

Evacuation Plan – CODE GREEN (Policy and Procedures)

Manual	Emergency Plans – Module 1	Policy Number	EM-01.04 (v.1.14)
Applies to	All Long-Term Care Staff, Students and Volunteers		
Effective Date	December 20, 2022	Replaces	N/A

PURPOSE: The evacuation plan provides procedures for the total evacuation and relocation of residents, staff and others in the event of an emergency at a Regional Long-Term Care Home

DEFINITIONS:

CODE GREEN (Evacuation)	Removal of a resident(s) from a LTC Home due to an emergency that necessitates the urgent relocation of residents
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
Reception Centres	Previously agreed upon sites where residents evacuated from the Homes may be taken to for temporary shelter, accommodation, meals, and other immediate non-medical needs
Staff	<p>Means a person who works at the Home either:</p> <p>(a) As an employee of the Region/Home. This includes unionized staff, including but not limited to CUPE 905 Long-Term Care Bargaining Unit Staff (excluding Seniors Community Program Staff), and Non-Union staff working in the Homes. This also includes any redeployed Regional staff</p> <p>(b) Has a contract or agreement with Region/Home. This includes but not limited to the Medical Director, Registered Dietician, Pharmacy Service Provider, Physiotherapist, etc.</p> <p>(c) At the Home due to a contract or agreement between the Region/Home and an employment agency or other third party. This includes agency staff (including those who may not provide direct care to residents)</p> <p>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</p>

	receive information about emergency plans before commencing their services
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POLICY: The key requirements of this policy are:

1. The **Evacuation Plan** can be **activated** by the **Administrator (during business hours) or the Manager-on-Call (after hours)** in response to:
 - The activation of the fire alarm system (See the Home's **Fire Safety Plan**),
 - An emergency (including any exceptional situations that arise presenting a direct or indirect threat to health or safety) that necessitates the urgent relocation of residents, **or**
 - At the direction of emergency services

Note: Use **Appendix B: Shelter-In-Place Strategies** in the **External Disaster Emergency Plan – CODE ORANGE (Policy and Procedures)** to move residents to a safe location within the Home, if required

2. **Resident Whereabouts:** The Home's evacuation plan must include a system to account for the whereabouts of all residents if it is necessary to evacuate and relocate them
3. **Reception Centres:** The Home's evacuation plan must identify a safe reception centre for which the Home has obtained agreement in advance that residents, staff, students, volunteers and others can be evacuated to
4. **Transportation plans:** The Home's evacuation plan must include:
 - A transportation plan to move residents, staff, students, volunteers and others to the evacuation location, and
 - A plan to transport critical medication, supplies and equipment during an evacuation to the evacuation location to ensure resident safety. See **Emergency Access to Prescriptions Plan**
5. **Equipment and Supplies:** The Homes will ensure staff have access to resources, supplies, personal protective equipment, and equipment to adequately respond to a **CODE GREEN**
6. **Communications:** The Homes will be equipped with an effective public address system for announcing **CODE GREEN** to those in the Home
7. **Reporting:** The Home must report a critical incident that presents an emergency, including any related evacuation, to the Ministry of Long-Term Care immediately
8. **Education and Training:** All staff, students and volunteers will be provided with education and training on the **Evacuation Plan – CODE GREEN (Policy and Procedures)** at orientation and annually thereafter

Note: For CODE GREEN testing and exercise requirements, please see the **Long-Term Care Emergency Preparedness and Response Training and Exercise Plan**

PROCEDURES: This section contains procedures for the following:

- A. Activating the Evacuation Plan**
- B. During an Evacuation (Evacuating the Home)**
- C. Ending an Evacuation**
- D. Post Evacuation Procedures and Documentation**

A. Activating the Evacuation Plan

The most senior staff member on site will lead the emergency response until the Administrator or the Manager-on-Call arrives on site and takes over responsibility for leading the emergency response.

This means that the most senior staff member on site, whether it is the Charge Nurse, the Administrator, or the Manager-on-Call, will initiate the following actions:

- Inform and consult with the Director, Seniors Services on whether to activate the **Evacuation Plan – CODE GREEN (Policy and Procedures)**, the Incident Management System (IMS) and other emergency plans. See **Long-Term Care Emergency Plan**, the **Food and Fluid Emergency Plan** and the **Emergency Access to Prescriptions Plan**

Note: The Medical Director must be informed on matters relating to medical care of the residents

Upon making the decision to evacuate the Home the most senior staff member will:

- Contact CHS Emergency Management to activate a reception centre via Emergency Social Services.

