


SECTION:	EMERGENCY RESPONSE & REPORTING	EFFECTIVE DATE:	May 26, 2008
SUBJECT:	ON CALL	REVISED DATE:	February 25, 2010
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POLICY STATEMENT It is the policy of Community Living Peterborough to assure a 24-hour response capability and to ensure that all staff, services, families, persons receiving service and community have managerial and administrative resources and supports available to them at all times.


PURPOSE: The On Call procedures will ensure that all staff and services of Community Living Peterborough have access to management personnel at all times to assist in clarification of procedures and/or facilitate responses to unusual or emergency situations.

While all staff and services shall have available to them procedures manuals outlining recommended responses to most situations, we recognize that there may be situations which require additional clarification and/or authorization.

PROCEDURES: In order to effect 24-hour access, Community Living Peterborough maintains a “Managers On Call System”. Relevant management personnel shall provide, on a weekly rotation, emergency on-call support. This support staff will be responsible for providing support, direction, and advice to all service providers affiliated with the Agency during weekends, evenings and holidays. The intent of the support is to assist with emergency situations and Serious Occurrences, which may arise during the course of service provision.

This system and relative procedures will be contained in a “Managers On Call Program Manual”. The phone number is (705) 876-1810.

All personnel included in the on-call rotation **will ensure their awareness** of all policies and procedures relevant to emergency situations/Serious Occurrences Reporting as it pertains to Community Living Peterborough.

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All staff and service providers within Community Living Peterborough will be orientated to the use of the on-call support system and any revisions that may take place.

All staff, programs and service providers affiliated with Community Living Peterborough will receive the phone number to access the on call system.

The on-call personnel shall:

1. Provide advice or direction to any service provider/family affiliated with the Agency;
2. Call the related Manager and any other management staff up to and including the CEO for additional clarification authorization as deemed necessary or required in policy and procedure manuals;
3. Document the discussion for all calls received on the Q4 Database and forward to the related Manager and/or CEO on the first working day following the call; and
4. Ensure Serious Occurrence Procedure is followed in accordance with Ministry of Community & Social Services' guidelines if required. (*see policy ER 20.02*)

POLICY # ER 20.02

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POLICY STATEMENT It is the policy of Community Living Peterborough that all occurrences of a serious, extraordinary or unusual nature shall be responded to by agency personnel in a professional and timely manner, with the aim to minimize potential, real or perceived future risks. Staff shall report verbally and in writing as applicable (see below) to senior staff as quickly as possible following the occurrence.


PURPOSE: This policy exists to:

1. Protect the persons receiving supports from Community Living Peterborough from circumstances which may be harmful or potentially harmful to their wellbeing;
2. Protect Community Living Peterborough employees from circumstances which may be harmful or potentially harmful to their person, their professional or personal reputation or their employment status;
3. Protect Community Living Peterborough itself; and
4. Ensure Ministry requirements for reporting of Serious Occurrences are met.

- *Serious incidents will be identified immediately.*
- *The urgency of a situation will be evaluated accurately.*
- *High and medium risks to result in further harm or incidents will be dealt with immediately.*
- *The reporting process is understood and shall be adhered to appropriately.*
- *Professional and timely follow up and debriefing will be carried out.*

PROCEDURES: Enhanced Serious Occurrence Reporting procedures will be followed when **emergency services** (i.e. police, fire and/or ambulance) are used in response to a **significant** incident involving a person in service of the Ministry of Community and Social Services or the Ministry of Children

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and Youth Services, and/or the incident is likely to result in **significant** public or media attention.

Furthermore, staff shall report immediately, verbally (to be followed by a written report within 24 hours) to the CEO or his/her designate any allegation or suspicion of abuse or neglect of any person supported by Community Living Peterborough. *(see policy PS 10.14)*

Community Living Peterborough and its staff shall comply with the Serious Occurrence Reporting Procedures of the Ministry of Community and Social Services and the Ministry of Children and Youth Services and shall ensure that this Policy is, and continues to be, in accordance with those procedures.


