

# FOOD AND FLUID EMERGENCY PLAN (POLICY AND PROCEDURES)

## Purpose

The policy provides processes to ensure residents have continued access to appropriate food and fluids during any emergency.

## DEFINITIONS – N/A

**Note:** Education and Training exemptions apply for those in (b) and (c) who provide occasional maintenance and repair services to the Home and will not provide direct care to residents. These staff will receive information about emergency plans before commencing their services

## Policy

The key requirements of this policy are:

1. This emergency plan will be activated by the Manager, 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

### PARAMEDIC AND SENIORS SERVICES

1-877-464-9675  
TTY 1-866-512-6228  
[york.ca/longtermcare](http://york.ca/longtermcare)



- 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, Support Services (or designate) 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, in coordination with Manager, Support Services, 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, Support Services (or designate) 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, Support Services (or designate) 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, Support Services (or designate) 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 if due to a boil water advisory or concerns over water quality)

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

- Order tanker trucks to supply water to LTC Home, as required. Perform any procedures required to prepare for water delivery. If water is required due to a Boil Water Advisory or concerns over water quality (e.g., bacterial contamination, discoloured water, etc.)
- 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, Support Services (or designate) 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, Support Services (or designate) 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**

### **Manager, Support Services**

- Maintaining Homes' food and fluid inventory and rotate to prevent expiry
- Lead food and fluid provision response during emergencies

### **Administrator (or designate during business hours) or the Manager-on-Call (after hours)**

- 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**

- Perform required actions as per the Boil Water Advisory Emergency Plan
- Support ordering and connection of water tanker trucks

### **Food Service Supervisors**

- Maintain current diet requirements and restrictions for residents

### **Contracts and Procurement**

- Ensure supplier agreements include emergency provisions, in consultation with Manager, Support Services
- Provide support in sourcing alternate food supplier as needed

### **Emergency Management Specialist**

- Provide education and training on Emergency Plans

- Complete After-Action Review (AAR) as required by the *Emergency Recovery Plan (Policy and Procedures)*

### **Education, Seniors Services**

- Maintain staff records of education and training

### **AUTHORITY**

*Fixing Long-Term Care Act, 2021; General Regulation 246/22; Occupational Health and Safety Act; Accreditation Standards Manual, as current; and York Region Seniors Services Administration*

**Alternate formats or communications supports are available upon request by contacting [newmarkethealthcentre@york.ca](mailto:newmarkethealthcentre@york.ca) or [maplehealthcentre@york.ca](mailto:maplehealthcentre@york.ca).**