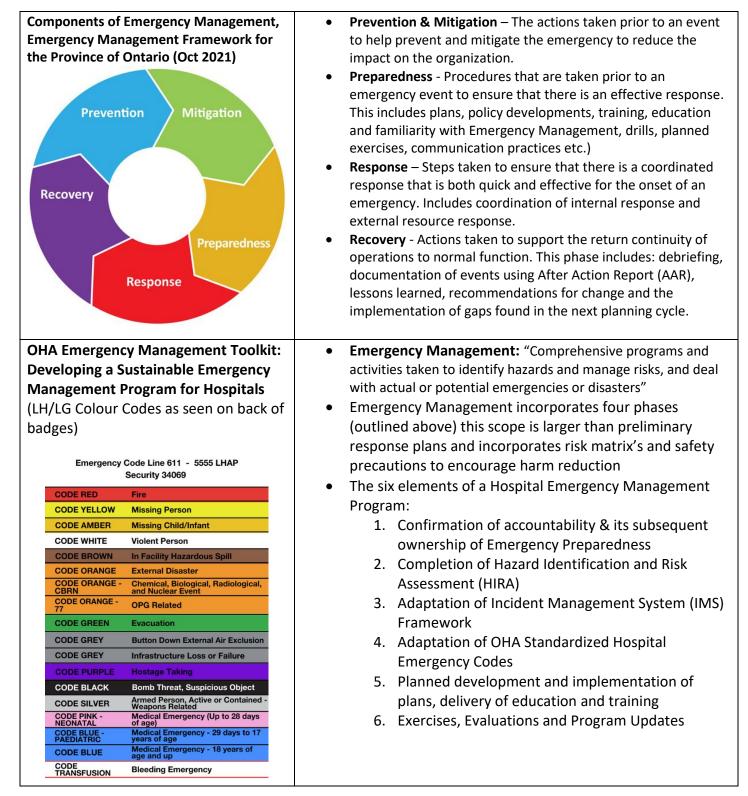
Resources used to capture the best practices and cultivating overall quality improvement are listed below:

- Incident Management System 2022 (IMS).docx (lakeridgehealth.on.ca)
- Section : PAN Pandemic (8) PNP - Lakeridge Gardens LTC (lakeridgehealth.on.ca)
- Enterprise Risk Management (lakeridgehealth.on.ca)
- PNP - Emergency Preparedness (lakeridgehealth.on.ca)
- Town of Ajax. https://www.ajax.ca/en/inside-townhall/resources/Fire-and-Emergency/documents/Ajax-Emergency-Response-Plan.pdf
- Region of Durham https://www.durham.ca/en/living-here/emergency-preparedness.aspx
- Government of Ontario Emergency Management Plan https://www.ontario.ca/document/provincial-emergency-response-plan
- Ontario Hospital Association (OHA) Emergency Management Toolkit: Developing a Sustainable Emergency Management Program for Hospitals, this resource lays out the OHA standardized emergency colour codes for hospital usage.
- Link to *Fixing Long Term Care Act, 2021,* https://www.ontariocanada.com/registry/view.do?postingId=40508
- O. Reg. 332/12: Building Code https://www.ontario.ca/laws/regulation/120332
- O. Reg. 213/07: Fire Code https://www.ontario.ca/laws/regulation/070213
- Government of Canada Get Prepared Guide https://www.getprepared.gc.ca/

These documents and resources have influenced the functionality of the Emergency Management Plan at Lakeridge Gardens to provide guidance and adopting the overarching themes for the program. The goal is to remain resilient and provide effective responses to incidents as they occur within our facility or adjacent. We are cognizant that there are constant changes to response models in efforts to adapt to the ever changing needs of the community. We recognize the need of risk assessments for anticipated, or increased frequency of, emergencies small and large scale. Our goal is to increase awareness and preparedness to create a safer environment for all those who access our resources. These efforts are supported by:

- Maintaining Colour Code Policies and Procedures
- Providing training to staff and ongoing learning to foster overall readiness
- Identifying gaps and building plans to help correct issues

a. **Key Components:**

Components of Emergency Management, Emergency Management Framework for the Province of Ontario (Oct 2021) 	• **Prevention & Mitigation** – The actions taken prior to an event to help prevent and mitigate the emergency to reduce the impact on the organization. • **Preparedness** - Procedures that are taken prior to an emergency event to ensure that there is an effective response. This includes plans, policy developments, training, education and familiarity with Emergency Management, drills, planned exercises, communication practices etc.) • **Response** – Steps taken to ensure that there is a coordinated response that is both quick and effective for the onset of an emergency. Includes coordination of internal response and external resource response. • **Recovery** - Actions taken to support the return continuity of operations to normal function. This phase includes: debriefing, documentation of events using After Action Report (AAR), lessons learned, recommendations for change and the implementation of gaps found in the next planning cycle.

