


Leamington Mennonite Home
Long Term Care

**EMERGENCY MANAGEMENT
POLICY AND PROCEDURE**

CATEGORY: Code Grey - Infrastructure Loss/Failure	SUBJECT: Infrastructure Loss/Failure	SECTION: K POLICY: 1
DATE: June 27, 2022	Administrator's Signature: 	

INFRASTRUCTURE LOSS/FAILURE

POLICY:

In the event of any loss or failure of a major infrastructure component of the building i.e. mag locks, elevator entrapment/failure, loss of utility, life safety system, etc., Code Grey will be called to alert staff, residents, and visitors and prompt an appropriate response in accordance with the Home's Code Grey Emergency Plan.

Repair service contracts (where applicable) will include priority response time.

PROCEDURE:

ELEVATOR ENTRAPMENT/FAILURE

Any person who discovers that someone is trapped in an elevator/elevator failure will inform the Administrator immediately.

The Administrator will:

- 1) Contact the Maintenance staff and the elevator service company immediately and determine their estimated response time.
- 2) Attempt to determine where the elevator is stopped.
- 3) Designate a staff to be stationed outside of the elevator door on the floor where it has stopped to reassure the occupant(s) that help is on the way.
- 4) Reinforce to occupants to not force the doors open and remain calm.
- 5) Prevent anyone from overriding the system. Overriding the system may put occupant(s) at risk and may prevent the elevator technician from being able to determine the cause of the malfunction.
- 6) Call 911 if the occupant(s) is in distress.
- 7) Follow the directions of the elevator service technician or emergency services when they arrive on scene.
- 8) Take the elevator out of service until the necessary repairs are made.

ROOF COLLAPSE

Any person who suspects that there has been a roof collapse will inform the Administrator immediately.

The Administrator will:

- 1) Instruct building maintenance personnel to immediately assess the situation i.e. snow or ice on roof needing to be removed immediately, etc.
- 2) Direct staff to relocate residents, visitors, and themselves from the affected area(s) of the building following the fire emergency procedures.
- 3) Call 911 from a phone located well away from the area affected.
- 4) Take direction from Emergency Services personnel.

ELECTRICAL POWER FAILURE

Any person who becomes aware of a major electrical power failure will notify the Administrator immediately.

The Administrator will:

- 1) Notify the local hydro service provider of the power failure and ask for expected duration of the outage.
- 2) Direct staff to monitor all doors and high risk residents for elopement.

The Nurse will (where applicable):

- 1) Identify needs of residents for power (G-Tube, IV, Oxygen, Air Mattresses, etc.).

All staff will:

- 1) Carry a flashlight.
- 2) Provide residents with night light/lantern as needed.
- 3) Take direction from the Administrator.

In locations with Emergency Generator backup, the Maintenance staff will:

- 1) Activate the Emergency Generator immediately and monitor it to see that it is working correctly.
- 2) Ensure that all lights and Generator powered equipment is working.
- 3) Where applicable, direct staff to use the "RED PLUG" Generator outlets.
- 4) Maintain an adequate supply of flashlights, batteries, and extension cords that are readily available to staff.
- 5) Check fuel supply and activate procedure for delivery of additional fuel as needed.
- 6) Once power is restored and systems are operating normally, fill out an "Unanticipated Diesel Generator Run" report form and send to support services office.

In locations with no emergency generator backup, the Administrator will:

- 1) Notify and update the leadership team of the outage/expected duration.
- 2) Direct distribution of emergency box supplies (battery flashlights, blankets).
- 3) Monitor and assess the effect on resident and staff safety.
- 4) Initiate the evacuation plan if necessary.

FIRE PROTECTION SYSTEM FAILURE

Any person who suspects that the Fire Protection System is not working will inform the Administrator immediately.

The Administrator will:

- 1) Notify all staff that a fire watch has been initiated.
- 2) Give verbal instruction to staff and visitors that fire watch means that our normal fire detection systems such as heat detectors and pull stations may not work – if a fire is

suspected you must call 911 directly.

- 3) Assign staff to monitor/complete Fire Watch Checklist for all areas of the building by doing thirty-minute walk about for the duration of the fire watch.
- 4) Assign one staff to post Fire Watch signs at all entrance doors, information centres, main kitchen, laundry, and in elevators.
- 5) Notify the leadership team and Maintenance staff.

All staff will:

- 1) Complete monitoring and Fire Watch Checklist as assigned.
- 2) Take direction from the Administrator.

