COMMUNITY LIVING DURHAM NORTH

EMERGENCY PLAN

Policy No: A-21 (Administration)

Effective Date: May 1, 2013
Revision Date: Sep. 30, 2024
Review Date: Sep. 29, 2025

Rationale:

To ensure that Community Living Durham North takes the necessary precautions and puts in place the necessary systems such that it can respond in an effective and coordinated way to any crisis or community disaster.

Policy Statement:

In advance of any emergency or disaster occurring, Community Living Durham North will proactively plan, train its staff, lay in supplies and install specialized equipment so that a state of preparedness is achieved and constantly monitored.

In the event of emergencies that threaten peoples' safety and/or the continuity of service provision, Community Living Durham North will respond in such a way as to:

- Maintain a safe environment;
- Keep open the lines of communication with staff, families, the people we support and the general public through methods that are effective and practical;
- Provide centralized direction and coordination that is consistent and decisive;
- Support people in their own homes as long as possible before evacuating;
- Protect, restore and resume regular business as soon as possible after the initial crisis is over.

This policy will be reviewed at least annually by our Joint Health and Safety Committee and by the Board of Directors.

Approved by: Clare Suggitt Date: September 29, 2025
for the Board of Directors

COMMUNITY LIVING DURHAM NORTH

EMERGENCY PLAN

Procedure No: A-21-1	Effective Date: May 1, 2013
Emergencies and Service Disruptions	Last Revision:
	Last Review: Sep. 29, 2025

- Community Living Durham North has a duty of care regarding the people we support. Our obligation toward them does not cease because of emergencies, disasters, or other circumstances beyond our control.

- It is the responsibility of staff to identify possible hazards and to take precautions; each person's health and safety will be of primary importance in an emergency. In the event of a localized situation, such as a medical emergency, fire or a health and safety issue caused by challenging behavior, guidance is provided by policy B-15-1 *Emergency Response and Reporting Procedures*. The default response is to call 911 immediately.

- In the event of a more generalized emergency or disaster, some leadership will be assumed by the local municipality. Municipal governments monitor existing and emerging risks including transportation related incidents such as chemical spills, storms and other weather-related emergencies, evolving hazards such as pandemic influenza, computer viruses, power outages and potable water contamination. Within Durham Region, the following radio stations are designated media for the broadcast of information and instructions:

AM	CFTR 680	FM	CBC Radio One 99.1
AM	CFRB 1010	FM	CBC Radio Two 94.1
AM	CKDO 1580	FM	CKDO 107.7
		FM	CJKX 95.9
		FM	Hits FM 105.5

- The agency will monitor these media and once it is determined that a disaster or emergency is directly impacting the safe operation of CLDN, the CEO or designate will declare an emergency situation, specifying whether it is agency wide or confined to a particular location or program site(s).

- There must be a centralized coordinated response to any generalized emergency. If sheltering in place is the order of the day, it will probably be the preferred response of all program locations and it is therefore best if they all receive direction from a central source, as opposed to being left to their own devices in the hope they will make the

correct decision independently. Also, it is essential that management know the precise location of all people/locations, at any given time, in order to communicate accurately with emergency services and families.

- Within the agency, the CEO will assume overall responsibility and will establish a chain of command and communication, liaising as needed with the Board of Directors, government agencies and the general public.

- Detailed protocols regarding sheltering in place, evacuations, the contents and maintenance of our Emergency Supply Kits, and the variable responses appropriate to different types of emergencies, can all be found in the Program Information Binder on hand at each site. These binders are therefore an integral part of CLDN's Emergency Plan. All staff and people receiving services will be oriented to our Emergency Plan.

Procedure No: A-21-2	Effective Date: May 1, 2013
Emergency Response Centre/Team	Last Revision: Sep. 30, 2024
	Last Review: Sep. 29, 2025

- In the event of a generalized emergency, all directors and managers will be expected to report for duty and, as a group, they will constitute our Emergency Response Team. The main administrative office on Vanedward is the hub of our communications system and will function as our command centre.