Community Living Peterborough, in keeping with Ministry policy, requires that all serious occurrences involving individuals receiving support be brought to the attention of the Ministry Program Supervisor by the CEO or designate within 24 hours of the occurrence.

Incidents meeting the criteria of an Enhanced Serious Occurrence must be reported to the Ministry within 3 hours of the incident's notification to the Agency.

Definition of Serious Occurrence (Critical Nature):


1. Any **death** of a person supported by Community Living Peterborough, which occurs while participating in a service;
2. Any **serious injury** to a person supported by Community Living Peterborough, which occurs while participating in a service. This includes:
 - Any injury **caused by the service provider**;
 - A **serious accidental injury** received while in attendance at a service provider setting, and/or in receiving service from the service provider; or

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- An **injury** to a person supported by Community Living Peterborough, **which is non-accidental**, including self-inflicted or unexplained and which requires treatment by a medical practitioner, including a nurse or dentist.
3. Any alleged **abuse or mistreatment of a** person supported by Community Living Peterborough, which occurs while participating in a service. This includes all allegations of abuse or mistreatment of any person supported by Community Living Peterborough against staff, foster parents, volunteers and temporary care providers. This also includes incidents where an injury is sustained between peers.
 4. Any situation where a person supported by Community Living Peterborough **is missing**, in accordance with ministry requirements for applicable program sectors; otherwise, where the service provider considers the matter to be serious.
 5. Any **disaster**, such as **fire**, on the premises where service is provided.
 6. Any **complaint** concerning the **operational, physical or safety standards** of the service that is considered by the service provider to be of a serious nature, including any report of adverse **water quality**.
 7. Any **complaint made by or about a** person supported by Community Living Peterborough, or any other serious occurrence concerning a person supported by Community Living Peterborough, that is considered by the service provider to be of a serious nature.
 8. Any use of a **physical restraint of a resident** in a residence licensed as a children's residence under the *Child and Family Services Act* or in a residential program funded under the *Social Inclusion (VS:11.77) Act* that provides group living supports to adults with intellectual disabilities.

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9. Any medical intervention provided to a child under the age of 18 who is living under the auspices of the specialized foster care program (Family Enhancement).


Definition of Serious Occurrence (Less Critical Nature):

1. Any major **breach of confidentiality**;
2. Any **motor vehicle accident** involving an agency vehicle or a staff-owned vehicle being used for transporting person supported by Community Living Peterboroughs;
3. Any incident involving **emergency response by police, fire, or ambulance services**;
4. Any **serious damage** to Community Living Peterborough property, however caused;
5. Any **serious damage to third party property** such as a neighbour's property or a vehicle by Community Living Peterborough employees, a person receiving service, volunteers or others acting for the agency;
6. Any other occurrence **judged by an employee to be sufficiently serious**, unusual or extraordinary to merit the attention of management staff.

Responding to a Serious Occurrence:


1. The person receiving service shall be provided with **immediate medical attention** when warranted.
2. Appropriate steps shall be taken to **address any continuing risks** to the person's health or safety and/or the need for the same or similar steps to address the health and safety of other persons will be considered.
3. Staff in charge at the time of the occurrence will **report immediately to a management** employee on duty/available. This person will notify the Chief Executive Officer and other management personnel and determine if the family/support network of the individual involved should be notified.

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- Staff are **individually responsible** for deciding whether to advise supervisory staff, and/or to file an Incident Report following an occurrence. Individual staff should not feel constrained by the actions taken or not taken by their colleagues.
 - Failure to follow Serious Occurrence Reporting procedures will be considered a **disciplinary matter**.
4. The local **coroner will be notified** immediately by in **all** cases involving death, regardless of location (e.g. hospital) or circumstances (e.g. Do Not Attempt to Resuscitate Order was in effect, or death is not considered questionable).
 5. Staff members or any other person witnessing or having knowledge of the occurrence shall write an **Incident Report** and appropriate **contact sheet**, enter the information into the Q4 Database, and provide these to the responding management staff prior to leaving the program location or site of the occurrence.
 6. The designated management staff shall immediately begin a **Serious Occurrence Inquiry** to gather information regarding the actual or alleged occurrence(s). The inquiry information gathered by the designated person will form the basis of the **Serious Occurrence Notification Reports/Inquiry Report** and should therefore include as many of the following details as available at this time:
 - Description of the occurrence;
 - The allegation of the person supported by Community Living Peterborough (if applicable);
 - Date, time and location of occurrence;
 - Time occurrence was reported;
 - Reason for the occurrence (if known);
 - Persons involved;
 - Action taken;
 - Current status;
 - Parties notified:

