

MANUAL:	Emergency	Policy No.:	1-A-05
SECTION:	Organization/Administration		
SUBJECT:	Emergency Plan		

POLICY:

The John Noble Home will have a current Emergency Plan in place that will promote processes related to the prevention of risk and ensure that people and property are safeguarded in the event of an emergency.

In developing and updating the plan, the Home will:

- Consult with entities that may be involved in or provide emergency services in the area where the Home is located including, without being limited to, community agencies, health service providers, partner facilities, and resources that will be involved in responding to the emergency, and keep a record of the consultation;
- Ensure that hazards and risks that may give rise to an emergency impacting the Home are identified and assessed, whether the hazards and risks arise within the location or in the surrounding area or community; and
- Consult with the Residents' Council and Family Forum.

An emergency will be defined as an urgent or pressing situation or condition presenting an imminent threat to the health or wellbeing of residents and others attending the Home that requires immediate action to ensure the safety of persons.

A recognized system of codes identified by colour or procedure will be used to ensure common understanding of the emergency (Emergency Codes Policy 1-A-20).

The Plan will provide direction to all team members to ensure leadership and command of all emergencies or potential emergencies within the Home.



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PROCEDURE:

The Home will carry out Emergency Management responsibilities through focus on four interrelated activities:

- **Mitigation:** Reduction of exposure to, or probability of loss from emergency events.
- **Preparedness:** Establishment of authorities and responsibilities for emergency actions along with resource designation to support them. Includes education and practice of drills and exercises.
- **Response:** Time sensitive actions taken in the event of an emergency to reduce negative impact to the Home. Response to emergencies will first focus on Life Safety, and will utilize the principles of Incident Management and follow Code Procedures as outlined in this manual.
- **Recovery:** The effort to restore infrastructure and Home activities/resident life to normal.

The Terms of Reference and duties of the Emergency Planning Committee will be responsible for the overall coordination and implementation of the Emergency Plan including adherence to the *“Fixing the Long Term Care Homes Act, 2021”*.

DATE APPROVED:	July 2022
DATE REVIEWED:	February 2025
DATE REVISED:	



MANUAL:	Emergency Administration	Policy No.:	1-A-10 1-B-250
SECTION:	Organization		
SUBJECT:	Emergency Planning Committee Terms of Reference		

TYPE OF COMMITTEE: The Emergency Planning Committee is a standing committee.

PURPOSE:

- The Emergency Planning Committee plans for the safety and well being of the residents, staff and visitors during an emergency situation.
- To perform an annual Hazard Identification and Risk Assessment utilizing the Risk Assessment Plan/Tool Policy 1-A-15
- To test the plan and train staff through annual training reviews, fire drills, and annual Home wide exercises.
- To review all emergency plans and policies every year.
- To test a part of the Emergency Plan every three years.
- An annual test of minimum staffing level for fire evacuation

COMMITTEE MEMBERSHIP:

Chairperson & Vice Chairperson: To be rotated annually.

Composition of Members:

- Administrator
- Director of Financial Services
- Director of Facilities and Capital Projects
- Director of Resident Programs
- Director of Support Services/Registered Dietitian
- Human Resources Associate
- IPAC Lead
- Executive Assistant
- Director of Care
- Day and Stay Manager
- Manager of Resident Care
- Registered Nurse

PRIMARY RESPONSIBILITIES OF THE COMMITTEE:

The Emergency Planning Committee develops a plan which will state the actions to be followed in any emergency which may affect the facility.



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AUTHORITY:

- Meetings are held at a minimum of four times a year or at the call of the chair.
- Agenda will be circulated prior to meeting.
- Minutes will be recorded and circulated by Co-Chair or Designate.
- Changes made to the Fire Plan must be forwarded to the Fire Department for review and approval.
- Test the emergency plans related to the loss of essential services, fires, situations involving a missing resident, medical emergencies and violent outbursts, gas leaks, natural disasters, extreme weather events, boil water advisories, outbreaks of communicable disease, outbreaks of a disease of public health significance, epidemics, pandemics and floods on an annual basis, including the arrangements with the community agencies, partner facilities and resources that will be involved in responding to an emergency.
- Test all other emergency plans as least once every three years, including arrangements with community agencies, partner facilities and resources that will be involved in responding to an emergency.
- Conduct a planned evacuation at least once every three years.
- Keep a written record of the testing of the emergency plans and planned evacuation and of the changes made to improve the plans.

DATE APPROVED:	January 2006
DATE REVIEWED:	January 2025
DATE REVISED:	January 2025

APPENDIX A – HAZARD IDENTIFICATION/ DESCRIPTIONS (As identified annually by the Emergency Planning Committee)

JOHN NOBLE HOME HAZARD IDENTIFICATION AND RISK ASSESSMENT PLAN/TOOL INTRODUCTION

The John Noble Home recognizes that an important step in emergency preparedness is to identify any hazard and its associated risk to determine which hazard is most likely to result in an emergency. By performing an annual risk assessment, a targeted approach to emergency preparedness can be achieved and appropriate policies, procedures, training and planning can reduce negative outcomes to the vulnerable population that the Home serves.

The John Noble Home will utilize a risk-based approach which will identify potential environmental risks to the Home in order to implement plans for preventing and mitigating potential disasters and emergencies. Prevention refers to measures taken to avoid or stop an emergency from occurring and mitigation refers to actions taken to reduce the risks and impacts posed by the hazard. Preventative and mitigation plans will be based on information obtained from the annual risk assessment performed by the Emergency Planning Committee – Appendix “B” Hazard Assessment Tool /Scores

METHODOLOGY:

HAZARD IDENTIFICATION

- Identification of all possible hazards – no matter how unlikely. A full list of the current hazards as identified by the Emergency Planning Committee and their definitions can be found in Appendix “A”
- The Emergency Planning Committee will review Appendix A to ensure that all current and future risks may be added

SCORING

- Scoring each potential hazard based on the relative risk that it poses using a combination of two dimensions: Risk = Likelihood x Sum of Consequences and assigning a score

