

***Manor/Nursing Home  
Emergency Plan  
(Guide)***

**Version 2010**

## **AUTHORITY**

All disaster planning in the \_\_\_\_\_ comes directly under the Administrator. Authority is delegated by the Administrator to the various members of the Administration and from them to other members of the community care.

On notification of an emergency or disaster it will be the responsibility of the Administrator, or in his/her absence the senior administrative employee, in consultation with the RCW in charge, to make immediate decisions concerning the following:

- extent and location of the disaster
- number of patients to be evacuated
- what phase of the plan is to be put into operation

# EMERGENCY PLAN

## **Purpose**

The purpose of this plan is to outline the course of action to be followed when an emergency threatens the \_\_\_\_\_.

## **Aim**

The protection and preservation of life and property, and the maintenance of essential services in an orderly fashion during and after an emergency.

## **Legislation**

*Hospital Act*

*Emergency Measures Act*

## **Emergency Plan Signed Authorization**

See (Annex A)

## **Activating and Implementing the Plan**

This plan will be implemented by the Administrator or the alternate (see Annex B).

## **Public Information**

All information relating to the emergency may only be released by the Administrator of the institution or his/her alternate.

## **Resources**

The Municipality of \_\_\_\_\_ has the responsibility for all external agreements.

## **Standing Operating Procedures**

Time and Work Schedules - Bulletin Boards

Security Procedures

Fire Orders

Personnel Policies

**ANNEXES**

<b>Fire Plan</b>	(see Annex C)
<b>Evacuation Guidelines Within Facility</b>	Removing some or all persons from the facility or the danger area (see Annex D)
<b>Evacuation relocation Guidelines Outside Facility</b>	Removing some or all residents to another facility for any period of time (see Annex E)
<b>Reception Guidelines</b>	Due to an emergency, there is a sudden increase in the resident population of your facility (see Annex F)
<b>Survival Guidelines</b>	Maintaining all essential services within the facility (see Annex G)
<b>Bomb Threats Plan</b>	(see Annex H)
<b>Facility Floor Plan</b>	(see Annex I)
<b>Staff Fan-out</b>	(see Annex J)
<b>Resources</b>	(see Annex K)

**EMERGENCY PLAN AUTHORIZATION**

Date Original Plan implemented:

Authorized by:

Administrator

Signature:

Date Authorized:

**Administration**

Community of

Administrator

Fire Chief:

RCMP Official:

**ACTIVATING AND IMPLEMENTING  
THE EMERGENCY PLAN**

Responsibility for activating the Emergency Plan and the order of succession for overall supervision for \_\_\_\_\_.

	<b>Res</b>	<b>Bus</b>	<b>Cellular</b>
<b>Administrator</b>			
<b>Assistant Administrator</b>			
<b>Director of Nursing</b>			
<b>Director of Nursing Assistant</b>			

## **FIRE PREVENTION**

Fire prevention is everyone's business. Fire poses an ever present hazard. However, the risks can be greatly minimized if everyone plays his/her part and enforces the rules. The greatest danger lies in SMOKING by guests, visitors and employees.

### **Enforce The Rules**

Allow smoking only **where and when** permitted. Violators must be **stopped**. There should be no exceptions from smoking areas. Keep trash cans covered to guard against careless smokers. Empty trash cans regularly. Never leave them overnight.

Other hazards include:

- improper use and storage of chemicals
- storing chemicals in unventilated areas
- smoking while using chemicals

Improper use of electrical system is another cause of fire. This can include such things as overloading electrical outlets, delayed electrical repairs/ignoring plugs which heat up, neglecting to have frayed wires repaired, etc.

**Be aware, report and check.**

### **Oxygen**

Adhere to safety precautions when using oxygen. Smoking must never be permitted in an area where oxygen is being used or stored. All unnecessary electrical equipment must be disconnected when using oxygen. Oil and grease, etc. should be washed off hands before touching oxygen equipment or controls. **Do not give an oil or alcohol rub to a resident who is receiving or about to receive oxygen.**

## **Daily Fire Prevention Checks**

All personnel are responsible for ensuring the following fire hazards are eliminated.