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- Coroner in all cases of death,
- Police/CAS as applicable,
- Parents/others as appropriate,
- Emergency contact person for an adult receiving service; and
- Further action recommended:
 - Specific to immediate situation, and/or
 - Related to potential underlying factors. (e.g. review of particular internal policy, review of program/treatment plan for person, staff training requirement, modification to physical plant, etc.)


7. The **designated management staff** will forward to the Ministry of Community and Social Services or the Ministry of Children and Youth Services immediately and to the CEO or designate within 24 hours, a **Serious Occurrence Notification Reports/Inquiry Report**.

Should **Enhanced Serious Occurrence Reporting** procedures be required, the **designated management staff** will ensure the Ministry's early alert system is notified at Fax 1-905-868-9613 or by phone 1-877-669-6658 or 1-905-868-8900 ext. 5506 **within 3 hours** of becoming aware of the incident.

8. Notification for a **Serious Occurrence Notification Reports/Inquiry Report** will be by facsimile, or telephone if facsimile is not available, at the numbers indicated below.

		Facsimile	Voice
Weekdays/Evenings/Overnight	6:30 AM Mondays to 6:00 PM Fridays	1-866-312-0672	1-866-312-0673
Weekends & Government Holidays	6:00 PM Fridays to 6:30 AM Mondays	1-866-262-8881	1-877-444-0424

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***These procedures will be followed around the clock on weekdays, weekends and government holidays.**

Government Holidays that are observed on a regular workday or weekend are:

- | | |
|----------------|--------------------|
| New Year's Day | Aug. Civic Holiday |
| Good Friday | Labour Day |
| Easter Monday | Thanksgiving |
| Victoria Day | Remembrance Day |
| Canada Day | Christmas Day |
| | Boxing Day |


The **designated management staff** will also telephone the early alert system and leave a voice mail stating that a Serious Occurrence Initial Notification Report was faxed, the time and date of the fax, and the name and telephone number of the **designated management staff** who completed the Serious Occurrence Initial Notification report.

Where the report is filed by telephone, the **designated management staff** will either speak to the Ministry official or will know that the report has been left on the appropriate voice mail based on the Voice Message introduction which clearly states that it is the message centre for the early alert system.

The report can also be e-mailed to the Ministry at cer.sos.cff@ontario.ca. When e-mailing and reporting a Serious Occurrence for a child in the Specialized Foster Care Program, you must also c.c. the Licensing Officer, Linda Skerratt.

- The **Chief Executive Officer** will ensure **appropriate follow-up** to ensure causes leading to the occurrence are prevented in the future, as possible; determine what further reporting will be required, i.e. *Ministry, police and/or Crown Attorney* to further **investigate**; and what **debriefing** will be required by the attending staff, i.e. *peer counselling, violence debriefing checklist, training, etc.*


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10. All **Communication** regarding the incident, including communications with lawyers, insurance agents and media, will be the responsibility of the **President or Chief Executive Officer**.

11. If on the basis of the inquiry, there is reason to **suspect that a person receiving service has been abused** (and/or in need of protection, in the case of a child), the responding management person shall ensure immediate contact with:

- **The Children’s Aid Society** and police as appropriate, in the case of a child (Note: it is the person who has reasonable grounds to suspect that a child is or may be in need of protection, who is legally obligated to make a report to the CAS)
- The **Police**, and with applicable service providers, policies/practices, etc. as appropriate.