LIKELIHOOD

Likelihood provides a view of how often a hazard event may occur. Ranking scale is from 1-5 with 1 being the lowest possible rank and 5 being the highest

1 – Unlikely (but not impossible) to occur within a 100 year period in the Home or community, or a rating of 2 in nearby Ontario municipalities

2 – May occur every 100 years in the Home or community, or a rating of 3 in similar/nearby Ontario municipalities

3 – May occur every 10 years in the Home or community, or a rating of 4 in similar/nearby Ontario municipalities

4 – May occur every year in the Home or community, or a rating of 5 in similar/nearby Ontario municipalities

5 – Multiple occurrences per year in the Home or community

CONSEQUENCE:

Consequence is defined as the anticipated impact from a given event in a worst-case scenario based on the logic that it is always preferable to over-respond to an emergency. Consequence is broken down into the following four components with impact for each event rated on a scale of 1-5 with 1 being the lowest possible score and 5 being the highest.

Human Impact

- 1 – injury or illness unlikely
- 2 – Low probability of injuries or illness
- 3 – High probability of injuries or illness
- 4 – High probability of injuries or illness and low probability of death
- 5 – High probability of injuries or illness and high probability of death

Physical Impact

- 1 – Property damage or loss of access unlikely
- 2 – Minor clean-up or recovery time
- 3 – Minor damage, temporary loss of access
- 4 – Major damage, prolonged loss of access
- 5 – Indefinite loss of access to the affected area: complete rebuild

Financial Impact

- 1 – Negligible
- 2 – Generates expenditures or an insurance claim under \$100,000
- 3 – Generates expenditures or an insurance claim under \$1 million
- 4 – Generates expenditures or an insurance claim under \$10 million
- 5 – Generates expenditures or an insurance claim over \$10 million

Reputation Damage

- 1 – Reputation unlikely to be affected
- 2 – Limited negative local media coverage and/or public stigma
- 3 – Negative regional media coverage and strong public stigma
- 4 – Negative national media coverage, fundraising and/or recruitment affected
- 5 – Permanent association of adverse event with Home, large affect on fundraising and/or recruitment

RESULTS

Three risk classifications will be utilized to guide the Emergency Planning Committee in establishing the required policies, procedures, mitigation strategies, training and acquisition of resources in terms of avoidance and mitigation procedures.

High Preparedness Priorities: (scores 20-25) Events with both a high likelihood of occurrence and high potential impact on the Home. High preparedness priorities are hazards that are candidates for immediate mitigation and preparedness efforts to reduce the likelihood or consequences of occurrence. Possible risk reduction measures include physical fortification, redundant pathways, staff training and acquisition of response resources.

Moderate Preparedness Priorities: (scores 15-19) Events with either a high likelihood of occurrence and low magnitude of impact, or low likelihood but high consequence. Such potential risk exposure should be addressed in terms of mitigation and preparedness activities, after high priority events, as time and resources become available.

Low Preparedness Priorities: (scores 4-14) Events with a low incidence of occurrence and low potential impact, or events which have already received substantial mitigation and preparedness efforts. These events should be monitored for changes in frequency or consequence, but do not require immediate action otherwise.

Mandatory Priority: Any situation or potential event in which the Ministry of Long Term Care deems necessary under the “Fixing Long Term Care Homes Act” as required.

NATURAL HAZARDS

Blizzard/Snowstorm

During the winter, Brant County commonly experiences blizzards and snowstorms. These events are often characterized by periods of heavy snowfall, cold temperatures, and high winds. Winter storm warnings are often issued hours in advance of such events. Injuries may occur related to reduced visibility and dangerous ground conditions. Infrastructure may also be

impacted due to snow and ice accumulation. Due to its proximity in the Golden Horseshoe area the John Noble Home faces the highest risk of this type of event.

Contamination – Food

Food may be contaminated by a biological, chemical, or physical agent. This contamination is more likely to occur as the food source or processing centre, but contamination within JNH is also possible. When Recall Notifications are issued by the Canadian Food Inspection Agency affected products will be removed from circulation and alternate suppliers will be used. However, in some cases staff and residents eating from a contaminated source will be exposed to a pathogen prior to its identification. Effects will vary by agent, but death of susceptible patients and illness is likely.

Contamination – Water (MANDATORY)

Drinking water may be contaminated by a biological, chemical, or physical agent. This type of event differs from disrupted water supply by the actual ingestion of contaminated water. It is likely that the majority of staff and residents drinking from a contaminated source will be exposed to the pathogen prior to its identification. Effects will vary by agent, but death of susceptible patients and widespread illness is likely. Significant damage to the Home's reputation would follow.

Earthquake

Earthquakes can occur at any time or location, but are most common along active fault lines. Southern Ontario frequently experiences low magnitude earthquakes which go unnoticed, but a small risk of a moderate earthquake does exist. In the event of a larger magnitude event, sudden, brief shaking may cause damage to infrastructure. Injuries may also occur, with the most vulnerable being residents with mobility issues.

Extreme Cold

Environment Canada issues Cold Alerts in Southern Ontario in anticipation of temperatures or wind chill of -30°C or below. These alerts occur multiple times each year, and may last for days at a time. Health impacts are minimized by JNH heating and environmental control systems; however, extreme municipal power demand may lead to electrical failures which could exacerbate existing medical conditions if residents lose warmth. Infrastructure damage due to thermal contraction is also possible in cases of rapid temperature drop. The Home may experience an increase in the public/homeless seeking warmth if municipal power fails.

Extreme Heat (MANDATORY)

Environment Canada issues Heat Alerts in anticipation of temperatures or humidex values of 40°C or above for two or more days in a row. These alerts occur multiple times a year in the Brant County Region and can last for days at a time. Health impacts are minimized by JNH cooling and environmental control systems; however, extreme municipal power demand may lead to electrical failures which could exacerbate existing medical conditions if residents cannot be cooled. Physical damage is rare, but high temperatures may affect some equipment and power infrastructure. The Home may experience an increase in public/homeless seeking a cooling location from the community.

