

COMMUNITY LIVING DURHAM NORTH

EMERGENCY PLAN

Policy No: A-21 (Administration)

Effective Date: May 1, 2013

Revision Date:

Review Date: March 9, 2020

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 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.

Approved by: Jamie Ross
for the Board of Directors

Date: April 29, 2013

COMMUNITY LIVING DURHAM NORTH

EMERGENCY PLAN

Procedure No: A-21-1
Emergencies and Service Disruptions

Effective Date: May 1, 2013
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Last Review:

- Community Living Durham North has a duty of care in regard to 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
Emergency Response Centre/Team

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- 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:

16025 Old Simcoe Road, Port Perry
243 Union Avenue, Port Perry
23 Church Street, 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

Business Continuity – Essential Services

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- 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:

Community Resource Centers (Day Services)

Respite Programs

Visitors, Meetings, Training and other similar discretionary activities

Youth Group

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.

Procedure No: A-21-4
Emergency Preparedness

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- 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
67 Lakeview, Port Perry
15806 Simcoe Street, Port Perry
18500 Island Road, Port Perry
169 Maple Street, Uxbridge
88 Ewen Drive, Uxbridge
49 South Balsam, Uxbridge
29 Lorne Street, Sunderland
71 County Road #4, Manilla
417 Golf Course Road, Janetville
C1040 Concession Road 13, Cannington
158 Reach Street, Uxbridge
22351 Lakeridge Rd, Uxbridge

*16025 Old Simcoe Road has the capability of using a generator but it is vulnerable to theft after hours. For this reason, its generator is stored in the agency's storage shed and will be transported to 16025 Old Simcoe as required.

During power outages, all of the generators will power necessary lighting and the fridge, stove, microwave, etc., to enable food preparation. Except for the one at Mariposa, they were also able, during a September 2013 audit, to power the furnace and A/C system. Mariposa's furnace or A/C system would have to be turned off.

- Major equipment such as generators, hot water systems, sprinklers and other fire safety equipment are checked on a monthly basis 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-21-5
Emergency Plan Information

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- The Program Information Binder contains an assortment of information provided by regional and municipal Emergency Task Groups. They are designed to educate staff on 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-21-6
Recovery Planning

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- 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
CEO

Date: March 9, 2020