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POLICY STATEMENT In all cases of incidents regarding people using Community Living Peterborough’s services, an incident report will be completed. The specific procedures for handling and reporting the incident will be followed. No procedure or list of occurrences can address all possibilities, staff members are always to place a person’s safety, health and comfort above all other priorities.

PROCEDURES: Community Living Peterborough will input all relevant data into the Q4 Database Data Management System which will identify trends/patterns and situations that may precipitate abuse, neglect, injury or vulnerability. Regular data analysis will be used to prevent and protect people from any of the situations outlined below.

In the event of any of the following, the procedure as outlined is to be adhered to:

- 1. Police Involvement**
 - A) Telephone contact with the on-call system;
 - B) Complete an incident report; and
 - C) Forward report the next working day to appropriate personnel.
- 2. Drug Overdose**
 - A) Follow **PEOPLE IN SERVICE** Section – Policy PS 10.13 Medication Administration
- 3. Ingesting Wrong Medication**
 - A) Follow **PEOPLE IN SERVICE** Section Policy PS 10.13 Medication Administration;
 - B) Fill in Medication Error form; and
 - C) Record as appropriate.

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A) Record as appropriate.

4. Medication Error

B) Follow **PEOPLE IN SERVICE** Section –Policy PS 10.13 Medication Administration;

C) Complete Medication Error Form; and

5. Drug – Adverse Reaction

A) Follow **PEOPLE IN SERVICE** Section –Policy PS 10.13 Medication Administration; and

B) Record as appropriate.

6. Illness

A) Make sure the person isn't in immediate danger;

B) If the person is at risk, call 9-1-1 and/or on call system immediately. It is the responsibility of **staff on duty** to determine risk factor;

C) If the person is not at risk or the situation is not deemed to be a medical emergency, support the person's needs;


D) Ask the Primary facilitators or staff assigned to contact the person's physician for an appointment, if required; and

E) Note incident and procedure followed as appropriate.

7. Accidental Injury

A) Make sure the person is not in immediate danger;

B) If the person is at risk, call 9-1-1 and/or on call system immediately. It is the responsibility of **staff on duty** to determine risk factor;

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- C) If the person is not at risk or the situation is not deemed to be a medical emergency, support the person’s needs as appropriate; and
- D) Complete an incident report and forward to Management personnel.

8. Injury of Unknown Origin


- A) Make sure the person is not in immediate danger.
- B) If the person is at risk, contact 9-1-1 and/or on call system immediately. It is the responsibility of **staff on duty** to determine risk factor;
- C) If the person is not at risk or the situation is not deemed to be a medical emergency, support the person’s needs as appropriate; and
- D) Complete an incident report and forward to Management Personnel.

Note: If medical treatment is required as a result of unexplained injury, follow Serious Occurrence Reporting. *(see policy ER 20.02)*

9. Suspected Abuse of a Person Receiving Services

- A) Make sure the person is not in immediate danger.

Note: Follow the Prevention & Management of Abuse Policy immediately. *(see PS 10.14)*


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- B) If the person is at risk, contact 9-1-1 and/or on call system immediately. It is the responsibility of **staff on duty** to determine risk factor;
- C) If the person is not at risk, or the situation is not deemed to be a medical emergency, support the person's needs. Inform Manager and/or CEO if not already done contacted;
- D) Complete an incident report and forward to Manager/CEO; and
- E) Record as appropriate.

10. Violent Personal Expression

- A) If a behaviour management protocol exists, follow established positive strategies;
- B) Staff will utilize Non-violent Crisis Intervention strategies to deescalate the situation;
- C) If all attempts to de-escalate fail, staff will then utilize Non-Violent **Physical** Crisis Intervention. This will be used only as a last resort when the person is posing a danger to themselves or others, follow **PEOPLE IN SERVICE** Section – policy PS 10.10 Physical Restraints;
- D) Staff will notify the On Call system at 705-876-1810 and contact appropriate supports to ensure individual/staff safety;
- E) Complete an incident report via the Q4 Database and forward to Manager/CEO; and
- F) Record as appropriate on the Q4 Database.