Note: York Region Seniors Services has signed Memoranda of Understanding with the Town of Newmarket and the City of Vaughan which may be invoked to provide temporary sheltering in the event of an evacuation of one or both of the Region's Long-Term Care Homes

Note: If one Home is evacuated, the other Home will support resident evacuees to the best of their ability (based on capacity). The Homes also have **Reciprocal Agreements** in place with other long-term care homes to support relocated residents in the longer term.

- Delegate a staff member to announce the following statement **three times** over the public address system:

“CODE GREEN”

Note: If an evacuation is **not** the result of a fire, the fire alarm will not be activated

- Activate the Homes’ **Evacuation Transportation Plan (Appendix A)**
- Delegate staff members to meet emergency services
- Initiate the emergency licensing process by notifying the placement coordinator and Service Area Office (SAO) of the Home’s need for evacuation. See **Appendix E1: Ministry of Long-Term Care. [The Guide on the Policy, Process, and Procedures during Emergency Evacuations](#) and appendices**, as current

The Charge Nurse (or designate) assigned as the Fire Control Officer will:

- Call emergency services using “8-911,” notify them of the evacuation at the Home. Request emergency services assistance such as the Fire Department, Paramedic Services and/or Police), as required
- Delegate staff members to obtain emergency equipment (e.g., walkie-talkies, megaphone, foil blankets and backup laptop from the RAI coordinator’s office), if accessible and safe to do so. See **Appendix A: Emergency Planning Resources List in Resources, PPE, Supplies and Equipment Emergency Plan**

The Director of Care (or designate) will

- Report the evacuation to the Ministry of Long-Term Care immediately. See **Mandatory and Critical Incident Reporting Policy and Procedures**

B. During an evacuation (Evacuating the Home)

The most senior staff member on site will:

- Oversee the evacuation of the residents
- Identify yourself as the incident commander to emergency services
- Provide timely situational updates on evacuation progress to the Director, Seniors Services and those in the Home. **See LTC Emergency Communications Plan**
- Receive headcounts of staff, students, volunteers and visitors in the Home. Provide these to emergency services upon request
- Review the semi-annual estimate of the number of standard buses needed to transport staff, students and volunteers to the reception centre. See **Appendix A: Evacuation Transportation Plan**
- Maintain ongoing communications with the placement coordinator and the SAO throughout the duration of the evacuation and provide updated documentation as necessary. See **Appendix E1: Ministry of Long-Term Care. [The Guide on the Policy, Process, and Procedures during Emergency Evacuations](#) and appendices**, as current

- Coordinate and lead the Home's Transportation Plan. See **Evacuation Transportation Plan**

The Charge Nurse (or designate) assigned as the Fire Control Officer will:

- Initiate the resident tracking process. See **Appendix B: Evacuation Resident Tracking Process**

The Director of Care (DOC) / Assistant Director(s) of Care (ADOC) or Charge Nurse (if DOC/ADOCs not available on site) will:

- Review the semi-annual estimate of the amount of accessible and standard busses needed to transport residents to the reception centre and update the most senior staff member on site. See **Appendix A: Evacuation Transportation Plan**
- Determine which residents need transportation to hospital if they are not able to be cared for at the reception centre appropriately (this excludes any injuries because of the emergency)

Note: If medical assistance following the emergency is required, Paramedic Services will triage residents, staff, students, volunteers and others and transport those requiring medical care to the hospital, as required

- Provide timely situational updates on evacuation progress to the most senior staff member on site
- Activate and lead implementation of the **Emergency Access to Prescriptions Plan**

Note: Move to paper-charting to capture all aspects of resident care (including administering or documenting medication) during an evacuation if electronic methods are unavailable

All staff, students and volunteers will, if safe to do so:

