

## Manual of Administration

<b>TOPIC:</b>  Administration	<b>SUBJECT:</b>  Emergency Measures Organization - Avenue II Response	<b>Code:</b> AD045
		<b>Date of Issue:</b> June 2003
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**PURPOSE:** To clarify the proper procedure in the event that there is an emergency inside premises at service locations or outside.

### **INSIDE EMERGENCY AT SERVICE LOCATIONS:**

Possible emergencies may include: Power outages, fire, flood, storm damage, pandemic and medical emergencies.

### **CITY-WIDE EMERGENCY:**

The fan-out will be used in the case of a “localized or city-wide emergency” that has been declared by the Mayor of Thunder Bay or his/her designate. The Emergency Operations Centre will begin a telephone fan-out of community organizations.  
(Distributed to Management Personnel)

1. Once notification has been received, Avenue II will contact the #1 person on the “Community Health Sector-R.O.C. Fan-Out List” to report that the fan-out is complete as per protocol. This will be done by the (in order of availability) Executive Director, Director of Support Services, or On-Call Supervisor.
2. The Executive Director, Director of Support Services, and/or On-Call Supervisor (in consultation with the Executive Director) will deem the appropriate response from Avenue II. The emergencies will be assessed as:
  - (1) issues that will arise immediately, and
  - (2) issues that may arise if the emergency lasts more than four (4) days.
3. Response could include: reporting in person to the office at 122 South Cumberland Street, telephone response, on conference call line or a physical response to individuals Avenue II supports.
4. Should an Avenue II representative be required at the Emergency Operations Centre, the Back-Up Manager will respond to the designated site.
5. The Executive Director/Director of Support Services/On-Call Supervisor will then notify each member of the management team and pass on the information. Members of the management team will be assigned people to contact to ensure they receive the necessary emergency information.

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6. Each member of the Management Team will report back to the Executive Director/Director of Support Services/On-Call Supervisor when they have contacted the people on their list.
7. The Executive Director/Director of Support Services/On Call Supervisor will act as the main telephone link to all parties, recording all contacts made.
8. Based on the panic/emotional support needs and possible inability to follow/understand public announcements, the people we support will need others familiar to them to pass on the information and provide direction.

**Listed below is an emergency readiness checklist for Residential Locations. Managers should ensure that people we support are as ready as possible for an emergency and continuity of supports occur and are adapted as needed.**

### **Emergency Preparedness in the Home:**

#### **Food (enough for 3 days):**

- Bottled drinking water - at least one litre per person a day for 3 days
- Ready-to-eat canned meats, canned fruits, dried fruit and nuts, canned vegetables that do not require cooking or heating
- Crackers
- Honey, peanut butter

#### **Equipment:**

- Flashlight (fully charged)
- Landline telephone
- Spare batteries
- Radio (battery operated)
- First Aid Kit
- Matches/lighter (do not use candles for light or heat.)
- Can opener
- Important papers (identification)
- Clothing (warm) i.e. hats, gloves, rain gear.
- Blankets or sleeping bags
- Toilet paper and other personal items

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- Prescriptions and other medications (one week's supply)
- Soap, hand sanitizer, disinfectant
- Feminine hygiene items
- Latex gloves

## 24 hour support locations have a kit which contains:

- Hand-crank radio and flashlight
- Toilet paper
- Hand soap
- Hand sanitizer
- Latex gloves
- Toothbrush
- Toothpaste
- Shampoo
- Feminine napkins

## LOCAL EMERGENCIES

### POWER OUTAGE

#### PROCEDURE:

1. Determine whether the power outage is limited to the home or is more widespread, in the neighborhood. If limited to the home call an approved electrical contractor, or notify the building's landlord. If the outage is more widespread call Thunder Bay Hydro within the city limits to determine how serious the power outage is and when resumption of power can be expected
2. If the power is out for a period of 30 minutes or more, notify the Supervisor/On call Supervisor, by using the cell phone or a land line telephone (i.e. a phone that is not dependent on electricity for use.)
3. Discuss a plan of action with the Supervisor/On Call, reviewing all of the home's electrical requirements. If it occurs in colder weather a plan will be discussed on how client will remain warm during the outage if required.
4. Determine with the Supervisor whether an additional staff member is required.
5. Depending upon weather conditions, needs of the recipients of service and availability of backup resources, the Supervisor will call the Director or General Manager to discuss the severity of the situation.

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6. If the circumstances warrant an aggressive response then the Director of Support Services will initiate an evacuation directive, and inform the Executive Director of the planned evacuation.

### **EXTREME WEATHER CONDITIONS**

Extreme weather conditions are also considered Natural Disasters and can result from the following:

- Snow Storm/blizzards
- Ice storms
- Hail storms
- Thunder storms causing lightning strikes
- High winds from tornados or micro cells, Flooding

### **PROCEDURE**

Although infrequent, any of the above mentioned weather conditions can lead to emergency situations. A severe snow storm, a flash flood, ice storm or high winds can make travel hazardous and in some cases impossible. In these circumstances the obvious issues to be considered are: getting relief staff to and from work; availability of food for recipients of service and staff; power and heat; medical needs of recipients of service; ensuring that all fire exits are cleared.

1. During a severe storm Supervisors would be alerted to the fact that a high number of staff members are unable to make it in to work for their scheduled shift due to road closures.
2. The Manager or On-Call Supervisor will alert the Director and General Manager to the situation.
3. The Director will notify the Executive Director, and depending on the severity of the conditions, the fan out list will be initiated. It may be necessary to set up a command post at a suitable location to coordinate the movement of staff to and from work. Resources will be identified, where individuals have 4 wheel drive vehicles or snowmobiles, and would be able to assist with the movement of staff.