Flood – External

External flooding can stem from a number of sources, including overflow from nearby water sources, heavy rains, or significant snow melts. JNH is not located within the City of Brantford's flood plain map as a risk. The Home may be affected by an extreme weather event causing a potential overflow of the storm water management system.

Geomagnetic Storm

With the continued evolution of technology, solar activity represents a threat to electronics and communications systems. Large ejections of solar mass can disturb the Earth's atmosphere, resulting in widespread infrastructure failure. Events of this nature are very rare and impacts are not well understood. Electrical and communication systems may fail, with recovery time unknown. Health consequences are similarly difficult to predict, but residents that rely on certain medical devices may be vulnerable.

Hurricane

Hurricanes are tropical cyclones with heavy rain and winds reaching at least 118 km/hr. In the summer, hurricanes are common along the Atlantic corridor. While direct impact is unlikely, Southern Ontario can be affected by large storms depending on the storm track, though typically hurricanes are downgraded to Tropical Storms by the time they reach Ontario. Resident injuries and building/infrastructure damage may be caused by heavy winds and flash flooding.

Ice Storm/Freezing Rain

Ice storms are prolonged periods of freezing rain. Both events are characterized by temperatures at or below zero degrees, and mixed precipitation consisting of sleet, rain or snow. Ice accumulation may be rapid or gradual, affecting roads, buildings, and any other external surface. Minor injuries to staff, residents, or visitors may occur due to slips and falls outside of the Home. Buildings can suffer damage due to ice accumulation and water seepage, and interruption of electrical or water infrastructure is common. Access to the Home due to downed trees and obstructed roads is possible.

Infectious Disease – Internal (MANDATORY)

Home-acquired infectious diseases are a common complication of care. Causes may include poor hand hygiene, non-sterile equipment, or failure to follow proper quarantine procedures. Even with strict adherence to protocol, however, having a high concentration of infected residents within a home area can lead to rapid spread of disease. Severity will be based on the pathogen, widespread illness is likely, with the possibility of resident deaths as well. Spread of disease within the Home affecting other RHA's, particularly if related to negligence, may be devastating to the public reputation of the Home.

Pandemic/Epidemic – External (MANDATORY)

A human health emergency caused by infectious disease is a leading public health concern in Ontario. An Epidemic represents an illness within a limited region, whereas a Pandemic refers to a worldwide event. The disease may be spread by direct or indirect contact, through droplets, airborne, blood-borne, or vector-borne. Health impacts will vary based on the nature

of the infecting agent, and effects are more likely to be severe in those with weaker immune systems (such as the elderly, the very young, or those with immune deficiencies). Health care providers are also vulnerable, and there is a high potential for the disease to spread within the Home. Infrastructure impacts are unlikely, but quarantine measures may cause disruptions to certain processes or departments.

Severe Summer Storm

Environment Canada issues multiple Severe Thunderstorm warnings each year in Brant County. These severe summer storms are often characterized by lightning, hail or heavy rainfall, and winds above 90 km/hr. Injury to residents within buildings is highly unlikely; however, severe winds can cause damage near windows and residents who remain outside. Lightning, winds, and precipitation have the ability to damage infrastructure. In rare cases, severe storms can develop into a more damaging tornado.

Severe Winds

Environment Canada issues Wind Alerts in anticipation of sustained winds of 60 km/hr or for gusts up to 90 km/hr in the absence of a tornado or thunderstorm. Injury to residents or staff may occur outside of the Home or near windows due to high winds or blown objects. Damage to buildings is possible, but the largest concern is damage to municipal electricity infrastructure.

Soil Subsidence

Land subsidence is the downward sinking of land caused by loss of support below the surface. Possible causes include earthquakes, removal of groundwater, and the affect of seasonal temperatures on soil. The Home is not located on high-risk land, but land subsidence is unpredictable. While the sudden formation of sinkholes is rare, gradual subsidence can damage the foundation of buildings and disrupt gas, water, and electrical lines. Repairs and reconstruction would have a large financial impact.

Tornado

Brant County does not fall in the southern of Ontario's tornado alley but does sit on the periphery. Often formed as part of a severe thunderstorm, tornados are defined by a violently rotating column of air in contact with the ground. Tornado intensity varies, with wind speeds ranging from 60 to 500 km/hr. A major tornado would cause significant structural damage and multiple injuries or fatalities, though Southern Ontario rarely sees this magnitude of event. Weak tornadoes are more likely and have more moderate effects; residents outdoors or near windows may suffer injuries, and infrastructure may suffer mild damage. However, even a weaker tornado making direct contact with the Home's building could be catastrophic.

HUMAN-CAUSED HAZARDS

Bomb Threat (MANDATORY)

A bomb threat is the reported presence or threat of placement of an explosive device within the facility or on Home property. In the absence of an actual explosive device there is low risk

to resident health or physical property. However, until security or Brantford Police Service clears the matter, access to certain areas may be lost and some operations may be suspended. In case of evacuation, minor injuries may occur. Depending on how far the event escalates, widespread media coverage and negative public reaction may occur.

Civil Disorder

Civil disorder is the breach of law or general rule by a group of people, and may take many different forms. Disorder may be non-violent (e.g. blocked access to particular routes or buildings), or violent (e.g. acts of aggression towards people or physical property). Civil disorder is typically centered in large, dense populations, but may occur in smaller communities such as those in Brant County. Possible results include minor injuries or property damage.

Computer Virus/Cyber Attack

As the Home's network increasingly integrates technology into daily processes we become more vulnerable to harm through our computer systems. Computer viruses often enter systems and propagate unknown to users. Common sources include external tools such as USB storage devices, malignant e-mail attachments, and downloads from external websites. Viruses may also breach the system as part of a malevolent act aimed at damaging home infrastructure. Cyber attacks in isolation of viruses may include intentional hacking of the system network to obtain or modify sensitive information. These incidents are typically localized, with consequences dependent on the scope of the event. A significant breach may lead to loss of access of critical information, altered function of some systems and damaged reputation in the event of leaked health information.