- Provide first aid to residents, as required
- Be responsible for each resident whose lanyard you are wearing. See **Appendix B: Evacuation Resident Tracking Process**
- Reassure residents and ensure they remain safe and secure
- Evacuate anyone in immediate danger, then in the following order:
 - Anyone adjacent to the danger (if safe to do so)
 - Residents who are ambulatory
 - Residents who are semi-ambulatory (e.g., in a wheelchair)
 - Residents who are bedridden (e.g., requiring extensive assistance and/or are dependent upon medical equipment)

- Residents who are uncooperative

Note: Use gentle persuasion, distraction/coaxing techniques for those residents who are resistive. It is preferable that a staff member who is familiar with the resident assist. Staff may have to leave and return when the resident is calmer or ask someone else to assist with the evacuation. If a resident must be left, close the door to their room, **do not** mark it as vacant. Take note of the room number and advise Charge Nurse immediately

- Ensure residents are properly clothed and covered as appropriate before they are evacuated if it is safe to do so. In addition, mobility aids should be taken with the resident, if it is safe to do so. There are foil blankets available in the evacuation kit. See **Appendix A: Emergency Planning Resources List in Resources, PPE, Supplies and Equipment Emergency Plan**
- Ensure hallways, stairways, passageways and exits (inside and out) are clear of any obstructions, if safe to do so

Note: When using the stairs, stay to the right

- Before leaving your area, conduct a room by room search to check that **everyone** has been evacuated safely

Note: Ensure the doors of all evacuated rooms are closed and marked “vacant” with the door markers. See the Home’s **Fire Safety Plan**

- Support evacuation and location activities, as required

The Environmental Services Team Lead Fire Warden, Food Services Supervisors Fire Warden, Fire Warden – Administrative Assistant to the Administrator will:

- Assist with the evacuating of residents, as required **and**
- Follow additional evacuation procedures in the Home’s **Fire Safety Plan**, if safe to do so

Note: Ensure the doors of all evacuated rooms are closed and marked “vacant” with the door markers. See the Home’s **Fire Safety Plan**

The Charge Nurse (or designate) will:

- Direct the evacuation in each Home area and report progress to the most senior staff member on site
- Coordinate and lead the system in the Home to account for the whereabouts of all residents during the evacuation until they are transported to hospital or arrive at the reception centre. See **Appendix B: Evacuation Resident Tracking Process**

Note: A Staff member, student or volunteer must always remain with evacuated residents they are responsible for. In the event a resident goes missing, see

Missing Resident Emergency Plan (CODE YELLOW) (Policy and Procedures)

- Designate staff member(s) to:
 - Operate all elevators in the Home, if available for use. If elevators are unavailable, staff will follow **Emergency Lifts and Carries**, if safe to do so. See the Homes' **Fire Safety Plan**
Note: If someone is trapped in an elevator, call emergency services using "8-911." Request assistance from emergency services, as required (e.g., Fire Department and/or Paramedic Services)
 - Obtain daily staff roster(s) from the scheduling team, complete a head count and provide the most senior staff member on site with an update
Note: The daily staff roster(s) includes employees and agency staff
 - Obtain a report of students, volunteers and visitors using the Visitor Log from the PSS Data team (during business hours) or hard copy visitor logbook located in reception (after hours), complete a head count and provide the most senior staff member on site with an update
Note: Any list of contracted service provider staff, students, volunteers and visitors at the Home may not be accurate
- Upon notification of incident/injury of **employees**, request the employee's supervisor follow the employee incident / injury process. See [Incident and Concern Reporting](#)
- Upon notification of incident/injury of **students, volunteers, agency staff and contracted service providers**, notify the supervisor of that individual about the need to complete the **Non-Regional Incident Reporting Form** (in Surge)

Note: These notifications should happen as it is safe to do so

The Manager, Production and Support Services (or designate) will:

- Activate and lead implementation of the **Food and Fluid Emergency Plan**

See the **Long-Term Care Emergency Communication Plan**

The Supervisor, Communications and Community Relations (during business hours) will:

- Support communications requirements during evacuation. See **LTC Emergency Communication Plan**

The Medical Director (or designate Physician on site) will:

- Provide oversight on matters relating to medical care of the residents

C. Ending an Evacuation:

Once the evacuation is over and if it is safe to return inside the Home, the Administrator (during business hours) or the Manager-on-Call (after hours) will:

- Delegate a staff member to announce the following statement **three times** over the public address system, if appropriate:
“CODE GREEN. All Clear”
- Notify the Director, Seniors Services and in collaboration develop a recovery plan to resume normal operations at the Home
- Notify the Ministry of Long-Term Care if it is safe for the residents(s) to return to the Home. See **Appendix E: Ministry of Long-Term Care. [The Guide on the Policy, Process, and Procedures during Emergency Evacuations](#) and appendices**, as current

D. Post Evacuation Procedures and Documentation

The Administrator (during business hours) or the Manager-on-Call (after hours) will:

- In consultation with the Director, Seniors Services:
 - Deactivate the Incident Management System (IMS), if activated
 - Notify the Education and Wellbeing Team to ensure staff supports are in place for those who experienced distress. See **Appendix D: Support Resources in Emergency Recovery Plan (Policy and Procedures)**

The Charge Nurse (or designate) will:

- Report any injuries/incidents sustained by visitors and other members of the public using the **Bodily Injury Reporting Form (In Surge)**
- Conduct debrief(s) and other actions as required by the **Long-Term Care Emergency Recovery Plan**

The Director of Care (or designate) will:

- Follow the **Mandatory and Critical Incident Reporting Policy and Procedures** for reporting of other critical incidents in addition to the evacuation
- Notify Joint Health and Safety Committee regarding all incidents involving staff, volunteers, visitors, and contract workers

The Supervisor of the employee who is involved in the incident (and who sustains an injury or a near miss) will:

- Follow the employee incident / injury process. All incidents must be reported

through the **Online e-Incident Report Form** on Homes' incident reporting system

Note: All incidents (including near misses) must be investigated by employers. See [Incident and Concern Reporting](#)

The Supervisor of a student, volunteer, agency staff or contracted service providers, who is involved in the incident (and who sustains an injury or a near miss) will:

- Complete the Non-Regional Incident Reporting Form (in Surge)

ROLES AND RESPONSIBILITIES:

Role	Responsibilities
Administrator (during business hours) or the Manager-on-Call (after hours)	<ul style="list-style-type: none"> • Following consultation with the Director, Seniors Services, activate the Incident Management System (IMS) and deactivate when emergency is over • Assume command of an evacuation • Complete Ministry reporting requirements for evacuation and relocation of residents. See Appendix E1: Ministry of Long-Term Care. The Guide on the Policy, Process, and Procedures during Emergency Evacuations and appendices
Director, Seniors Services	<ul style="list-style-type: none"> • Activate and lead implementation of the Seniors Services Business Continuity Plan if required through the activation of the Incident Management System (IMS). See LTC Emergency Plan
Director of Care (or designate)	<ul style="list-style-type: none"> • Ensure each resident is identifiable during an evacuation. See Appendix A: Emergency Planning Resources List in Resources, PPE, Supplies and Equipment Emergency Plan • Coordinate with the Medical Director for prioritization of residents' medical needs and to ensure medical service resources provide adequate support during evacuation and/or relocation • Provide a semi-annual approximate amount of accessible and standard busses that would be required for a total evacuation to adequately support transportation needs for residents and those who work in the Home. See Appendix A: Evacuation Transportation Plan

Role	Responsibilities
	<ul style="list-style-type: none"> • Activate and lead implementation of the Emergency Access to Prescriptions Plan if required through the activation of the Incident Management System (IMS). See LTC Emergency Plan • Initiate Mandatory Critical Incident System (CIS) Report
Charge Nurse (or designate)	<ul style="list-style-type: none"> • Coordinate evacuation procedures at the Homes • Ensure residents' whereabouts are documented, as required. See Appendix B: Resident Tracking Process • Complete actions as required by the Emergency Recovery Plan
Nursing Clerk	<ul style="list-style-type: none"> • Ensure residents' evacuation lanyards and resident rosters are updated during admission process. See Appendix B: Resident Tracking Process
Manager, Production and Support Services (or designate)	<ul style="list-style-type: none"> • Activate and lead implementation of the Food and Fluid Emergency Plan, if required, through the activation of the Incident Management System (IMS). See LTC Emergency Plan
Medical Director	<ul style="list-style-type: none"> • Advise and provide oversight on matters relating to medical care of the residents. See Medical Director Written Agreement
CHS Emergency Management Team (on call)	<ul style="list-style-type: none"> • Activate Reception Centre via Emergency Social Services. See Appendix C: Newmarket Health Centre Reception Centre or Appendix D: Maple Health Centre Reception Centre • Activate additional transportation supports outside of YRT, as required. See Appendix A: Evacuation Transportation Plan • Activate Animal Services, as required via Emergency Social Services
York Regional Police Service (YRP) dispatch	<ul style="list-style-type: none"> • Activate Transportation Plan. See Appendix A: Evacuation Transportation Plan
York Region Paramedic Services	<ul style="list-style-type: none"> • If medical assistance required, triage residents, staff, students, volunteers and others