Note: If medical treatment is required as a result of unexplained injury, follow Serious Occurrence Reporting. (see policy ER 20.02)

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11. Suspected Death of an Individual in Service

- A) Contact EMS and/or on call immediately;
- B) Complete an incident report and/or Serious Occurrence Report; and
- C) Record as appropriate on the Q4 Database.

12. Death of a Person

- B) Follow **EMERGENCY RESPONSE & REPORTING** SECTION - policy ER 20.05 Death of a person receiving service;
- C) Contact 9-1-1 and/or on call;
- D) Complete a Serious Occurrence Report (*see policy ER 20.02*); and
- E) Record as appropriate

13. Fire


- A) Follow Fire Procedures and implement Evacuation process;
- B) Call 9-1-1;
- C) Contact on call staff;
- D) Complete Incident report and/or Serious Occurrence Report; and
- E) Record as appropriate.

14. Missing Person


If the situation appears serious, follow **EMERGENCY RESPONSE & REPORTING** Section – Policy ER 20.04 – Search & Rescue Procedure and implement Serious Reporting Procedures immediately.

15. Any Incident Involving a Person using Community Living Peterborough's Services

- A) Make sure the person is not in immediate danger.

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- B) If the person is at risk, contact 9-1-1 and/or on call system immediately. It is the responsibility of **staff on duty** to determine risk factor;
- C) If the person is not at risk or the situation is not deemed to be a medical emergency, take care of the person's needs; and
- D) Complete an incident report and submit to appropriate staff the next working day.

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POLICY STATEMENT It is the policy of Community Living Peterborough that all persons supported have the right to protection and security in the least intrusive manner. All persons have the right to choose their daily routines, to use their environment, have the right to privacy, to participate in the life of the community and to feel safe.


It is the expectation of all employees in all programs of Community Living Peterborough to know the whereabouts of individuals they support and to apply due diligence when ensuring the security and safety of the people supported. This is especially important for those individuals who may be at significant risk if they leave the premises without staff accompaniment.

A person is to be deemed as “missing” when he/she is not accounted for two hours after their expected time of arrival at the home or proposed destination point.

PROCEDURES: Safeguards shall be implemented for those individuals who are active in the community and basic safety techniques provided to all persons receiving service in accordance with their needs.

Safety is framed within the context of the scope and nature of Community Living Peterborough’s supports and shall take into account:

- The individuals who access supports do so on a voluntary basis;
- Persons supported are exposed to the same risks that other members of the community are exposed to by virtue of living, working and playing in their community;
- Some people supported make decisions that may not be in their best interest despite our counsel;
- Some people supported are vulnerable to exploitation by others in the community because of their cognitive disability and the choices they make;

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- Some people supported are independent, live in private arrangements and are provided only with intermittent direct support;
- Not all individuals we support are provided with 24-hour supervision and support; and
- The principles of choice, participation in mainstream community life and independence guide our supports and are consistent with the principles articulated by the Ministry in their business plan.


Each individual supported by Community Living Peterborough, and specifically in Supportive Housing, will have a personalized identification/protocol included in their individual profile containing the following:

- Identifying information such as name, age, etc. as per the Individual Profile along with a current picture;
- The type of support the person currently requires;
- A list of current medications; and
- The person's degree of independence.
- Instructions related to
 - Staff response based on needs and the degree of vulnerability;
 - When to begin a search (i.e. immediately);
 - Where to search (i.e. areas of interest, friends, neighbourhood, bus terminal)
 - Contacts who need to be alerted to assist and/or to be notified (i.e. parents, advocates, police)

The following should be considered in creating the above information:


- Do the whereabouts of the person need to be known at all times?
- Can the person safely be on their own without supervision for a period of time?
- Under what circumstances and for how long?

Individual Profiles will be stored in the individual's main file at each location, with a copy forwarded for placement in the on call binder. The Individual Profile will be updated as required and, minimally, once a year.