- Emergency Response Team members will be assigned and dispatched to affected program sites to assist in addressing the safety needs of supported people and employees. Their roles will include the assumption of primary responsibility, assisting with "sheltering in place" protocols, or with evacuation procedures, as the case may be, and ongoing communication with the command post.

- It is possible that our Vanedward location is made inaccessible by road closures or other circumstances. Or it may become preferable to locate the command post closer to an emergency that is occurring to the west or north of us. Depending on circumstance, alternate sites for the command post are:

  188 Mary Street, Port Perry
  243 Union Avenue, Port Perry
  2 Campbell Drive Uxbridge
  29 Lorne Street, Sunderland

- The most senior manager/director at the command post, typically the CEO, will lead the Emergency Response Team and its communications. The communication function will include maintaining contact with the families of supported people; with staff and/or with their emergency contacts in case of injury; with the governing Board of

Directors and our funding Ministry (in order to maintain Serious Occurrence reporting processes); monitoring the directives that come out of the Public Health Unit or other command centres, depending on the nature of the crisis; and contacting contractors and suppliers with a view to maintaining normal business functions and ensuring the health and safety of everyone.

- All media communication is the responsibility of the CEO or designate.

Procedure No: A-21-3	Effective Date: May 1, 2013
Business Continuance – Essential Services	Last Revision: Sep. 29, 2025
	Last Review:

- Essential services are those that must continue to operate at all times. In the event of a disaster or large-scale emergency, the continuance of high priority services might require us to suspend or discontinue medium and low priority services.

- Within CLDN, the following are deemed to be "high priority," and are presented in alphabetical order:

  Accounting (payables, receivables, budgets, government reporting, etc.)
  Administration (front office – main centre for communication, visitor screening)
  Delivery Services (delivery to us of food, medicines, etc.)
  Environmental Services (cleaning, housekeeping, security, maintenance, etc.)
  Human Resources (payroll, benefits, health records, absences, etc.)
  IT (computer and cell phone maintenance, communication systems)
  Purchasing (food, cleaning supplies, hygiene and personal care products)
  Residential Services (ongoing care for people supported residentially)

- Lower priority services will be continued to the best of our ability, but in extreme situations may need to be limited or closed entirely to help ensure the health and safety of all. In alphabetical order, they are:

  Adult Social Group
  Community Resource Centers (Day Services) in Uxbridge and Port Perry
  Respite Programs in Uxbridge and Port Perry
  Visitors, Meetings, Training and other similar discretionary activities

  In certain situations, the suspension of these programs will also be in the best interest of those who use them. For example, in the midst of a pandemic, it is wiser to stay home than to attend a program that congregates people in large groups.

- Ransomware Attacks - In the hierarchy of threats, this is the most serious. Our response would be as follows:

  - On discovery of event, we will shut down our internet and internal network, and contact our provider of IT expertise (currently CSIS).
  - Our manager of IT, with support from CSIS, will identify the cause of breech, update all passwords, clean all devices, and remove from the network anything that is untrustworthy.
  - Back-ups will then be restored (i.e., returned to their status quo ante or their last known, good configuration).
  - We will then be ready to resume operations and finish the repair of any compromised machines that need to be reloaded.
  - At the outset of this process, we will have engaged with our cyber insurer.
  - At the end point, if we are not clear how the attack was accomplished, it might be necessary to seek third party advice (beyond what CSIS can provide).
  - Finally, we will decide what client, staff or vendor notifications are required and, if necessary, commence that process.

- Server Failure - Backups are tested regularly and are working well (i.e., they are capturing everything that they are expected to capture). The process of recovering everything off the back-ups would take 4 to 8 hours.

  Our response to a server failure will be:

  - Contact CSIS
  - CSIS will provide onsite service and will repair our server or, if not repairable, restore the server.
  - We have three servers (Main, Remote and CARM) and, if need be, the contents of the failed server could be transferred temporarily onto one of the other two. If the main server cannot be restored, we will then restore to a new server or to a CSIS Loaner server, if necessary.