Role	Responsibilities
	<ul style="list-style-type: none"> • Transport those requiring medical care to the hospital, as required
York Region Transit (YRT)	<ul style="list-style-type: none"> • Provide transportation for residents, staff and others to an evacuation location. See Appendix A: Evacuation Transportation Plan • Provide transportation of critical medication, supplies, equipment and resident's personal property, as required. See Emergency Access to Prescriptions Plan and Appendix A: Evacuation Transportation Plan
Supervisor, Communications and Community Relations (during business hours)	<ul style="list-style-type: none"> • Support communications requirements during evacuation. See LTC Emergency Communication Plan
PSS Data Team	<ul style="list-style-type: none"> • Provide a list of contracted service providers, students, volunteers and visitors in the Home during evacuation, as required
Supervisor of Scheduling and Administrative Services (or designate) and Scheduling Staff	<ul style="list-style-type: none"> • Provide daily staff roster(s) that include staff (employees, agency staff and some contracted service providers) in the Home during evacuation, as required • Conduct an emergency callout for additional staff to meet at a safe location, if required. See Written Staffing Plan
All staff, students and volunteers	<ul style="list-style-type: none"> • Always ensure the safety of residents • Support the evacuation and supervision of residents and others in the Home, as requested
Registered Nursing Staff	<ul style="list-style-type: none"> • Provide daily resident roster(s) and sign-out sheets by Home Area to the Administrator (during business hours) or the Manager-on-Call (after hours), Charge Nurse(s), and Supervisors, and as required. See Resident Absence During COVID-19 Policy and Procedures
Supervisor, LTC Maintenance and Security	<ul style="list-style-type: none"> • Provide a list of other contracted service providers in the Home to the Administrator (during business hours) or the Manager-on-Call (after hours), Charge Nurse(s), and Supervisors, and as required

Role	Responsibilities
Emergency and Contingency Planning Specialist	<ul style="list-style-type: none"> • Provide education and training on Emergency Plans • Complete After-Action Review (AAR) as required by the Long-Term Care Emergency Recovery Plan
Education and Wellbeing Team	<ul style="list-style-type: none"> • Ensure supports are in place for those who experienced distress. See Appendix D: Support Resources in Emergency Recovery Plan (Policy and Procedures) • Maintain staff records of education and training

Authority	<i>Fixing Long-Term Care Act, 2021 s. 82(2)8 and 90; General Regulation 246/22 s. 115, 263(2)2, 268, 270, 271(1)f and 273; CARF Aging Services Standards; and York Region Seniors Services Administration</i>		
Related Resources	<ul style="list-style-type: none"> • Appendix A: Evacuation Transportation Plan • Appendix B: Resident Tracking Process • Appendix C: Newmarket Health Centre Reception Centre • Appendix D: Maple Health Centre Reception Centre • Appendix E1: Ministry of Long-Term Care. The Guide on the Policy, Process, and Procedures during Emergency Evacuations, and appendices, as current <ul style="list-style-type: none"> ○ Appendix E2: Evacuation Placement Process ○ Appendix E3: Emergency Placement Form ○ Appendix E4: Overview of Temporary Emergency • Related Home Policies: Emergency Planning Policies and Procedures; Mandatory and Critical Incident Reporting Policy and Procedures; Resident Absence During COVID-19 Policy and Procedures; and Training and Orientation Program Policies and Procedures • Related Regional Policies: Bylaw No. 2020-01 and Schedule A and Emergency Management • Ministry of Long-Term Care Emergency Preparedness Manual 		
Policy Contact	Senior Program Analyst	Review Period	Annually