- a.** Exit lights burnt out - Report emergency.
- b.** Fire extinguishers (CO2 and dry chemical) with seals broken, or water extinguishers nearly empty.
- c.** Obvious fire hazards as:
  - Accumulation of combustibles
  - Oily rags, etc. in uncovered containers
  - Defective electrical wiring
- d.** Smoking in unpermitted areas - Ensure that smoking regulations are obeyed.
- e.** Electrical equipment left on - Ensure you turn off electrical equipment as soon as it is finished with.
- f.** Obstructions. Ensure that all doors, exits, corridors and stairways are free from obstructions.



## FIRE PLAN

### Preamble

The Fire Protection Plan is to acquaint you with the procedure to follow in the event of a fire. It must be emphasized, that this requires the complete cooperation of everyone involved. The first four or five minutes are the most important ones in the event of a fire. Fast efficient action can avert tragic loss.

### Authority

	<u>Res</u>	<u>Bus</u>	<u>Cellular</u>
Administrator:			
Designated Alternate:			
Fire Chief			

The Fire Chief on arrival will assume full authority for the duration of his stay on the scene.

### Administrator or Designated Alternate

1. Check to see if the Fire Department has been called.
2. Authorize, (if required), the return of off-duty staff to the Manor/Home using fan out system.
3. Call the Municipality of \_\_\_\_\_ if complete evacuation is anticipated.

### **ORDERS TO EVACUATE**

**Orders to evacuate** (See Appendix D or E) These orders shall be given when life is in peril. This order shall be given by the Administrator or designated alternate or by the Fire Chief who takes over on arrival. They may use Mutual Aid and notify the City of if assistance of any kind is needed, e.g. ambulance services, etc.

Evacuation may be required from one room, from the entire wing or from one area to another. No hard and fast rules can be laid down for evacuation.

**In the event of a fire**, remove the resident or residents from the immediate danger areas. Further evacuation will be done only if absolutely necessary. The decision to evacuate will be made by the Administrator or designate alternate or the Fire Chief. All personnel should be familiar with the evacuation routes of each wing. It is the responsibility of each Nurse Supervisor to ensure that all new personnel are aware of action to be taken in the event of a fire.

### **Extra Available Personnel**

Extra available personnel will report to the staff pool co-ordinator where he/she will assign appropriate staff to areas on request (see Annex J).

### **Telephones**

In the event of a fire, communications will rely greatly on the telephone. Staff should not use the telephone except to deal with matters pertaining to the fire. **Under no circumstances** will any employee, except the telephone operator or supervisor in charge use outside lines during the state of emergency or while necessary action is being taken following the fire. All employees are expected to remain on duty until all danger from a fire or emergency has passed and the Manor/Home has been returned to a state of normality.

### **Remember**

- a. The first five minutes of a fire are the most important.
- b. Read the instructions on the fire extinguisher **before** a fire occurs.
- c. Always fight a fire from a position near the door, i.e. make sure you can get out if the fire gets out of control.
- d. If you are using an extinguisher, aim at the base of the fire.

#### **RACE**

**R**    **Rescue**  
**A**    **Alarm**  
**C**    **Confine**  
**E**    **Extinguish**

#### **EXTINGUISHES PASS**

**P**    **Pull Pin**  
**A**    **Aim**  
**S**    **Squeeze**  
**S**    **Sweep**

### **Fire Drills**

When fire drills are announced, all personnel will react exactly as if a real fire has occurred.

## **IF AN EVACUATION IS NECESSARY**

- a. Move residents horizontally away to a safe place.
- b. Move **ambulatory** residents first, having them join hands and lead them out safest exit.
- c. Remove **wheel chair** residents next, then the totally dependent, working in pairs when possible to carry these people from danger. **Do not move beds.**
- d. Have individual staff members assigned to move severely disturbed residents, if possible.
- e. Have staff members assigned to supervise evacuated patients.
- f. The Nurse Supervisor is responsible for the safety of the Residents Kardex and, where possible, the removal of residents charts.
- g. Once residents are removed, close all fire doors to prevent spread of flames or the sudden return of residents to the danger area.

## **Evacuation Equipment**

The Nurse in charge of each unit shall see that all necessary equipment is ready for transfer to fire area when requested.

## **IMPORTANT POINTS**

1. Pay scrupulous attention to good housekeeping. Report fire hazards whenever or wherever you discover them.
2. Pay strict attention to the use of matches and smoking.
3. Know your duties in case of fire.
4. Know location and operation of fire extinguishers in your area.
5. Know location of all building exits.
6. Keep calm - use your common sense.
7. Take part in fire drills.
8. A list of residents residing in each Unit must be made available (Kardex).