Hostage Incident

A hostage incident develops when a group or individual holds another group or individual against their will. Motivations may vary and targets may include residents, staff, or visitors. If there is a localized event with high risk of harm to hostages and intervening staff could occur. Loss of access to affected areas will occur, with duration depending on the duration of the event. Hostage events will feature prominently in national media.

Labour Disruption

Labour disruptions are often the result of organized, legal job action. Groups involved may involve internal home staff from various departments and external contract staff. Direct impacts on residents are rare, but staff shortages may lead to reduced capacity to conduct regular operations, and loss to some areas or services may occur. Financial costs may accumulate in prolonged disruptions, and reputation may be impacted if events are isolated to John Noble Home.

Missing Resident (MANDATORY)

Missing residents that have been away from their home area for an excessive or unexpected period of time. Consequences are typically low for this type of event. Exceptions may occur when high-risk or violent residents are missing, or if blame is placed on the home in the media.

Terrorism

Terrorism is an act conducted with the intention to conduct harm to people, property, businesses, or the environment. Like Hazardous Materials (HAZMAT) accidents, terrorist acts are typically of Chemical, Biological, Radiological, Nuclear, Explosives (CBRNE) nature, with explosive devices the most common. Terrorism may also take the forms of cyber attacks or intentional sabotage, and can be conducted by a group or individual, including past or current employees. Targeted attacks against the Home will vary based on the nature of the event, but results likely include severe injuries, extensive damage to home property, prolonged loss of services, and loss of public confidence in safety. Fortunately, there is no history of this type of event in Canada.

Violent Person – Resident/Visitor/Other (MANDATORY)

Violent residents are individuals that are actively displaying physical aggression, or represent a threat of aggression or violence towards themselves, others, or their surroundings. These situations have the potential to lead to injury to those involved (including both the aggressor and those responding to the situation). Damage to infrastructure is common, and temporary loss of access to the isolated area may occur.

War

International conflict involving armed combat has the ability to affect Canada at any time. However, given the political state of the world in the early 21st century, it is extremely unlikely any combat would take place in Southern Ontario. Any effects would likely be related to nation-wide business and supply disruptions.

TECHNOLOGICAL HAZARDS

Air/Space Object Crash

While exceptionally rare, any location on earth can be struck by an air or space object. This includes air transportation accidents such as malfunctioning planes, natural space objects such as meteorites, and man-made space objects such as satellites. JNH does not lie within a heavy air traffic corridor making this type of event highly unlikely however the Home is close to a small Municipal Airport within 2-3 Kms. Consequences would be related to the size of the object making impact.

Fire Incident – Minor (MANDATORY)

Small fire incidents are those that originate within the Home but are isolated events and can be easily controlled by staff. These fires are commonly started due to failure of small electronics or medical device malfunctions. Occasionally these fires are intentionally started by residents. Human impacts are generally limited to smoke inhalation or resident movement due to residual smells. Damage is typically limited and costs are minimal unless the event progresses to a working fire stage.

Fire/Explosion – Internal (MANDATORY)

Internal fires or explosions are those that are located within the Home itself, regardless of whether the fire originated internally or externally. These events are extremely unlikely but much more damaging and harmful than external fires or explosions. The majority of internal fires are small, localized events, but the situation may progress to a working fire where intervention by the fire department is required. Unless a fire is controlled quickly and residents evacuated, there is a significant risk of injury and death to residents and staff. Damage to property will be extensive, with considerable reconstruction required. Access to affected areas may be lost indefinitely. Associated costs of recovery will be significant. The Home will be completely covered by a sprinkler system by the end of 2024.

Fire/Explosion – External (MANDATORY)

Fires are events of destructive burning caused by the ignition of a fuel/material, combined with oxygen, which produces heat and often open flame. Fires lead to or are caused by explosions, which is the sudden, violent release of energy caused by gases under pressure. Triggers of both fires and explosions may include intense heat, electricity, or chemical reactions. The events leading to an external fire or explosion or unpredictable, but events near the home could result in damage to infrastructure, injuries to residents and staff, and influx of community and public injured in the event. The most common injuries include burns and complications due to smoke inhalation or carbon monoxide poisoning.

Hazardous Materials – Internal (MANDATORY)

The long term care industry is not at a high risk of HAZMAT accidents. The effects of a HAZMAT incident may be immediate or delayed. External HAZMAT events are impossible to predict, and are often the result of transportation or industrial accidents. Events in close proximity to the home may lead to evacuation or an order to shelter-in-place.

Hazardous Materials – External

A hazardous materials (HAZMAT) incident is the unintentional release of material capable of causing harm to humans or the environment. These incidents are often characterized by the acronym CBRNE, which describes the material's properties as one or more of: chemical, biological, radiological, nuclear, or explosive. The effects of a HAZMAT incident may be immediate or delayed. External HAZMAT events are impossible to predict, and are often the result of transportation or industrial accidents. Events in close proximity to the Home may lead to evacuation, a shelter-in-place directive, decontamination, or injury/illness to staff, residents, and the public.

Pipeline Gas Leak/Explosion

A pipeline explosion/leak refers to the rupture of a pipeline, valve component, or pumping station, triggered by damage, failure, or operator error. These explosions may be particularly violent due to the fuel (commonly oil or natural gas) passing through the system. Impacts may be felt both due to the explosion/leak and due to energy supply failure. Southern Ontario has extensive pipeline systems giving rise to the risk which could include damage to physical infrastructure, injuries to residents and the public, loss of services related to fuel disruption, forced evacuation, or a shelter-in-place directive from Brant Region.

Structural Collapse

The loss of structural integrity in a building or structure that results in the structure losing shape, caving in, flattened or reduced to debris. Damage leading to collapse may occur gradually over time, or suddenly in a result to a specific triggering incident. A high probability of injury or death exists, with extensive reconstruction and prolonged or indefinite loss of access expected.

Transportation Accident

A transportation accident may result from a large scale collision between vehicles on a roadway, train derailment, or a marine accident. Accidents are more likely during periods of inclement weather but otherwise difficult to predict. Due to the proximity of John Noble Home to a major highway or railway, transportation accidents are not likely to impact the site.

