



Food and Fluid Emergency Plan (Policy and Procedures)

Program	Emergency Plans – Module 1	Policy Number	EM-01.06 (v. 3.8)
Applies to	LTC Management; Food Service Supervisors; Manager, Contracts and Procurement; Supervisor, LTC Maintenance and Security, Education and Wellbeing		
Effective Date	October 14, 2022	Replaces	N/A

PURPOSE: to provide processes to ensure residents have continued access to appropriate food and fluids during any emergency.

DEFINITIONS: N/A

POLICY: The key requirements of this policy are as follows:

1. This emergency plan will be activated by the Manager of Production and Support Services or designate, in consultation with the Director, Seniors Services, when any emergency impacts the ability to provide food and fluids to residents.
2. The Homes will ensure staff have access to resources, supplies and equipment to adequately respond to emergencies that impact access to food and fluids.
3. The Homes maintain current records of resident dietary restrictions that are accessible remotely and during a power outage.

PROCEDURES: This section contains procedures for the following:

- A. Emergency food and fluid supply**
- B. Broadline food supplier contract requirements**
- C. Assessing staffing resources**
- D. Utility or technology loss**
- E. Relocation of Home’s residents to external site**
- F. Loss of essential service (water)**
- G. Loss of regular food supplier**

- A. Emergency food and fluid supply**

Manager of Production and Support Services will:

- Maintain emergency supply of food on-site including a minimum of the following:
 - 24-hour supply of perishable food
 - Three-day supply of non-perishable food
 - Three-day supply of nutritional supplements, enteral or parenteral formulas as applicable for the resident population
 - A supply of bottled water at each Home. See **Resources, PPE, Supplies and Equipment Emergency Plan (Policy and Procedures)**

Note: Inventory will be rotated and used as part of ongoing dietary services in the Home(s) to prevent expiry.

B. Broadline food supplier contract requirements

Contracts and Procurement Team will:

- Include the following emergency requirements in broadline food supplier contract:
 - Provision of emergency deliveries
 - Maintain a one-week emergency supply of back up menus
 - Available menus for emergencies including loss of power and loss of water
 - Contingency support plan for system or technology outage

C. Assessing staffing resources

Manager of Production and Support Services will:

- Assess staffing requirements and conduct actions identified in the **Written Staffing Plan (Policy and Procedures)** and the dietary section of the **Seniors Services Business Continuity Plan (BCP)** for response to loss of staff as needed
- Access supports available through contingency agreements
- Reach out to volunteers for mealtime assistance as needed

D. Utility or Technology Loss

Manager of Production and Support Services will:

- Conduct required actions identified in the dietary section of the **Seniors Services BCP** for loss of technology

- Contact alternate York Region LTC Home and partners to request assistance with food production and/or food preparation, as required
- Request emergency menus from supplier for loss of power, as required

E. Relocation of Home's residents to external site

Manager of Production and Support Services will:

- Conduct required actions identified in the dietary section of the **Seniors Services BCP** for loss of facility
- Coordinate orders and deliveries to emergency relocation site from food supplier(s)

F. Loss of essential service (water)

Supervisor, LTC Maintenance and Security (or designate) will:

- Order tanker trucks to supply water to LTC Home, as required. See **Appendix B: External Stakeholder Consultation Table in Emergency Planning Stakeholder Consultation Plan** for contact information
 - Perform any procedures required to prepare for water delivery. If water is required due to a Boil Water Advisory, see **Boil Water Advisory Emergency Plan – CODE GREY** for instructions.
 - Provide water supplier with access to connections and valves within the Home and external parking/driveway clearance as needed.
Note: Procedures for water valves are posted in the Sprinkler Room of each Home.
 - Retain copies of water supplier records verifying water source and testing results for every tanker delivery
Note: Water delivery trucks will block the fire lane at Newmarket Health Centre but are able to vacate the fire lane immediately if required.
- Perform additional actions as per the **Boil Water Advisory Emergency Plan – CODE GREY**

Manager of Production and Support Services will:

- Request emergency menus from supplier for loss of water, as required
- Arrange for purchase of additional water supplies, as required

G. Loss of regular food supplier

Manager of Production and Support Services will:

- Contact alternate food suppliers within purchasing group list. See Food Emergency Binder
- Request support from Contracts and Procurement team to source alternate food suppliers, as required
- Purchase food and fluid supplies directly from local retailers, as required

ROLES AND RESPONSIBILITIES:

Role	Responsibilities
Manager, Production and Support Services	<ul style="list-style-type: none"> • Maintaining Homes' food and fluid inventory and rotate to prevent expiry • Lead food and fluid provision response during emergencies
Administrator (during business hours) or the Manager-on-Call (after hours)	<ul style="list-style-type: none"> • In consultation with the Director, Seniors Services, activate the Incident Management System (IMS), as appropriate, and deactivate when the emergency is over
Supervisor, LTC Maintenance and Security	<ul style="list-style-type: none"> • Perform required actions as per the Boil Water Advisory Emergency Plan • Support ordering and connection of water tanker trucks
Food Service Supervisors	<ul style="list-style-type: none"> • Maintain current diet requirements and restrictions for residents
Contracts and Procurement	<ul style="list-style-type: none"> • Ensure supplier agreements include emergency provisions • Provide support in sourcing alternate food supplier as needed
Emergency and Contingency Planning Specialist	<ul style="list-style-type: none"> • Provide education and training on Emergency Plans • Complete After-Action Report (AAR), as required by the Emergency Recovery Plan (Policy and Procedures)
Education and Wellbeing Team	<ul style="list-style-type: none"> • Maintain staff records of education and training

Authority	Fixing Long-Term Care Act , 2021 s.15; s. 90(1); Ontario Regulation 246/22 s. 22; s. 78(2); s. 268(4); <i>Personal Health Information</i>
------------------	---



**COMMUNITY AND HEALTH SERVICES DEPARTMENT
PARAMEDIC AND SENIORS SERVICES BRANCH
Long-Term Care**

	<i>Protection Act, 2004; CARF Aging Services Standards; and York Region Seniors Services Administration</i>		
Related Resources	<ul style="list-style-type: none"> • Appendix A: Sample Three Day Food and Feeding Supply List • Alternate Supplier List • Related Home Policies: Emergency Planning Policies and Procedures; Written Staffing Plan; Seniors Services Business Continuity Plan; Diet Order Requisition Policy and Procedures NC#2; Dietary Services Program Description Section 1 • LTC Emergency Preparedness Manual 		
Policy Contact	Senior Program Analyst	Review Period	Annually