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If suspicion of disappearance is evident, the staff on duty will:

1. Check the person's last known place of presence.
2. Question all persons present about:
 - a) The person's mood;
 - b) His/her mode of transportation;
 - c) Verbal remarks upon departure; and
 - d) Whether indication was made of his/her destination.
3. If checks are unsuccessful, the On-Call Support System is to be notified, followed by a brief search of the immediate area and/or known destinations for the person. Failure to locate the person should result in contacting the local and/or provincial police authorities and the CEO or designate. The staff making the call should be prepared to detail all occurrences prior to and immediately following the suspected disappearance.
4. The authorities will be provided with a fully detailed description of the person as he/she was prior to this disappearance along with a recent photograph. Upon completion of notification of the authorities, the CEO or designate shall notify the person's next of kin if applicable. The Ministry of Community and Social Services is to be notified of the disappearance (if success is not met) no later than the following working day between the hours of 8:30 a.m. and 4:30 p.m. This will be done by the CEO or designate.
5. A fully detailed report is to be completed on any missing person by the staff on duty and the manager responsible. This must be completed prior to leaving shift. It is the responsibility of the staff member on duty to report to on-coming staff, the measures taken to locate the missing person.

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6. If staff are involved in the search, they should be notified immediately of the person's return.
7. Staff should then return to the home to ensure the general wellbeing of that person or arrange for necessary steps to guarantee good health.

Ministry of Community and Social Services Standard (Developmental Services Bulletin 2005-01; January 17, 2005)

The Ministry of Community and Social Services expects that all ministry funded developmental services providers have policies, procedures, and safeguards in place so that adequate supervision is provided at all times for the security of their residents.

All service providers should have:

1. A written policy statement that clearly outlines expectations and responsibility of staff to know the whereabouts of residents. This is especially important for those individuals who may be at significant risk if they leave the premises without staff accompaniment.
2. Written protocols for a missing person, including when to contact agency management staff and local authorities.
3. A written policy specifying that all staff must read, have an understanding of and regularly review the agency's policies and procedures, including those related to the security of residents.


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POLICY STATEMENT This policy will be strictly adhered to in the event of the death of a person receiving services.

PROCEDURES:


1. On-call will be notified of the death by the senior staff in charge.
2. The physician appointed or the coroner will pronounce the person deceased.

***Note: Only a physician or coroner can pronounce a person as being dead.**
3. The Medical Certificate of Death must be completed in duplicate:
 - 1) for the Funeral Director
 - 2) for the person's main file
4. The coroner will state whether or not there is to be an autopsy. If not, he will release the body. (No consent is required when there is the possibility of a coroner's inquest).
5. All staff working where the death occurred will provide a written statement of what occurred. This is to include what they observed, what they were doing at the time, etc. This report must be completed before any staff may leave the premises. Failure to comply with this will result in disciplinary action.
6. Communication Binders, Log Book or the person's file may need to be provided to the coroner when there is a possibility of an autopsy. If photocopies are not available, the coroner must sign that he/she has received the binder(s) and that he/she will return it/them as soon as possible.
7. After the person has been pronounced deceased by the coroner or physician, the on-call or designate will notify the parent(s) or legal guardian(s). At that time, ask what funeral arrangements they wish

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to make and what support they will need and provide contact numbers if required.

8. If an autopsy is to be performed, the parent(s) or legal guardian(s) are to be notified at this time by the CEO or designate.
9. Once the coroner releases the person's body, it can be removed to the Funeral Home until more complete arrangements can be made according to family wishes.
10. A request will be made through the physician for results in the case of an autopsy.
11. If next-of-kin cannot be located (or relatives), the Ontario Provincial Police are to be notified. They will need the last known address, telephone numbers and any information about the next-of-kin available in our files.
12. Sympathy flower arrangements are to be sent to the home of the parent(s) or legal guardian(s).