INFRASTRUCTURE FAILURE (LOSS OF ESSENTIAL SERVICE – MANDATORY)

Electrical Failure - Primary

Disruption of electrical supply may affect the entire Home or just select locations within some of the building. This can be triggered by external events such as severe weather or municipal power outages, or may stem from internal failure. Consequences should be limited by emergency generator back-ups feeding power to critical life safety equipment. Non-emergency areas and equipment will be powered down and remain off-line until the disruption is resolved, causing loss of access to some facilities and interventions. Without proper lighting, residents with decreased mobility who are alone at the time of failure may suffer minor injuries from falls.

Electrical Failure – Secondary (Generator)

In addition to loss of fuel supply, emergency generators may fail due to improper maintenance or prolonged periods of time without use. Generator failure may go unnoticed without consequence if regular electrical supply is functioning correctly. Public awareness of generator failure will likely lead to damaged reputation.

Electrical Failure – Total

A worst-case scenario for the Home is loss of both primary and backup power. If generators fail during a primary electrical failure access will be lost to critical equipment. Many interventions may become impossible, and residents relying on devices may have to be evacuated. Drugs, food, and medical devices that require careful temperature control may have to be replaced, and reputational damage may be extensive.

Fire System Failure

The fire system can fail due to problems with detectors, alarms, fire doors, sprinkler systems, and water supply. Unless systems fail during an active fire, effects on residents will be negligible; however some costs and loss of access may occur during repairs.

Flood - Internal

An internal flood refers to a flood event that originates within the Home itself. Causes may include ruptured pipes, damaged water tanks, or sewage failure. The most probable consequence is damage to physical infrastructure and equipment within the home. Extensive cleanup or minor reconstruction may be required, shutting off access to isolated areas. If resident areas are affected and evacuation required, minor injuries may occur.

Fuel Supply Failure

Interruption of supply is often due to problems with fuel transport infrastructure, but may also be a result of regional fuel shortages. Emergency power generators rely on diesel fuel to function, with several days of reserve kept on site. Boilers rely on natural gas for heating. If these supplies are interrupted, loss of heating and hot water will occur, with impacts most severe in the winter.

HVAC Failure

Heating, ventilation, and air conditioning systems play a critical role in controlling the environment within the home. Temperature control failure in concert with extreme external weather can lead to acute illness in residents with difficulty thermoregulating. Ventilation controls tightly regulate airflow, and failure would increase the chance of transmission of airborne illness. HVAC failures are typically brief in duration.

IT Failure

Information technology services have become critical to numerous administrative processes within the home system, some of which are related to resident care. The most common cause of failure is unauthorized system changes without proper oversight, leading to inadvertent problems. In most cases of disruption, disaster recovery processes would return service within 72 hours. While direct effects on resident or staff health are unlikely, failure of IT services would disrupt a number of processes and business activities, and have moderate financial impact. Communication and documentation systems may be impacted.

Sewage Failure

Sewage failure is the inability of the sewer system to carry water away from the home, either due to internal or external blockage, or external failure or over-capacity. Failure to remove excess water may lead to localized discharge of water into the Home. Depending on the source of this water, it may contain biological or chemical waste that can cause illness, either through direct contact or contamination of food and water. In severe cases of sewage failure, internal flooding may result, causing further damage. Such incidents will likely be damaging to the Home's reputation.

Supply Chain Disruption

The Home's operations rely on a multitude of products provided by external vendors. The Home typically stores five days worth of supplies, but prolonged interruption of supply chains that provides food, medical supplies, or pharmaceuticals can impact resident care and facility functioning. As a result, without redundancy certain interventions may be impossible, and costs to seek alternative supplies may be significant.



Telecommunications Failure

Telecommunications include internal and external phone systems, radios, and switchboard. These systems may fail due to operator error, IT failures, extremely high volume, or an external disruption. There may be financial costs related to repair and downtime, and inability for the public to reach the home may result in negative publicity.

Water Supply Failure

Water supply is essential for drinking, food preparation, air conditioning, humidification, hygiene, and plumbing. Disruption may occur if the municipal supply is lost or contaminated, or if an internal issue (such as a leak) forces a localized shutdown. Prolonged absence of water may lead to illness or death, with impacts more severe in the winter. Without a constant water source certain care routines will be cancelled. Lack of water will also impair response to other hazards, such as HAZMAT decontamination or fire suppression. The cost of alternative water attainment may be significant.

APPENDIX B – HAZARD ASSESSMENT TEMPLATE (TO BE COMPLETED ANNUALLY BY THE EMERGENCY PLANNING COMMITTEE ON EACH HAZARD IDENTIFIED IN APPENDIX “A”)