9. Staff in other units, departments must be available to assist in fire area if necessary.
10. All personnel who are off duty should return to the Manor/Home in the event of a fire (fan out System see Annex J).
11. Be alert to the use of oxygen in your area.
12. Be familiar with all exits.
13. Always be alert for signs of fire and the smell of smoke.

### **Area Fire Plans**

A plan of action has been drawn up for each area of the Manor/Home. It is your responsibility to familiarize yourself with the plan for each area you are assigned to work in so that you will know exactly what to do in the event of fire.

## **BASIC STEPS IN CASE OF DISCOVERING A FIRE**

- 1.** Remove residents in **immediate danger** to a safe area.
- 2.** Activate fire alarm, inform supervisor, etc. give exact location and extent of fire and be sure that fire department is notified.
- 3.** Confine the fire, by closing door.
- 4.** Extinguish fire, if possible.

**Read the instructions on the fire extinguisher before a fire occurs.**

**Remember the RACE and PASS.**

**NOTE: Do not make outside phone calls - leave lines free.**

**Team work will hasten these procedures**

### **Personnel in General**

On receiving a general alarm, all personnel will be expected to assist as needed. No one will go off duty until all danger has passed. If the fire occurs at the end of a shift, all personnel will remain or report to their places of duty and await further orders.

Staff members will not be aware of their specific jobs until the situation arises, depending on whether the fire is in their areas or another.

In the fire plan, each staff member has a job and they should familiarize themselves with these duties so that they can perform them without a moment's hesitation.

## DUTIES AND RESPONSIBILITIES

### Nurse Supervisor

- a. Keep Calm.
- b. Confirm that the fire department has been phoned with information of area involved, type and extent of fire.
- c. Send runner to front door with key and any information received about the situation.
- d. Call Administrator \_\_\_\_\_ or; the designated alternate  
:
- e. If further help is needed, instruct appropriate person (fanout) to phone the employees in the immediate area who are off duty.

The following should be phoned if complete evacuation is anticipated:

Municipality of \_\_\_\_\_ Emergency Unit #

- f. Have someone stay by the phone until office staff arrive.
- g. Under no circumstances must the elevator be used.
- h. **Authority:**  
  
The Nurse Supervisor will assume full responsibility until the Administrator arrives. If the Administrator is not available, the designated alternate will be in charge of the operation. **The Chief of the Fire Department takes over the command as soon as he arrives.**
- I. If the alarm activates check for fire, smoke or tripped sprinkler system.

**THE FIRE DEPARTMENT PERSONNEL WILL ASSIST IN THE RESETTING OF THE FIRE ALARM SYSTEM.**

## **Nursing Personnel**

Keep calm - If you discover a fire in your unit or elsewhere:

- R** Remove residents in immediate danger without special instructions and close door.
- A** Activate alarm, use phone to announce location of fire area to Manor/Home staff.  
  
Phone \_\_\_\_\_ Fire Department, identify yourself, confirm alarm has been received, give area involved, type and extent of fire.
- C** Confine fire - close fire doors.
- E** Extinguish the fire with means available, if possible. Remember to close door if unsuccessful.

## **Remainder of Staff**

Remember that team work will hasten these procedures.

1. Reassure residents and visitors. Ask visitors to remain with their family or friends until emergency is over and help where needed.
2. Prepare to evacuate.
3. If necessary, evacuate to closest safe area farthest from fire.
4. Take Kardex and account for all residents. If time is available, take resident's charts.
5. Turn off any oxygen that may be in use.
6. Close fire doors between area's.
7. Get heavy blankets for smoldering fire. A slight blaze may be extinguished with a blanket. Even if it seems to be extinguished, leave the blanket on it.

## **DEPARTMENTAL STAFF**

### **Dietary Department**

All staff report to the kitchen.

### **Housekeeping and Laundry Department**

Report to \_\_\_\_\_ # \_\_\_\_\_ and assemble all blankets and bedding to have ready, if needed.

### **Office Personnel**

Remain in office area until your assistance is required.

### **All Departments are reminded that:**

When the alarm is heard - **Keep Calm**

1. One person is to stay by the phone & intercom.
2. Do not use the elevators.
3. Await further instructions.

### **If you Discover a Fire in your Area**

- R** Remove residents in immediate danger without special instructions and close door.
- A** Activate alarm, use phone to announce location of fire area to Manor/Home staff - the persons in charge at the moment.
- Phone Fire Department # \_\_\_\_\_ identify yourself, confirm alarm has been received, give area involved and type and extent of fire.
- C** Confine the fire - close fire doors.
- E** Extinguish the fire with means available, if possible. Remember to close door if unsuccessful.

