

Leamington Mennonite Home  
Long Term Care & Retirement Residence

**POLICY AND PROCEDURE**

<b>CATEGORY:</b> Personnel	<b>SUBJECT:</b> Emergency Response to Complex	<b>SECTION:</b> E <b>POLICY:</b> 2
<b>DATE:</b> September 2004 <b>REVISION DATES:</b> January 2006, December 2017	<b>Administrator's Signature:</b> _____	

**EMERGENCY RESPONSE TO COMPLEX**

**POLICY:**

Leamington Mennonite Home will respond to all complex resident emergency calls.

**PROCEDURE:**

When a call comes in from the apartments/townhouses it is essential for the Supportive Housing staff member or the Registered Staff who oversees the pager to assess the complexity of the call. If the call is urgent and of a life-threatening nature, the Supportive Housing staff member or the Registered Staff **MUST** respond in person to the individual in crisis. If the call is not urgent or life threatening the Supportive Housing staff member or the Registered Staff will respond as soon as possible. When the Supportive Housing staff are on and need further assistance with an individual, they will call the Home and speak to the Registered Staff, if further assistance is required, the Registered Staff **MUST** respond.

**Note:** During hours when Supportive Housing Staff are **NOT** available the LMH, Registered Staff **MUST** respond to all emergency calls in the Complex. If a call comes into the Home and Supportive Housing staff are working, it can be directed to the Supportive Housing staff at **226-347-7439**.

When a call is received from the Complex please complete the "Calls to Apartments" form found in the binder in the backpack which contains equipment to take on calls when visits are necessary. Whether you go to an apartment or the resident comes directly to the Mennonite Home for help it must be documented on the "Calls to the Apartments" form. The only exception that does not require documentation is a Lifeline "Help Needed" call that was a false alarm.

When a resident presses the Personal Help Button, you should call the resident's telephone number as displayed on the pager. Assess the situation. If the resident indicates the call was a false alarm or test, tell the resident to press the flashing yellow "RESET" button on the top of the Communicator Box **after** they hang up the phone.

If the resident needs assistance, assess the complexity, urgency, and nature of the call. Problem-solve non-personal health issues. If there is a personal health emergency, the Registered Staff must respond in person to the resident's apartment. If the problem deals with an essential service such as heat, water or security, the Registered Staff must attend to the problem personally.

**Important:** When responding to the apartment, press the flashing yellow "RESET" on the

communicator box. The Registered Staff responding to a call in the complex should notify the staff scheduled in the Leamington Mennonite Home by leaving the telephone number as to where the Registered Staff will be responding.

If you get no response from the resident, the Registered Staff **must immediately** respond to the resident's apartment.

**Important:** When responding to the apartment, press the flashing yellow "RESET" on the communicator box.

If a resident requires an assessment in the Emergency Department, please locate the "**Hospital Transfer File**" that is in the resident's apartment. Please complete the section "**Reason for Transfer**" and "**Signature**". The **Hospital Transfer File is to accompany the resident to the Emergency Department.** Have the resident take any prescriptions they may be currently taking to the Emergency Department as well.

Please call the **Emergency Department (322-2501 or 326-2373 ext. 4400)** to notify them that you are transferring the resident.

**OBJECTIVE:** To complete resident information, to ensure continuity and follow-up.

**POINTS TO NOTE:** Record all pertinent information as per charting policy.