



MANUAL:	Emergency
SECTION:	COMMUNICATION PLAN
SUBJECT:	Communication

POLICY

It is the policy of Schlegel Villages to implement an effective communication plan to ensure that all appropriate parties are notified quickly and efficiently in the event of an emergency.

PROCEDURE

1. *Sequence of Communication - General*

- The charge/lead nurse, or designate, will call 911 to notify the proper service.
- The charge/lead nurse will make an in-house announcement to all team members, residents, and visitors. The description will be:

CODE BLUE	CARDIAC ARREST
CODE RED	FIRE
CODE BLACK	BOMB THREAT
CODE YELLOW	MISSING RESIDENT
CODE BROWN	INTERNAL CHEMICAL SPILL
CODE ORANGE	EXTERNAL DISASTER
CODE GREEN	EVACUATION - HORIZONTAL
CODE GREEN STAT	VERTICAL EVACUATION
CODE WHITE	VIOLENT RESIDENT
CODE PURPLE	INTRUDER PRESENT
NURSE STAT	MEDICAL EMERGENCY
CODE SILVER	PERSON WITH A WEAPON

- The charge/lead nurse, or designate, will notify the leader-on-call. The leader-on-call will notify the general manager. The general manager will notify the assistant general manager, director of nursing care, director of food services, director of environmental services, and director of recreation.
- The general manager will notify the offsite shelter locations for evacuation if appropriate.
- The general manager will notify the vice president of operations.
- The general manager will assign a team member to be responsible for notifying all off-duty team members in the event of an evacuation (see Evacuation Policy - Tab 03).

- The general manager will assign a team member to notify families of residents and families of team members to ensure that all appropriate people have been informed of the disaster.
- In the event the general manager is unavailable, the assistant general manager, director of nursing or leader-on-call is designated to act until such time as the vice president of operations arrives on site.
- The general manager, assistant general manager, or director of nursing care will notify the ministry of health as per the unusual occurrence standard. Contact information is located in the leader-on-call binder.
- Only the general manager will converse with, and give information to, the media. This is to ensure that all information provided to the media is accurate and that the general manager is aware of all contacts with the media.

2. ***General communication procedures that apply to all emergencies are as follows:***

Control Centres

A control centre will be established by the charge/lead nurse to communicate to team members and manage the emergency situation. The control centre location is determined by the type of emergency and location of emergency but must be in a safe location in no danger from the emergency situation.

Team Member in Authority

The charge/lead nurse on duty on the shift on which the emergency occurs, or the general manager, or the leader-on-call, has complete authority to give instructions to persons on site (including managers).

Telephone Communication

The telephone system is connected to the emergency generator to ensure continual availability.

3. **Communication During an Emergency**

- The Village team will follow specific instructions for announcements and communication as per each type of emergency situation and corresponding procedures.
- The Village team will also ensure frequent and ongoing communication at the beginning of an emergency, when there is a significant status change throughout the course of the emergency and when the emergency is over, to the following:
 - Residents
 - Substitute decision makers
 - Volunteers, student and caregivers
 - Resident and Family Council



4. *Post Emergency Communication and Recovery*

- Once an emergency situation has ended, the charge/lead nurse or designate will communicate the end of the emergency situation through an in-house announcement or directly to those involved depending on the type and scope of emergency
- The charge/lead nurse, leader on call and/or general manager will debrief with all those involved with the emergency which may include:
 - Team members
 - Residents
 - Substitute decision makers
 - Volunteers, student and caregivers
 - Resident and Family Council
- They will fill out the attached Emergency Situation Debrief Form. A copy of this form and any other notes will be kept at the back of this policy Tab 01-02 in the emergency binder and any recommendations for changes to emergency policies will be forwarded to the support office for consideration to update policies. This will be completed within 30 days of the emergency situation.
- The Village team will need to determine how to resume normal operations. Depending on the type and scope of emergency ensure that the following items have been addressed.
 - Staffing levels are sufficient to support operations
 - Utilities are back to normal
 - Equipment such as HVAC systems, elevators, nurse call, generator, kitchen, laundry are operational and call for service contractors if needed
 - Emergency services (Fire and/or Police) have deemed the affected areas safe to resume normal operations
- The charge/lead nurse, leader on call and/or general manager will offer any assistance to team members or residents who are currently or have been experiencing distress from the emergency situation.
 - This may include additional staffing, SV Support Office onsite support and/or access to counselling services.



EMERGENCY SITUATION REVIEW FORM

Village Name: _____ Date of Meeting: _____

Emergency Situation Description: _____

Attendance:

Summary of Discussion Items:

Suggested Areas of Change/Improvement:

Action Items to be followed up by: _____ Date Completed: _____

Place a copy of this completed form in Tab 01-02 of the Emergency Drill Binder and when appropriate, send a copy to the support office to review for policy updates