**TEAM WORK WILL HASTEN THESE PROCEDURES**



**The Departmental Staff Will Then Complete The Following:**

**Dietary Staff**

Turn off all equipment including main gas line.

**Housekeeping and Laundry Staff**

Turn off all equipment including propane gas line.

**Office Personnel**

Remove cash, valuables, ledgers and important books to a place of safety.

**When the fire is not in your area**

1. Stay in your Unit.
2. Reassure your residents.
3. One person stay by the phone/intercom to place calls or receive instructions.
4. Account for all residents.
5. Be ready to evacuate if instructed to do so.
6. Assist other units if required and directed.

## EVACUATION OR RELOCATION WITHIN THE FACILITY

### ACTIVATING AUTHORITY

<u>Res</u>	<u>Bus</u>	<u>Cellular</u>
Administrator		
Designated Alternate		

### IN CASE OF FIRE

The Fire Chief, on arrival, will assume the authority for the duration of his stay at the scene.

1. All people at the scene of the emergency will be informed through PA system and/or word of mouth.
2. **Evacuation Route:** Horizontally, away from the dangerous area, always towards an **EXIT Area**.
3. **Order of Evacuation:**
  - a. First, remove **ambulatory** people, have them join hands and lead them to safety (appoint someone to stay with them).
  - b. Next, remove **wheelchair** people; then the **totally dependent**, working in pairs when possible.

#### **DO NOT MOVE BEDS**

- c. The Nurse Supervisor is responsible that those under his/her care are accounted for.
- d. The Supervisor is responsible for removing to safety the Kardex and, when possible, the charts.

## **EQUIPMENT, MANPOWER, ETC. REQUIRED**

1. The Unit Manager and/or Supervisor on each unit is responsible to have all **extra** wheelchairs, blankets, etc. ready for transfer to be used where needed.
2. Extra bed sheets, blankets, etc., available in the Housekeeping Department.
3. Extra available personnel from all departments shall report to the Staff Pool Co-ordinator, located in the foyer area, where he/she will assign appropriate staff to areas on request.
4. No staff shall leave the premises until the emergency situation is under control; the person in charge during the emergency will make this final decision.
5. Off duty staff from the fan-out could be required to return to the Manor/Home to help with evacuation.
6. The Municipality of \_\_\_\_\_ will respond to help, if required.

## EVACUATION OR RELOCATION - OUTSIDE THE FACILITY

### ACTIVATING AUTHORITY

See Annex B

The Administrator or designated alternate will advise the Municipality of # \_\_\_\_\_ of the building to be evacuated and to implement their plan for relocation which includes facilities, transportation and communication.

1. Residents to be arranged in predetermined groups to facilitate loading vehicles as they arrive at pre-arranged intervals.
2. Supervisor will delegate staff to accompany the residents as required.
3. Nursing Supervisor responsible for the gathering and safeguarding of necessary medical records.
4. Office staff is responsible for the gathering and safeguarding of necessary office records.
5. Our emergency re-location building is the \_\_\_\_\_ .

## RECEPTION - EXPANSION GUIDELINES

### ACTIVATING AUTHORITY

See Annex B.

The Administrator or designated alternate will alert Department Heads of incoming people.

If extra outside equipment and/or manpower is required, the person in charge will call:

- The Municipality of
- The City of \_\_\_\_\_ for mutual aid Public Works
- Emergency Measures Organization
- Social Services
- Environmental Emergency 1-800-565-1633
- Fire Marshals Office (Fire Investigation)

## **SURVIVAL GUIDELINES**

### **ACTIVATING AUTHORITY**

See Annex B

1. The Director of Nursing is responsible to maintain at least one week's supply of drugs (resident medication).
2. The Dietary Supervisor is responsible to maintain at least one week's supply of food and cooking fuel.
3. The Maintenance Supervisor is responsible to continually check heating fuel supplies.
4. In the event of an emergency, communication will rely greatly on the telephone. Staff should not use the telephone except to deal with matters pertaining to the emergency.

**Under no Circumstances** - will any employee, except the telephone operator or Supervisor in charge, use outside lines during the state of emergency or while necessary action is being taken following the emergency .