SECTION:	EMERGENCY RESPONSE & REPORTING	EFFECTIVE DATE:	May 26, 2008
SUBJECT:	SECURITY/SAFETY DANGEROUS WEAPONS	REVISED DATE:	February 25, 2010
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POLICY STATEMENT Community Living Peterborough has the utmost concern for the security and safety of each person in receipt of support through and all Agency staff members, family, volunteers and other visitors.

PROCEDURES: Services will only be provided in Agency operated buildings, which do not house any type of weapons. This includes, but is not limited to: firearms, rifles, hunting knives, bows and high-powered sling shots.

Any items/articles brought into Agency operated buildings or discovered during the operations of external services which could be classed as **legal, but dangerous weapons**, may be temporarily seized to protect the safety of persons receiving service, staff and other community members. All such items shall be returned to the owner and a request made to not return to the premises with said item. Failure to comply with such requests may result in further action.

Any items/articles brought into Agency operated buildings or discovered during the operations of external services which are classed as **illegal weapons**, may be temporarily seized to protect the safety of persons receiving service, staff and other community members if it is safe to do so. The On Call system and/or law enforcement shall be notified and the owner of the item may be asked to leave the premises; a request shall be made to not return to the premises with said item. Failure to comply with such requests may result in further action, including charges being laid.

An exception to the Policy includes any firearms carried by a member of the Ontario Provincial Police or other law enforcement agencies, who may from time to time visit Community Living Peterborough sites.

SECTION:	EMERGENCY RESPONSE & REPORTING	EFFECTIVE DATE:	May 26, 2008
SUBJECT:	GENERAL DISASTER PLAN	REVISED DATE:	February 25, 2010
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POLICY STATEMENT Community Living Peterborough endeavours to maintain the safety of the people who receive services, employees, visitors, environment and property during emergency situations and disasters.

Community Living Peterborough has created a Disaster Preparedness, Response and Recovery Plan as a basic guide for providing a response system for employees, people in service and visitors during an emergency or disaster. The plan is designed to effectively coordinate the use of Community Living Peterborough and Peterborough emergency personnel to protect life, maintain services and minimize property damage during and immediately following a disaster.


PURPOSE To provide all staff and people who are supported with specific directives on what to do during an emergency or disaster situation and ensure all sites are prepared with required resources to cope with a disaster situation.

PROCEDURE Employees wishing to be exempt from providing staffing support during a disaster/emergency situation due to personal circumstances must submit a written request to the Chief Executive Officer.


Preparation for an Emergency/Disaster

- a) Each Community Living Peterborough site will have one Emergency Response Binder accessible.
- b) Each Community Living Peterborough site will have on hand one 72 hour Emergency Kit. This kit will contain essential supplies to be used only in the event of an emergency/disaster.
- c) Each Community Living Peterborough community home site will have all the items listed on the Residential Emergency Food Inventory List to be used in the event of an emergency.
- d) Each Outcomes Facilitator will be made aware of their rotation on the staff emergency site assignment list, which is posted on each site's Occupational Health and Safety Board. The Community Facilitator needs to be aware of the Emergency Response Chart.

During a Disaster

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- a) In the event of a pending or occurring emergency or disaster, if a Central Coordinator is not on site then the next Senior person is to contact the On Call Manager. The manager will then notify the Program Director or Chief Executive Officer.
- b) All staff on shift who are not on site during the time of the disaster are to contact their immediate Supervisor and inform them of their location. If their Supervisor is not available, they are to speak directly to the Primary Site Coordinator. If an employee is on site, they are to contact their Site Coordinator to receive updates and further directives.
- c) If additional staff are required at a community home during office hours, available staff from 223 Aylmer St. and the non-affected site will respond. If the emergency is after office hours, available staff from the non-affected sites and the On-call manager will respond. The staff emergency site assignment list will be implemented at the start of the next scheduled shift.
- d) Employees not working during or pending an emergency/disaster are to check their voicemail to ascertain whether a general directive has been given.
- e) If staff are unable to get through to voicemail after several attempts, the employee is to contact their Manager or designate for direction.
- f) If unable to make contact, full-time supportive housing employees are to arrive for their regularly scheduled shifts
- g) All staff are to follow general directions documented in The Community Living Peterborough Disaster Plan located in each site's Emergency Response Binders. Guidelines for specific emergencies are also outlined in the Emergency Response Binders and when needed should be followed by staff.
- h) During a pandemic outbreak:
 1. Each COMMUNITY LIVING PETERBOROUGH site will have a Pandemic Binder accessible
 2. Each Community Living Peterborough site will have a stockpile of necessary items required for full protection while providing care for a person suspected of displaying symptoms of the virus of the outbreak. These items include:
 - a. Protective gowns
 - b. Protective glasses
 - c. Protective latex gloves
 - d. Quato 78 solution
 - e. Lysol disinfectant wipes
 - f. Disposal bags