OHA Emergency Management Toolkit: Developing a Sustainable Emergency Management Program for Hospitals
(LH/LG Colour Codes as seen on back of badges)
 	
	• **Emergency Management:** "Comprehensive programs and activities taken to identify hazards and manage risks, and deal with actual or potential emergencies or disasters"
	• Emergency Management incorporates four phases (outlined above) this scope is larger than preliminary response plans and incorporates risk matrix's and safety precautions to encourage harm reduction
	• The six elements of a Hospital Emergency Management Program:
	   1. Confirmation of accountability & its subsequent ownership of Emergency Preparedness
	   2. Completion of Hazard Identification and Risk Assessment (HIRA)
	   3. Adaptation of Incident Management System (IMS) Framework
	   4. Adaptation of OHA Standardized Hospital Emergency Codes
	   5. Planned development and implementation of plans, delivery of education and training
	   6. Exercises, Evaluations and Program Updates

b. Purpose

The purpose of this plan is to outline how Lakeridge Gardens is compliant under the *Fixing Long-Term Care Act, 2021* and Ontario Regulation 246/22, which requires long-term care homes to have emergency plans in place that are in line with the mentioned regulations. The goal of this document is to provide insight to the planning, preparation and management of emergencies. Implementation of this includes as outlined by the requirements of the ministry:

- an emergency plan, including hazard identification and critical infrastructure inventory
- training and exercises
- public education
- any other element as regulated
- facilitating a centralized document for reference to provide Lakeridge Gardens emergency management support with ease of access

c. Scope

The scope of this document is to outline the Emergency Management structure as a process of risk identification, mitigation, preparedness, response and recovery. The goal is to navigate the situations that pose threats to our community using our resources. These response plans incorporate, but are not limited to:

- Fires
- Natural Disasters
- Biochemical incidents and Chemical Spills
- Nuclear or Radiological incidents (OPG Pickering)
- Bomb Threats (internal and external)
- Threats of violence/ personal safety
- Critical infrastructure failures (power, utilities, network, etc.)

The focus remains on the overall health and safety of residents, employees, volunteers, visitors, and residents alike before, during and after an unplanned event.

Policies and procedures in place, in parallel with Lakeridge Health, aim to assist in the prevention and mitigation of emergencies while adhering to the legislative obligations. Some protocols are in place to provide a clear overview of the processes to effectively respond and manage an emergent situation. This incorporated continuity of operation plans within the organization.

2. IMS – Incident Management Systems

Lakeridge Gardens adheres to the set structures and guidelines, enhanced by Lakeridge Health Emergency Management Plan and Policies as it pertains to Incident Management System.
Incident Management System 2022 (IMS).docx (lakeridgehealth.on.ca)

3. Overview

Policies and procedures are continuously maintained to meet the needs of the community, evolve with best practices, and maintain alignment with provincial requirements.

4. Emergency Preparedness

Communication and Fan Out Systems:

In the event of an incident or emergency, Lakeridge Gardens will implement communications that address both internal (e.g. staff, residents/clients, families, Lakeridge Health) and external (e.g. Ministry of Long-Term Care) stakeholders.

The Fan Out Notification System is initiated as a means to communicate with, as well as request staff to come to the long-term care home in the event of an incident or emergency. This is done through the automated Vocantas system that is used in our home. Lakeridge Gardens has a manager on-call 24/7 to respond to calls in the event of an emergency and initiate the fan out response as required.

An up to date Fan Out list is always available to management and is reviewed annually to ensure its accuracy.

Roles and Responsibilities:

Lakeridge gardens utilizes the Incident Management System (IMS) to specify roles and responsibilities in the event of an emergency or incident.

Policies
LTC-EMG-01 - Code Black
LTC-EMG-02 – Code Blue
LTC-EMG-03 – Code Green
LTC-EMG-04 – Code Brown
LTC-EMG-05 – Code Red
LTC-EMG-06 – Code White
LTC-EMG-07 – Code Yellow
LTC-EMG-08 – Code Grey
LTC-EMG-11 – Heat Related Illness Prevention
Missing Resident Form
Fire Review Report

LTC/ Lakeridge Health Incident Management System (IMS) – Organization Chart

Key Personnel – Roles and Responsibilities
- Administrator/designate (Incident Manager)
- Director of Nursing/Nurse Manager or Delegate
- Environmental Services Leads
- Lakeridge Corporate Security- (Security currently patrols Lakeridge Gardens perimeter)

Emergency Management Plan LG
V. 0.2

a. Emergency Codes and Preparedness

Lakeridge Gardens is required to respond to cases of emergencies, whether natural or deliberate in nature. Emergency preparedness occurs at multiple levels – from the town, region, province, and corporate levels to planning across the organization. This includes participating in municipal, regional, provincial and corporate committees and utilizing information, tools, and other resources to promote effective strategies that enhance emergency planning and management activities.

The organizations approach to Emergency Preparedness aims to:
- Raise awareness about emergency preparedness and management
- Provide leadership and be a resource to Lakeridge Gardens in emergency preparedness.
- Promote standardization in the planning and management of emergencies.
- Foster the sharing of tools and resources between Lakeridge health facilities.

The following universal codes are used in Lakeridge Gardens for responding to emergencies, Lakeridge health has other codes identified and is also part of our system as reference and/or use if applicable.