## **BOMB THREAT**

### **TELEPHONE PROCEDURES**

#### **When a bomb threat is received:**

1. Accept the call  
Keep the line open  
Contact the RCMP at
2. Listen.
3. Be calm and courteous.
4. Do not interrupt the caller.
5. Obtain as much information as you can.
6. Notify other responsible authority by pre-arranged signal while caller is on the line.
7. Write down exact wording of threat.

#### **To keep the caller on the line, ask the following:**

1. What time will the bomb explode?
2. Where is it?
3. Why did you place the bomb?
4. What does it look like?
5. Where are you calling from?
6. What is your name?

## **BOMB THREAT (con't)**

### **Identifying Characteristics:**

1. Sex
2. Accent (English, French, etc.)
3. Manner
4. Background noises
5. Voice was familiar
6. Caller was familiar with area
7. Estimated age
8. Voice (loud, soft)
9. Diction (good, nasal, lisp, etc.)

Police Chief or designate shall, on arrival, assume full authority for the duration of his stay at the scene.

### **Evacuation Guidelines**

1. Keep cool.
2. Follow instructions of Supervisor.
3. Remember that you have a bomb threat plan.
4. Remove charts, necessary drugs, important papers.



## **BOMB THREAT (con't)**

### **Search Guidelines**

1. Don't touch anything - report any suspect objects.
2. Unlock drawers, cabinets (do not open) for search crews.
3. Search your immediate area.
4. You can help by identifying strange or misplaced objects.

### **Precautions**

Should a device or suspect device be discovered:

1. **Do not touch or move it.**
2. **Do not assume that it is the only one.**
3. **Do notify person in charge.**

**FACILITY FLOOR PLAN**

**EMERGENCY STAFF FAN-OUT LIST**

**Employee on duty will call:**

RES

BUS

CELLULAR

Administrator,

Assistance Administrator

**This person will then call  
in order of priority:**

Secretary

Community Resident

Municipal Resident

**One of these people will call the following persons to tell them to report to their  
place of work at \_\_\_\_\_ immediately:**

NAME	OK	NO RESPONSE	PHONE

**PRIORITY PERSON TO ADVISE ADMINISTRATOR WHEN CALL IS  
COMPLETE**

**EMERGENCY STAFF FAN-OUT LIST**

<b><u>Position</u></b>	<b><u>Name</u></b>	<b><u>Home Phone</u></b>	<b><u>Cellular</u></b>
Administrator			
Asst Administrator			
Kitchen Staff			
Kitchen Staff			
Floor Supervisor Asst			
RCW Aid			
RCW Aid			
RCW Aid			
Cleaner			
Cleaner			
Cleaner			

## RESOURCES

<u>RESOURCE</u>	<u>CONTACT</u>	<u>RES</u>	<u>BUS</u>	<u>CELL</u>
<b>Relocation Facilities</b>				
<b>Feeding</b>				
<b>Blankets, pillows, towels, face cloths</b>				
<b>Electrical</b>				
<b>Plumbing</b>				
<b>Maintenance</b>				

**RESOURCES (con't)**

<b><u>RESOURCE</u></b>	<b><u>CONTACT</u></b>	<b><u>RES</u></b>	<b><u>BUS</u></b>
<b>Maritime Electric</b>			
<b>Snow Plow Operator</b>			
<b><u>Medical Resources</u></b>			
<b>Doctors</b>			
<b>Ambulances</b>			
<b>Manors</b>			

**Nursing Responsibilities**

Responsible for this area is:

- All medical records (transported to neighbour)
- Remove people from their room
- Have a list of family members and contact them

**RESOURCES (con't)**

<b><u>RESOURCE</u></b>	<b><u>CONTACT</u></b>	<b><u>RES</u></b>	<b><u>BUS</u></b>	<b><u>CELL</u></b>
<b>Nurses</b>				
<b>Home Maker</b>				
<b>Clergy</b>				
<b>Communications</b>				
<b><u>Transportation</u></b>				
<b>School Buses</b>				
<b>4 Wheel Drives</b>				
<b>Snowmobile Club</b>				

**RESOURCES (con't)**

<b>RESOURCE</b>	<b>CONTACT</b>	<b>RES</b>	<b>BUS</b>	<b>CELL</b>
<b>Vans</b>				
<b>Wheelchair</b>				
<b>Accessible Bus/Van</b>				
<b>Service Truck</b>				
<b>Traffic Control</b>				
<b>Heavy Equipment</b>				