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4. Evacuation for some locations may be required. If this is necessary, Generic community resources may be called upon for assistance e.g. St. John Ambulance, Fire Department, Red Cross, or Lakehead Search and Rescue. The leadership for calling upon any of the above agencies will come from the Executive Director or designate.
5. Staff who are working in residential areas are not to leave work until their relief staff arrives.

### **EVACUATION PROCEDURE**

During the course of any of the emergencies identified in this plan, as well as for other situations that may not have been covered here, a point may be reached where it is no longer safe or practical to continue to provide support for the recipients of service at their current location, e.g. a fire in the vicinity of the home, a power outage for an extensive period of time. If this were to occur, then the prudent course of action would be to begin the evacuation process. The final determination for evacuation is at the discretion of the Executive Director or Director.

#### **Steps in Evacuation Process**

1. The staff working in the affected area will contact the area Supervisor or On-call Supervisor, to notify details of the emergency situation.
2. Once notified the Supervisor will notify the General Manager and Director of the emergency situation and the possibility of evacuation.
3. The Director will in turn notify the Executive Director and make recommendations regarding evacuation. The Executive Director makes the final determination and will give the order to evacuate to the Director or General Manager, who will communicate with the Manager / On-Call Supervisor.
4. If evacuation is the course of action Staff may be called upon to come in to assist with the evacuation of recipients of service.
5. The Executive Director, Director, General Manager, Manager and/or On-call Supervisor will meet at the affected home, where they will determine how many staff from the fan out list need to come in to assist with the evacuation.

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6. If required, the fan out list will be initiated.
7. Depending on the individual needs of the recipients of service, a determination will be made as to where the individuals will be sheltered during the emergency. Options for shelter areas may include another home or a local hotel or family.
8. The area Supervisor will be responsible to ensure the home is secure and make regular daily visits (as long as it is safe to do so), to ensure that no damage is done, as required.

### **Pandemic/Influenza Planning**

The difference between Seasonal Influenza and Pandemic Influenza is; Seasonal Influenza is caused by influenza viruses and is carried and spread among humans. Pandemic Influenza is a new strain of influenza that spreads quickly worldwide. It is carried and spread among humans; and humans have little or no immunity against it.

In Seasonal influenza most people will recover within a week or two and deaths are generally confined to at risk groups. Pandemic influenza is usually associated with a higher severity of illness, consequently a higher risk of death, and all age groups are at risk of infection.

#### **How is Pandemic Influenza spread?**

The influenza virus spreads through droplets that have been coughed or sneezed into the air by someone who has the flu. You can get the flu by breathing these droplets through your nose or mouth, or by the droplets landing directly in your eyes. You can also contract the virus by shaking hands with infected people or by touching contaminated surfaces then transferring the virus to your own eyes, nose or mouth.

#### **How can the spread of Influenza be prevented?**

- Get your flu shot
- Wash your hands frequently
- Keep your hands away from your face
- Cough and sneeze into your arm, not your hand
- Keep common surface areas clean and disinfected, viruses can live on hard surfaces for up to 48 hours
- If you get sick stay home from work until your symptoms are gone

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### Strategies and recommendations

- Encourage and promote annual flu vaccines for all staff and clients of service
- Non-immunized staff should not be excluded from providing care; however they must ensure they wear Personal Protective Equipment and frequently wash their hands.
- Staff should be restricted to work in a limited number of areas. Staff working in an area that has been identified as having individuals with influenza symptoms should not work in areas that have not been affected by the flu.
- The local hospital would most likely be overwhelmed with patients from the community. Sound judgment as to where people would receive better care should be used when considering a transfer to the hospital. However, in acute life threatening situations individuals must be transferred to the hospital to receive appropriate care.
- Visitors to affected areas as well as community involvement for recipients of service, will be restricted until the area is symptom free.
- An adequate supply of isolation supplies (masks, gowns, gloves, goggles) will be stocked in each residential location in the event of a pandemic.

### Pandemic- Other

- In the event a pandemic, other than pandemic Influenza is declared the agency will act in accordance with directives or recommendations from appropriate provincial or local entities.

### PROCEDURE

**Service provided to individuals in residential areas is deemed an essential service. It is because of this that there is no provision for closure of services due to pandemic/influenza outbreaks. The procedures identified below must be followed to ensure a safe continuity of service.**

1. The Minister of Health and Long Term Care will declare the pandemic. If there is a case of influenza reported in any residential area, the same procedures will be followed.
2. Once pandemic/influenza is declared the Emergency Response Plan will be initiated.
3. The Management Team will convene to determine the health status of recipients of service and staff.

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4. Once the Management Team meets, it will be determined who will be responsible for maintaining communication with Public Health agencies for the most up to date information regarding the pandemic. The Team will also identify who will communicate with staff, and provide information for how the agency will manage during the pandemic.
5. Influenza notices will be sent to each area for posting at entrances. As well, infection control information will be sent to each area for staff to review.
6. The Management Team will identify members who will be responsible for ensuring an adequate supply of protective equipment, and ensure it is delivered to all affected areas.
7. Once an area has been identified as having individuals who have influenza-like symptoms, then visitors will be restricted and staff movements from one area to another may be limited.
8. The Management Team will meet every morning to review the status of the outbreak; the number of individuals affected; their current status; staffing availability; inventory of supplies.
9. Communication lines between all areas and the Management Team will remain open and active 24 hours a day.

### **Outside Premise Emergencies:**

This is defined as Medical Emergencies of a client and instances where a client has gone missing.

For these issues please refer to SS005 – Emergency Medical Service and AD156 – Protocol for a Missing Person.