CODE:	Emergency
CODE RED	Fire
CODE GREEN	Evacuation
CODE BLACK	Bomb Threat / Suspicious Object
CODE YELLOW	Missing Resident
CODE ORANGE	External Disaster
CODE WHITE	Violent Behaviour
CODE BLUE	Cardiac Arrest / Medical Emergency
CODE GREY	Infrastructure Loss or Failure
CODE BROWN	Hazardous Material, Chemical Spill or Gas Leak

Code Green: Evacuation Plan

Given the geographical landscape and coverage of Lakeridge Gardens, individual home disaster recovery plans have been reviewed and identified that the parking garage and Lakeridge Health Ajax Pickering Hospital would be the first step in evacuation depending on the circumstance, once that evacuation is in a stable position the situation will be reassessed for placement and accommodation throughout the organization's other facilities and any other resource that is required would be utilized. Re-location agreements are reviewed annually.

5. **Situational Awareness**

Levels of Risk:

- Lakeridge Gardens has a risk management plan utilizing an established risk assessment model with both impact and likelihood criteria.

- The Risk Management team supports the organization through their work with the Incident Reporting System (WeCARE), Claims Management, Enterprise Risk Management (ERM), and working with external parties such as the hospital insurance provider (HIROC) and the Office of the Chief Coroner, to identify, reduce and prevent risks.

- **Incident Reports (WeCARE)** - Lakeridge Health (LH) uses RL6 for incident reporting (patients and LH team members) and patient feedback. Internally we call this platform WeCARE. There are 22 different incident report form options and staff can report anonymously. The **WeCARE Hub** provides information and helpful resources to navigate the system.

- **Claims Management** - Risk Management coordinates and facilitates activities to prevent and/or minimize losses associated with identifiable risks and to minimize and prevent claims against the hospital.

- **ERM** - Risk Management coordinates and facilitates the activities of LH's ERM Program. The ERM Program proactively identifies and tracks potential risks to the organization, defines tolerance and tracks mitigation strategies and controls. Information with regards to our ERM program and the Risk register is available.

- **Risk Assessment Checklists (RAC)** – The RAC program is facilitated through HIROC and provides mitigation strategies for HIROC's identified top 30 risks facing the healthcare sector. Risk Management will connect with leaders to review mitigation strategies to inform LH's annual submission to HIROC.

- **Insurance Services** – Risk Management is the primary point of contact with HIROC. This includes coordinating follow-up on liability and property claims, seeking risk management advice, facilitating contract reviews and fulfilling certificate of insurance requests. Information with regards to professional liability coverage available to staff is available.

- Critical Infrastructure failures such as power, gas, and telecommunications have been assessed for impact and its overall likelihood of occurrence for mitigation plans. Risk assessments for these types of incidents are continuously monitored to keep with current best practices.

6. **Business Continuity Plans:**

Lakeridge Gardens adheres to the set structure and guidelines provided by the Lakeridge Health of Emergency Management Plan and Policies as it pertains to Incident Management.

Floor and Site Plans

Ajax Fire Service has access to all floor plans and access to the full facility if required. Ajax fire also has access to Fire Safety Plans for Lakeridge Gardens.

Emergency Kits

Nursing Emergency Kit - Red binder and box located at each Nursing station. The binder has all polices related to codes and the box has materials needed for a quick response.

Command Centre Emergency Box- Located at the front reception and evacuation Red bag used for Total evacuation process (contains evacuation materials used for relocation)

Pandemic Plan

The organization has a pandemic plan, which guides all employees in response to a pandemic.

7. Education, Training and Exercises

Lakeridge Gardens adheres to the set structure and guidelines provided by Lakeridge Health Policies and Procedures as it pertains to required training.

Education and training are provided as follows:
- General orientation, upon hiring, containing a module in Security & Emergency Preparedness
- Ulearn Courses, annually and as required
- Code of the Month – monthly emailed quick fact sheets from the Lakeridge Health Emergency Preparedness Team
- Surge Learning mandatory training courses, annually and as required
- In-house training, as required

Drills and Disaster Exercises

Testing the Level of Emergency Preparedness throughout the year is completed by drills, exercises, tabletop review and actual occurrences that are categorized in the emergency plan. The occurrences are documented and opportunities for improvements and lessons learned are shared.

To provide the most accurate information on emergency preparedness, Lakeridge Gardens is continuously reviewing and revising the emergency policies based on actual occurrences and exercises completed throughout the year as well as to align with the emergency policies within the Lakeridge Health Organization.

Fire Safety

Fire safety is the set of practices intended to reduce destruction caused by fire.
The common principles of fire safety are: Training, Education, Prevention, Detection, Communication, Occupant Protection, Containment and Extinguishment. Fire safety measures include those that are

intended to prevent the ignition of an uncontrolled fire and those that are used to limit the development and effects of a fire after it starts.

Lakeridge Gardens has an approved fire plan, by the Town of Ajax, incorporating all processes and is reviewed annually. Lakeridge Gardens provides tours of the facility to Ajax Fire services when new recruits and personnel are in training and during the annual facility assessment. The annual review encompasses a full inspection and review of the required fire-related documentation such as sprinkler and fire systems, and monthly inspections.