August 2025

EMERGENCY RECOVERY PLAN (POLICY AND PROCEDURES)

Purpose

This plan provides recovery processes to follow after an emergency that impacts the Long-Term Care Home(s) has ended to ensure that:

- Debriefs are conducted
- A standardized process is developed for resuming normal operations within the Home(s), and
- Support is offered to individuals within the Home(s) who experienced distress during the emergency

DEFINITIONS

After Action Report (AAR)

Documents the review conducted after an emergency ends to identify best practices, gaps, lessons learned and recommended updates to emergency plans. Incorporates information from debriefs.

Debrief

Occurs as soon as possible after an emergency ends as an opportunity to identify support needs and determine what went well during response to an event, identify challenges and make recommendations for improving emergency plans and training.

Emergency

An urgent or pressing situation or condition presenting an imminent threat to the health or well-being of residents and others attending the home that requires immediate action to ensure the safety of persons in the home.

Policy

The key requirements of this policy are as follows:

1. Debriefs: Residents, their substitute decision makers (SDMs), staff, volunteers and students will be offered an opportunity to debrief as soon as feasible after an emergency is declared over. The size and number of debrief opportunities are determined by the nature and scope of the emergency
2. Resuming normal operations: The Home(s) will maintain plans for resuming normal operations after an emergency ends
3. Support: The Home(s) will ensure supports are available to individuals within the Home(s) who experienced distress during the emergency

Procedures

This section contains procedures for the following:

A. Debriefs

B. Resuming normal operations

C. Providing support

A. Resuming normal operations

Emergency Response lead (i.e. Charge Nurse for Emergency Code Responses) (or designate) will:

- Determine the nature, scope and actions (including assigning responsibilities) of the incident debrief. See *Appendix C: Internal Debrief Recommendations*
- Conduct required debrief(s) of applicable residents, their substitute decision makers (SDMs), staff, volunteers and students immediately after an emergency ends, or within three days if it is not possible to do so immediately. See *Appendix A*: *Debrief Report*
- Submit debrief report(s) to Director of Care within 5 days of emergency ending

Director of Care (or designate) will:

- Lead debrief of the Emergency Response lead referenced above as soon as possible after an emergency ends, or within three days if it is not possible to do so immediately
- Submit all debrief reports to Administrator within 5 days of emergency ending

Administrator (or designate) will:

- Review all debrief reports and conduct any additional actions as required prior to verifying completion of debriefs
- Scan and send signed debrief reports to Emergency Management Specialist within 10 days of emergency ending. See *Appendix A*
- Save debrief reports in Virtual CQI Binder and shred hard copies

Emergency Management Specialist will:

- Lead debrief of the LTC Management Team
- Complete an After Action Report within 15 days of an emergency ending. See *Appendix B: After Action Report* and *Emergency Planning Evaluation and Quality Improvement Plan*
- Save debrief report(s) and post emergency After Action Report in the Virtual CQI Binder

  Note: Informal debriefs may also occur at significant points during long-term emergencies at the discretion of LTC Management Team to provide feedback for potential adjustments to emergency response procedures

B. Resuming normal operations

- All emergency plans include steps to resume normal operations following an emergency. In addition:
  - After evacuations (Code Green): See *Seniors Services Business Continuity Plan (BCP)* for recovery actions relevant to the emergency that activated the Code Green. For example, if evacuation was due to loss of heat, see recovery actions for loss of technology and communications. If evacuation was caused by Code Red, see recovery actions for loss of facility, loss of staff and communications as required

    Note: Following a Code Silver event, apply *BCP* priorities for "loss of staff" and immediately schedule additional staff to relieve staff who were on-site during the emergency and prioritize timely debriefs to assess support requirements. See *Contingency Staffing Plan* and *Written Staffing Plan (Policy and Procedures)*
  - After infrastructure damage (Code Grey): See *Seniors Services BCP* (loss of facility and communications sections)
  - After loss of essential service (Code Grey): See *Seniors Services BCP* (loss of technology and communications sections)

C. Providing support

Director, Seniors Services will:

- Determine nature and scope of supports required for all those in the Home(s) who experienced distress during the emergency. See *Appendix D: Suggested Support Resources for Anyone Who Experienced Distress*
- Notify Seniors Services Wellbeing Team of required supports
- Communicate available supports to those who work and live within the Home(s). See *LTC Emergency Communication Plan*
- Participate in After Action Report review process

Seniors Wellbeing Teams will:

- Provide support referrals as required to staff
- Participate in After Action Report review process, as required

Registered Nursing Staff will:

- Conduct “head to toe” assessment for possible impact of distress experienced during the emergency of resident(s) involved in the emergency
- Request referrals for supports, as required
- Inform Charge Nurse of any supports required for residents and submit referrals for social worker(s) and/or physician(s), as required

Roles and Responsibilities

Administrator (or designate)

- Review and approve debrief actions
- Scan and shred debrief documents
- Conduct recovery actions within *Seniors Services BCP*

Charge Nurse (or designate)

- Conduct debriefs and complete related documentation

Registered Nursing Staff

- Conduct post-emergency assessments of residents and submit referrals, as required

Director of Care

- Conduct debriefs of Emergency Response leads and complete related documentation

PSS Communications Supervisor

- Develop and support communications as required during emergency recovery

LTC Management

- Conduct recovery actions within Seniors Services BCP

Wellbeing and Culture Transformation, PSS

- Provide support referrals as requested
- Ensure staff supports are in place for those who experienced distress. *See Appendix D*

Emergency Management Specialist (or designate)

- Complete After Action Report
- Support debrief and recovery actions as required
- Maintain records of recovery actions in Virtual CQI Binder
- Maintain *Seniors Services Business Continuity Plan*
- Provide education and training on Emergency Plans

Director, Seniors Services

- Ensure supports are available and communicated as required after an emergency
- Liaise with internal corporate partners to ensure financial, legal, risk and human resource supports are available as required

AUTHORITY

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

Alternate formats or communications supports are available upon request.