TYPE OF HAZARD	Likelihood Score	Consequence Components				Total Risk Score	Impact (Mandatory High/Med/Low)	Emergency Plan Policy Required? Y/N	Current P&P	GAPS	Comments
		Human	Physical	Financial	Reputation						
NATURAL											
Blizzard/snowstorm	5	2	3	2	1	13	LOW	N	Code Orange covers disasters		
contamination-food	3	3	1	3	3	13	LOW	N	Nut. Ser. Man. 3-D-300	Nurs. Assess. Tool/policy for exposure	
contamination-water						0	MANDATORY	Y	None	P&P for boiled water advisory required	Nurs. Assess tool/policy for exposure
earthquake	1	1	2	2	1	7	LOW	N	Code Orange covers disasters		
extreme cold	5	2	3	3	1	14	LOW	N	Code Orange Loss of Essential Services		
extreme heat						0	MANDATORY	Y	Mtce - 2-B-50 Nut Serv. 3-A-20 Nurs. Services 3-M-100, 3-M-110		
Flood - External	4	1	3	2	1	11	LOW	N	Code Orange/Loss of Essential Services		
Geomagnetic Storm	1	1	3	2	1	8	LOW	N	Code Orange/Loss of Essential Services		
Hurricane	2	3	4	3	1	13	LOW	N	Code Orange/Loss of Essential Services		
Ice Storm/Freezing Rain	5	3	3	3	1	15	MED	Y	Code Orange/Loss of Essential Services		
Infectious Disease (Internal)						0	MANDATORY	Y	Emergency Planning Pandemic Policy		
Pandemic/Epidemic (External)						0	MANDATORY	Y	Emergency Planning Pandemic Policy		
Severe Summer Storm	5	3	3	3	1	15	MED	Y	Code Orange/Loss of Essential Services		
Severe Winds	5	4	4	3	1	17	MED	Y	Code Orange/Loss of Essential Services		
Soil Subsidence	1	3	4	3	3	14	LOW	N			
Tornado	5	4	4	4	1	18	MED	Y	Code Orange/Loss of Essential Services		
HUMAN-CAUSED											
Bomb Threat						0	MANDATORY	Y	Code Black Emergency Plan Manual		
Civil Disorder	4	2	2	2	3	13	LOW	N			
Computer Virus/Cyber Attack	5	1	4	3	4	17	MED	Y	Admin Manual PP 1-C-160 to 1-C-220		
Hostage incident	2	4	2	2	3	13	LOW	N			
Labour Disruption	3	2	2	3	3	13	LOW	N			
Missing Resident						0	MANDATORY	Y	Code Yellow Emergency Plan Manual		
Terrorism	2	3	3	3	3	14	LOW	N			
Violent Person						0	MANDATORY	Y	Code White Emergency Plan Manual		
War	2	3	3	3	3	14	LOW	N			
TECHNOLOGICAL											
Air/Space Object Crash	3	4	4	3	1	15	MED	Y	Code Orange		
Fire Incident minor						0	MANDATORY	Y	Code Red Emergency Plan Manual		
Fire/Explosion Internal						0	MANDATORY	Y	Code Red Emergency Plan Manual		
Fire/Explosion External						0	MANDATORY	Y	Code Red Emergency Plan Manual		
Hazardous Materials Internal						0	MANDATORY	Y			
Hazardous Materials External	4	2	2	3	1	12	LOW	N			
Pipeline Gas Leak/Explosion						0	MANDATORY	Y			
Structural Collapse	2	2	3	4	3	14	LOW	N			
Transportation Incident	4	3	3	2	1	13	LOW	N			
INFRASTRUCTURE FAILURE											
Electrical Failure Primary						0	MANDATORY	Y	Loss of Essential Service		
Electrical Failure Secondary						0	MANDATORY	Y	Loss of Essential Service		
Electrical Failure Total						0	MANDATORY	Y	Loss of Essential Service		
Fire System Failure						0	MANDATORY	Y	Loss of Essential Service		
Flood Internal						0	MANDATORY	Y	Code Orange		
Fuel Supply Failure	3	1	3	3	3	13	LOW	N			
HVAC Failure	4	2	3	3	4	16	MED	Y	Loss of Essential Service		
IT Failure	5	1	2	3	4	15	MED	Y	Loss of Essential Service		
Sewage Failure	4	2	4	4	4	18	MED	Y	Loss of Essential Service		
Supply Chain Disruption						0	MANDATORY	Y	Loss of Essential Service		
Telecommunications Failure	5	1	3	2	4	15	MED	Y	Loss of Essential Service		
Water Supply Failure						0	MANDATORY	Y	Loss of Essential Service		



MANUAL:	Emergency	Policy No.:	1-A-15
SECTION:	Organization		
SUBJECT:	Hazard Identification and Risk Assessment Plan/Tool		

POLICY: The Home shall have a method of performing a risk assessment and hazard identification that will guide the organization in the development of policies and procedures to mitigate the potential negative outcomes to residents, staff and visitors in the event of an emergency.

PROCEDURE:

- The Emergency Planning Committee will utilize the attached Hazard Identification and Risk Assessment Plan Appendix “A”
- The Emergency Planning Committee will update the Plan annually
- The Emergency Planning Committee will identify through utilization of the Risk Assessment Tool Appendix “B” which hazards require further policy and procedure development due to Med/High risk

DATE APPROVED:	July 2022
DATE REVIEWED:	February 2024
DATE REVISED:	



MANUAL:	Emergency	Policy No.:	1-A-16
SECTION:	Administration/Organization		
SUBJECT:	Building Map/Profile		

POLICY: The Home will develop a Building Map/Profile and review annually.

PROCEDURE: The Director of Environmental Services will:

- Create a Building Map/Profile using the template “Appendix A” and store together with a copy of the floor plans;
- The Profile will include:
 - Hazards
 - Risks
 - Shutoffs
 - Internal Shelter in Place locations
 - Floor plans with all pertinent information and locations marked
 - All other information useful in emergencies

The Emergency Planning Committee will:

- Refer to the Building Map/Profile during testing of code procedures and use in refining as applicable
- Utilize during orientation of new team members to the building and building systems that may be referenced during an emergency
- Review and update annually or more frequently as needed and document any changes.

DATE APPROVED:	July 2022
DATE REVIEWED:	February 2025
DATE REVISED:	



MANUAL:	Emergency	Policy No.:	1-A-17
SECTION:	Organization/Administration		
SUBJECT:	Emergency Telephone Numbers		

POLICY:

The Home will have a current contact list of up-to-date emergency telephone numbers which will include but not be limited to entities that may be involved in or that may provide emergency services in the area where the Home is located.

PROCEDURE:

The Emergency Contact list should include, but is not limited to:

- Agencies and Services
- Contractors
- Transportation Services
- Transfer Sites
- Community Partners
- Media
- MLTC
- Security Services

The Emergency telephone number list will be updated annually or more frequently if required by the Emergency Planning Committee and attached as Appendix A.

The list will be placed in the Senior Administration “on-call” binder.

DATE APPROVED:	July 2022
DATE REVIEWED:	February 2025
DATE REVISED:	



MANUAL:	Emergency	Policy No.:	1-A-18
SECTION:	Organization/Administration		
SUBJECT:	Emergency Fan Out List		

POLICY:

The Home Fan Out will be activated as required to contact team members and volunteers (as applicable) in an organized fashion in the event of an emergency.