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3. Staff displaying flu-like systems in keeping with the pandemic virus, will phone their absenteeism to the Manager and, if well enough, to the Administrative Assistant who tracks such absenteeism and who will alert the Senior Manager of critical levels.
4. All staff are to follow the Community Living Peterborough Pandemic Plan and communicate through the path of contacts as described within this plan.

RESPONSIBILITY

All employees will be fully knowledgeable on where to access needed information and resources pending or during an emergency or disaster situation.

Personnel designated as the Occupational Health and Safety Workers for their site will inspect the emergency resources quarterly.

Site Occupational Health and Safety Workers will simulate a mock disaster situation annually and submit feedback and recommendations to the Joint Health and Safety Committee.


The Joint Occupational Health and Safety Committee will be responsible for submitting any changes to the General Disaster Plan to the Executive Assistant. The Executive Assistant would then forward them to the Chief Executive Officer for approval.

Directors/Managers will be responsible for ensuring that all staff are trained in an emergency/disaster situation.

Outcome Facilitators will replenish any needed resources and ensure that Emergency Response Binders are maintained.

Managers will assign new staff to their rotation in the staff emergency site assignment list. The Executive Assistant will be responsible for updating the list.

Following a disaster the Program Director will be responsible for ensuring that any needed repairs or building maintenance is completed.

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The Chief Executive Officer, under the recommendations of the police, fire department or any other public authority, will be responsible for declaring when a Community Living Peterborough site is safe to return to.

The Chief Executive Officer will follow up on any Occupational Health and Safety recommendations.

Chief Executive Officer will be responsible for approving any exemptions from the staff emergency site assignment list.

DEFINITIONS

Disaster - Events that are relatively sudden, highly disruptive, and time limited (although the effects may be longer lasting). A disaster may be due to:

- 1) Natural causes, such as a tornado, earthquake, or extreme weather conditions.
- 2) A failure of technology, such as a power outage.
- 3) An act of human violence, such as a bomb or hostage situation.

Emergency - An actual or imminent event that requires an immediate response from internal and/or external resources.


Pandemic – An outbreak of a contagious virus as declared by the World Health Organization and, locally, by the Peterborough County City Health Unit.

Evacuation – The removal of employees, clients and visitors from a place of danger to a place of safety.

On Site Command Centres – Predetermined areas identified at each site that house a disaster kit and an emergency phone line. Community Living Peterborough Command Centres are as follows:

223 Aylmer St	On-Call Emergency
743-2411	876-1810 - Telephone answering service 872-8811 - Emergency On Call cell phone

Central Coordinator – The most senior person within the agency at the time of Disaster (Chief Executive Officer or designate).

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Site Coordinator - The most senior person at each site at the time of disaster.

On Call Manager – The Manager carrying the pager system.

Community Living Peterborough Team – The group of individuals that make up each department. This definition can include both people in service and staff.

Emergency Response Binder – A binder kept in an accessible location at each location that contains information needed during or pending an emergency or disaster situation.

Emergency 72 Hour Kit – A duffle bag containing supplies of food, water, First Aid supplies and communication devices as defined by the local Peterborough County City Health Unit. Food and water should be renewed with fresh supplies quarterly.