- Extended loss of Internet or loss of onsite access to servers in the head office – this is a third common and serious event. Our response would be to either move our servers to another site (188 Mary Street) or to the CSIS office in Oshawa where we could access them remotely.

- Internal Communication, in the event of an incident:

  - Notify employees of IT disruptions and provide guidance on alternative work procedures.

- Provide regular updates on IT recovery progress and expected restoration timelines.

- External Communication, in the event of an incident:

  - Inform clients, partners and stakeholders of IT system impacts and recovery efforts.
  - Manage external communications through designated spokespersons to maintain transparency and manage expectations.

- Emergency phone numbers are posted at phone stations throughout the agency and staff have the guidance of Policy B-15 *Emergency Response and Reporting Procedures.*

- Employees are made aware of the emergency preparedness measures taken by the agency, they are trained in how to support people in emergency situations, and Emergency Plan instructions are located in the Program Information Binder.

- Generators are available at the following program sites:

243 Union Ave, Port Perry	A wired in, self-starting
67 Lakeview, Port Perry	Portable
15608 Simcoe Street, Port Perry	A wired in, self-starting generator
18500 Island Road, Port Perry	A wired in, self-starting generator
169 Maple Street, Uxbridge	Portable
88 Ewen Drive, Uxbridge	Portable
49 South Balsam, Uxbridge	Portable
29 Lorne Street, Sunderland	A wired in, self-starting generator
71 County Road #4, Manilla	A wired in, self-starting generator
417 Golf Course Road, Janetville	A wired in, self-starting generator
C1040 Conc. Road 13, Cannington	A wired in, self-starting generator
158 Reach Street, Uxbridge	Portable
22351 Lakeridge Rd, Uxbridge	A wired in, self-starting generator
101 Alva St, Port Perry	A wired in, self-starting generator
365 Cochrane St, Port Perry	Portable
1355 Hwy 7A, Port Perry	Portable
22 Ianson Drive, Greenbank	A wired in, self-starting generator

During power outages, the portable generators will power the furnace and A/C system as well as necessary lighting and the fridge, stove, microwave, etc., to enable food

preparation. It is expected that the wired in generators will power the entirety of the home.

- Generators are checked regularly by CLDN's internal maintenance personnel. Major equipment such as water systems, sprinklers and other fire safety equipment are checked monthly by contracted third party maintenance personnel. Staff also receive training on the operation of the equipment.

- Our Respite homes and group homes all maintain a 72-Hour Emergency Supply Kit. The kits are fully stocked and checked monthly. All water will be replenished every January. The storage location of the 72-Hour Emergency Kit in each of these sites is documented in the Program Information Binder.

Procedure No: A-21-6	Effective Date: May 1, 2013
Emergency Plan Information	Last Revision:
	Last Review: Sep. 29, 2025

- The Program Information Binder contains an assortment of information provided by regional and municipal Emergency Task Groups. They are designed to educate staff in the best way to respond to a variety of emergency situations. The selection includes:

  - In the event of an Environmental/Emergency or Disaster
  - In the Event of an order to Shelter in Place
  - In the Event of an Evacuation Order
  - Evacuation Checklist
  - After the Disaster
  - "Be Prepared, Not Scared"
  - Community Living Durham North Pandemic Preparedness Plan
  - Nuclear Public Safety

Procedure No: A-21-7	Effective Date: May 1, 2013
Recovery Planning	Last Revision:
	Last Review: Sep. 29, 2025

- Once the level of damage has been determined and as quickly as possible after an emergency or disaster occurs, the CEO will provide the Board of Directors with a report of the situation including a summary of options. The Board of Directors, in consultation with the CEO, will decide on what course of action to take. This decision will guide the Association in the planning required to recover, rebuild or replace whatever has been damaged or destroyed.

- Counseling assistance for people and staff will be provided through local resources or our EAP provider to debrief and support people emotionally through such times of upheaval.

Approved by: Glenn Taylor Date: September 29, 2025
CEO