A current Fan Out list will be maintained in a location accessible to all leaders for immediate access in the event of an emergency.

PROCEDURE:

- The Fan Out list will be organized based on job classification;
- The Fan Out list will be tested annually at a minimum
- Activation of the Fan Out will be at the call of the Admin On Call and/or Designate
- Team members responsible for call will:
 - Call members according to site specific fan out instructions
 - Leave voicemail when no immediate answer and ask team member not to call back to Home but to report to work if available
 - Provide the following: status and nature of emergency, who to report to, assignment and any special instructions (ie: bring extra change of clothing)

DATE APPROVED:	July 2022
DATE REVIEWED:	February 2025
DATE REVISED:	



MANUAL:	Emergency	Policy No.:	1-A-20
SECTION:	Organization		
SUBJECT:	Emergency Codes		

POLICY: The Home shall have a method of identifying specific emergencies that could occur within the facility. The term “Code”, followed by the appropriate colour will be announced over the paging system if/ when such an emergency occurs. The Code and the area will be announced three times.

- There is a microphone in the Fire Panel room, however if the PA system fails there is only one speaker system and this microphone will not work. If there is an internal phone issue, it is possible in an emergency situation **ONLY**, to make an announcement using the microphone in the Fire Panel room

JOHN NOBLE HOME EMERGENCY CODES

CODE AND COLOUR	INCIDENT
“CODE RED”	Fire
“CODE ORANGE”	Disaster
“CODE GREEN”	Evacuation
“CODE YELLOW”	Missing Resident
“CODE BLACK”	Bomb Threat
“CODE WHITE”	Violent Person
“CODE MEDICAL”	Medical Emergency

Note: The above codes have been approved by the Emergency Planning Committee and will become active as policies/procedures are developed.

DATE APPROVED:	July 2005
DATE REVIEWED:	January 2025
DATE REVISED:	January 2025

MANUAL:	Emergency	Policy No.:	1-A-21
SECTION:	Organization/Administration		
SUBJECT:	Emergency Tests-Drills-Exercises		

POLICY:

The Home will maintain an integrated program of orientation, ongoing training, exercises and drills to ensure the Emergency Manual, Code Procedures and team members knowledge is current and appropriate.

Definitions:

Drill: A coordinated; supervised activity used to test code procedures.

Tabletop Exercise: Key participants discussing simulated scenarios in an informal setting. Can include discussion on roles and responsibilities, policies and procedures, assessment of plans, etc.

Full Scale Exercise: A multi-agency exercise involving an incident in real time at an actual location with actors/simulated victims, first responders, and/or emergency officials. The exercise should be as close to the real thing as possible.

PROCEDURE:

The Emergency Planning Committee will:

- Conduct drills and exercises for all codes per provincial regulatory requirements as required;
- Annually establish the schedule and responsibility for the drill/exercise;
- Include participation of community partners where appropriate (EMS, Police, Fire, etc.);
- Ensure the safety of all in conducting all exercises/drills
- Document and evaluate each exercise/drill to determine changes needed in the procedure and identify additional training needs

DATE APPROVED:	July 2022
DATE REVIEWED:	February 2025
DATE REVISED:	



MANUAL:	Emergency	Policy No.:	1-A-22
SECTION:	Organization/Administration		
SUBJECT:	Emergency Communication		

POLICY:

The Home will establish a communication procedure to be used during an emergency including backup/secondary communication methods.

PROCEDURE:

A control team will be setup to act as a relay and liaison during an emergency situation, and will consist of persons who have an understanding of the location’s Incident Management Team’s responsibility.

The Control Team will be responsible for:

1. Compiling a “key point bulletin” for communication consisting of these basic elements:
 - Type of threat (ie: storm)
 - Estimated time and severity of impact
 - General outlook at the time
 - Expected disruptions to services and routines
 - What the Home has done and is doing to lessen negative outcomes
 - When to expect a status report
 - What residents and family members can do to help

2. Communication: Incoming Calls - Make a plan to handle incoming calls, preparing to respond with/to:
 - Status updates on emergency/location/residents
 - Offers to help/resources or staff coming from other facilities
 - Team members calling to find out work schedules
 - Medical information

Consider updating voicemail messaging with responses to frequently asked questions.

SUBJECT:	Emergency Communication	Policy No.:	1-A-22
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3. Communication: Residents & Family Members – Prepare a telephone tree and have various team members call family members to assure them of their family members’ safety and advise them of the location’s plan for crisis. The goal is to help family members feel comfortable and confident that you are doing all you can to ensure their loved one’s safety.

Team members calling will:

- Remind family members that in crisis such as severe weather, telephone contact may be lost;
- Advise family members that team will be focused on providing resident care and protection, so telephone inquiries should be short;
- Advise that you will keep them up to date and ask for several numbers where they can be reached
- Leave voicemail where no immediate answer and advise where family members can call or visit to obtain further information
- Track calls made

4. Communication – Alternative Methods

In an emergency, normal means of communication may become unreliable or nonexistent. Methods of communication in a disaster may include:

- Messengers (designated individuals may need to hand delivery important messages in the aftermath of a disaster, once officials have determined that it is safe to leave protective structures).
- Telephones (both cellular and landline if operating)
- Two-way radio (ensure always charged)
- Fax Machine
- Internet or local area networks
- Facebook

5. Communication – Provincial Regulatory Authorities

The Administrator/designate will ensure provincial regulatory authorities are kept information as required in the event of an emergency in accordance with all legislative requirements including the filing of reports as necessary.

DATE APPROVED:	July 2022
DATE REVIEWED:	February 2025
DATE REVISED:	

MANUAL:	Emergency	Policy No.:	1-A-30
SECTION:	Organization/Administration		
SUBJECT:	Instructions to Contractors on Emergency Codes		

PURPOSE: The Home has a method of identifying specific emergencies that could occur within the facility. The term “Code”, followed by the appropriate colour is announced over the paging system if/when such an emergency occurs. The Code and the area are announced three times. It is important that all sub trades be aware of what the following codes represent and how to respond to these codes in an emergency.