The Maintenance staff:

- 1) Obtain immediate assistance (service) from Fire Protection service supplier and contact Fire Department.

TOTAL LOSS OF HEATING SYSTEM

Any person who becomes aware of a major or total failure of the building's heating system will notify the Administrator immediately.

The Administrator or designate will:

- 1) Notify the local HVAC heating system contractor service provider of the failure and ask for expedited service call to correct.
- 2) Request an estimated time to correct the problem following initial investigation by heating contractor.
- 3) Review Evacuation plan and prepare to institute if estimated time for repair is greater than 12 hours.
- 4) Notify support services office.
- 5) Review and implement policy on required interventions during Extreme Cold Conditions.
- 6) Direct Maintenance to monitor and document building temperatures every 30 minutes to ensure temperature does not drop below 20°C in any occupied area until heating system is fully restored.
- 7) Direct staff to ensure all exterior windows are closed and curtains are drawn closed.
- 8) Direct staff to move residents to inner core of building away from exterior walls if temperatures drop to less than 20°C.
- 9) Implement evacuation plan if building temperatures fall below 15°C.

TOTAL LOSS OF COOLING SYSTEM

Any person who becomes aware of a major or total failure of the building's cooling system will notify the Administrator immediately.

The Administrator or designate will:

- 1) Notify the local HVAC system contractor service provider of the failure and ask for expedited service call to correct.
- 2) Request an estimated time to correct following the initial investigation by heating contractor.
- 3) Notify the DNPC/nurse in charge or designate.
- 4) Review Evacuation plan and prepare to institute if time to correct is greater than 12 hours.
- 5) Review and implement Management of Risk Associated with Extreme Heat policy.
- 6) Direct Maintenance to monitor and document building temperatures every 30 minutes to ensure Humidex does not exceed 39°C in any occupied area until cooling system is fully

restored.

- 7) Direct staff to ensure all exterior windows are closed and curtains are drawn closed.
- 8) Direct Maintenance to place in operation any fans available to provide additional comfort to residents.
- 9) Direct staff to move residents to inner core of building away from exterior walls.

LOSS OF POTABLE WATER

Any person who becomes aware of a major or total failure of the building's water system will notify the Administrator immediately.

The Administrator or designate will:

- 1) Notify the local system contractor service provider of the failure and ask for expedited service call to correct.
- 2) Request an estimated time to correct following the initial investigation.
- 3) Notify the DNPC/nurse in charge or designate.
- 4) Review Evacuation plan and prepare to institute if time to correct is greater than 12 hours.
- 5) Direct Maintenance to search for leaks/shut off water i.e. at localized appliance.
- 6) Implement emergency water rations for residents as required (i.e. boil water advisory).

INTERNAL FLOOD (I.E. BURST PIPES)

Any person who becomes aware of an internal flood will notify the Administrator immediately.

The Administrator or designate will:

- 1) Direct Maintenance to turn off water supply at main valve and shut off electricity to affected parts of the building.
- 2) Contact a plumber.
- 3) Direct Maintenance to turn on faucets and flush toilets to drain pipes and relieve pressure.
- 4) Implement emergency water rations for residents as required (i.e. boil water advisory).
- 5) Remove electronics, furnishings, equipment, files, etc. in danger of water damage.
- 6) Determine whether to initiate partial or full Code Green evacuation.

Staff will:

- 1) Begin water clean-up as directed.
- 2) Set up fans, dehumidifiers, etc. as directed.
- 3) Clean any areas or items damaged by water.

MAG LOCKS FAILURE

Any person who suspects that the Mag Locks are not working will inform the Administrator immediately.

The Administrator will:

- 1) Check to ensure that doors are unlocked and if so, try to reset mag locks at station.
- 2) Assign staff to monitor exit doors until the problem is resolved.
- 3) Notify the leadership team and Maintenance staff.
- 4) Assign staff to complete a resident room check using fire plan checklist and to do ongoing walk about every fifteen minutes until system is reactivated.

All staff will:

- 1) Complete room check and monitor exits as assigned.
- 2) Take direction from the Administrator.

The Maintenance staff:

- 1) Obtain immediate assistance (service response) from mag lock (security system) supplier.

TELEPHONE SYSTEM FAILURE

Any person who becomes aware of a telephone system failure will inform the Administrator immediately.

The Administrator will:

- 1) Notify leadership team and office staff.
- 2) Use cell phone to contact the IT Service Desk (if issue occurs outside of business hours, select After Hours Service)
- 3) Notify residents and post signage.