

Markhaven, Inc.

DEVELOPER: HR Business Partner	MANUAL: Emergency Plan	SECTION: Introduction	INDEX-ID: EM-A-001
APPROVED BY: Executive Director	SUBJECT NAME: Emergency Management		PAGE: 1 of 3
REVIEWED/REVISED DATE: April 2025	NEXT REVIEW DATE: April 2026	SUPERSEDES: N/A	DATE: April 2012

POLICY STATEMENT

Markhaven Home for Seniors (here after called Markhaven) is committed to ensuring the health, safety, security and protection of its staff, residents, visitors, volunteers, students and contractors (here after called individuals). As such Markhaven has written procedures various emergency situations that include immediate actions, roles and responsibilities, community resources key contacts documentation requirements, supply access and provisions, lines of command, communication, procedures, staffing contingency plans, and plans for recovery.

SCOPE

This policy and procedure apply to all individuals across Markhaven. It is everyone's responsibility to be familiar with this policy and procedure and act accordingly.

POLICY

An emergency is defined as a situation or impending situation that constitutes a danger of major proportions that could result in serious harm to persons or substantial damage to property and is caused by the forces of nature, a disease or other health risk, an accident or an act whether intentional or otherwise. Emergency management is defined as organized activities undertaken to prevent, mitigate, prepare for, respond to and recover from actual or potential emergencies. Emergency Management Framework for Ontario. Markhaven will have current emergency plans in place that are immediately accessible, that are part of a rigorous training and orientation process, that provide all staff with the knowledge they require to act quickly, effectively and efficiently in emergency situations. The purpose of the Emergency Plan is to give clear, written direction for prevention of, preparedness for, response to, and recovery from common types of emergencies that may affect Markhaven. Emergency Management Plan components have been developed:

- a) To ensure Markhaven is proactive in their response by conducting HIRA Analysis to determine type of risk, its probability and its impact and incorporating the outcome of that analysis into our plans
- b) To ensure that the safety and well being of the residents, visitors and staff (individuals) are maintained in the event of an emergency (including but not limited to):
 - i. An evacuation of Markhaven.
 - ii. The relocation of residents to another facility due to a prolonged evacuation of Markhaven.

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- c) To provide a clear delineation of roles and responsibilities in the event of an emergency situation. To provide a resource for staff, visitors and Emergency Services in the event of an emergency situation.
- d) To ensure a strategy is in place for staff contingency planning.
- e) To provide consistent training/education to staff and other individuals in responding to emergencies, and to provide a document that can be used to educate staff and visitors on universal codes, types of emergencies, evacuation and relocation protocols.
- f) To document policies and procedures to respond to the emergencies outlined by our standardized codes noted below, including written plans for food, fluid and drug provision in times of emergency.
- g) Are developed and/or vetted/approved in consultation with internal representatives of the home, families/residents, and community partners and EMS partners such as Fire department, police, ambulance etc. In addition to ensuring agreements with partners are in place and current.
- h) To establish a consistent communication process and procedures for use in times of emergency.
- i) To ensure stockpiling of supplies and equipment is available and current to respond in emergency situations.
- j) To ensure that Markhaven is able to receive and care for relocated persons from another long-term care home; to have a system in place to account for all resident and staff whereabouts in times of emergency and/or evacuation.
- k) To continuously monitor, test and improve through regular drills and table-top exercises conducted monthly or annually as recommended by regulation/legislation.

Markhaven has adopted Standardized Emergency Colour codes enabling the organization to alert staff, residents and visitors and to respond in a consistent, efficient and effective way to specific emergency situations. These codes and response plans are the foundation on which our emergency plans are based. Each code below has its own specific plan and procedure.

Code Red	Fire
Code Black	Bomb Threat
Code Blue	Medical Emergency
Code Orange	External Disaster
Code Green	Evacuation
Code Yellow	Resident Missing
Code White	Aggressive Behaviour
Code Purple	Receiving Evacuees
Code Brown	Chemical Spill
Code Grey	External Air Exclusion

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The plans associated with the above noted codes can be accessed in the Emergency Manual within the Policy repository folder.

COMMUNICATION

Our emergency communications plan for announcing emergency codes is practiced on a regular basis and drills and tests follow a prescribed schedule to ensure individuals are aware of expectations and responses to emergency situations are kept in front of mind. These communications plans include but are not limited to:

- a) Announcement of codes and scripting
- b) Fan out lists
- c) Emergency contact lists – internal and external
- d) Family and resident communications strategies

RECOVERY

Recovery strategies have been developed to ensure a seamless return to operations. In addition, all emergency situations and their outcomes will be documented for continuous improvement and for proactive development of emergency strategies.