JOHN NOBLE HOME EMERGENCY CODES:

CODE RED = FIRE
CODE ORANGE = DISASTER
CODE GREEN = EVACUATION
CODE YELLOW = MISSING RESIDENT
CODE BLACK = BOMB THREAT
CODE WHITE = VIOLENT PERSON
CODE MEDICAL=MEDICAL EMERGENCY

1. **CODE RED = FIRE**

Upon discovery of a fire:

- **Leave fire area immediately and close doors if safe to do so**
- **Sound fire alarm**
- **Leave building via nearest exit**
- **Communicate to the Command Centre (front desk by reception)**
- **If you have set the alarm off, please report to Command Centre as soon as possible**

The facility is equipped with a two-stage fire alarm system. The system is directly connected to Fire Monitoring of Canada, and a signal is automatically transmitted to the Brantford Fire Department. The first Stage is the **ALERT STAGE**. The second stage is the **EVACUATION STAGE**.

ALERT STAGE:

When a fire alarm signal rings, all main ventilation systems will shut down automatically.

SUBJECT:	Instructions to Contractors on Emergency Codes	Policy No.:	1-A-30
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Upon hearing the fire alarm first stage:

- Shut down work and systems
- Prepare to leave the building
- Listen to announcements/instructions
- Communicate to the Command Centre (front desk in main building)

EVACUATION STAGE:

The evacuation stage is activated when five minutes have passed in the alert stage and the fire panel or initiating device has not been acknowledged.

Upon hearing the fire alarm evacuation stage:

- Leave building via nearest exit
- Close doors behind you if safe to do so
- Communicate to the Command Centre (front desk by reception)

2. **CODE ORANGE = DISASTER**

Upon hearing Code Orange = Disaster:

- Shut down work and systems
- Prepare to leave the building
- Listen to announcements/instructions

3. **CODE GREEN = EVACUATION**

A code green may be called in the absence of fire when other emergency situations exist that require a partial or full evacuation of the facility

Upon hearing Code Green = Evacuation:

- Shut down all work and systems
- Listen to the announcements
- Prepare to leave the building

4. **CODE YELLOW = MISSING RESIDENT**

Upon hearing Code Yellow = Missing Resident:

SUBJECT:	Instructions to Contractors on Emergency Codes	Policy No.:	1-A-30
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- Shut down all work and systems
- Listen to the announcements
- Search work area for unauthorized individuals
- Communicate to the Command Centre (front desk by reception)

5. **CODE BLACK = BOMB THREAT**

Upon hearing Code Black = Bomb Threat:

- Shut down all work and systems
- Listen to the announcements
- Search work area for suspicious packages
- Communicate to the Command Centre (front desk area)

6. **CODE WHITE = VIOLENT PERSON**

Upon hearing Code White = Violent Person:

- Listen to the announcements
- Remain on heightened alert

7. **CODE MEDICAL = MEDICAL EMERGENCY**

Upon hearing Code Medical= Medical Emergency:

- If you find someone in medical distress notify a John Noble Home staff member immediately
- Then stand aside and await further instructions.
- If Code Medical is announced, shut down equipment and wait until all clear

DATE APPROVED:	September 2008
DATE REVIEWED:	February 2025
DATE REVISED:	April 2020



MANUAL:	Emergency	Policy No.:	1-A-50
SECTION:	Organization/Administration		
SUBJECT:	Search Maps		

POLICY: The Home shall have maps of each area/ department in the facility, appropriately named and numbered. These maps may be used to check/ search rooms in the event of a fire, resident elopement, bomb threat or other emergency situations.

LOCATION OF SEARCH MAPS:

- Search maps are located at the Command Center in the emergency file holder.

DATE APPROVED:	September 1999
DATE REVIEWED:	February 2025
DATE REVISED:	April 2020



MANUAL:	Emergency	Policy No.:	1-A-60
SECTION:	Administration		
SUBJECT:	Elevator Entrapment		

POLICY: The Home shall have an orderly plan to rescue anyone trapped in an elevator.

PROCEDURE:

1. On discovering a person trapped in an elevator, call the elevator to a floor. If the cab does not respond, call the Facility Maintenance Technician on duty or on call.
2. Constantly communicate with the person trapped in the elevator, reassuring them assistance is on the way.
3. If the Facility Maintenance Technician is unable to resolve the situation, the Facility Maintenance Technician will call the Elevator Technician.
4. Under the direction of the Facility Maintenance Technician, if the elevator continues to not operate, call 911 and ask for the Fire Department to respond to the entrapment of a person in the elevator.
5. Call the Senior Admin on-call to report the incident.

DATE APPROVED:	June 2010
DATE REVIEWED:	February 2025
DATE REVISED:	January 2022

MANUAL:	Emergency	Policy No.:	1-A-75
SECTION:	Organization/Administration		
SUBJECT:	Emergency Recovery		

POLICY:

Recovery strategies will be put in place to ensure a smooth return to normal operations post-emergency. The Emergency Planning Control Group is responsible for the official declaration of an emergency ending at the location in consultation with the Administrator/designate.

PROCEDURE:

The Control Team will:

1. Ensure recovery plan is in place as part of the overall emergency response, including contact information (as required) to:
 - Insurance
 - Local contractors and disaster cleanup specialists who can be available on short notice
2. Ensure the plan includes detailed communication strategy post-emergency to follow up with and debrief residents, etc.
3. Ensure the plan outlines how the location will support residents and others who may have been impacted and are experiencing distress
4. Consider recovery in all aspects of planning, education, training and exercises.
5. Consider recovery when developing standard operating procedures and integrate into the location's emergency framework, including strategies for both physical plant and counselling assistance for team members/others as required.
6. Involve the Joint Health and Safety Committee in development of recovery strategies.
7. Evaluate and update the emergency plan within 30 days of an emergency being declared over, after each instance that an emergency plan is activated

DATE APPROVED:	July 2002
DATE REVIEWED:	February 2025
DATE REVISED:	