

Revised March 2020

Preparedness Plan



PRACTICE AND REVIEW THE PREPAREDNESS PLAN

The Preparedness Plan must be reviewed by all employees of Sensity each year.

The purpose of this document is to provide Sensity staff, individuals supported, and its stakeholders with a clear direction in preparing and handling of various emergencies.

Sensity expects that families of supported individuals will make every effort to provide their family member full support in the family home in the event of an emergency.

Preparedness Plan

Table of Contents

Responsibilities of all Employees.....	Pg. 3
Communication.....	Pg. 3-4
Pandemic Defined.....	Pg. 5
Pandemic Response Procedures.....	Pg. 6-8
Pandemic/Influenza Prevention.....	Pg. 8-9
Emergency Types.....	Pg. 9
Emergency Response Procedures.....	Pg. 10-11
Preparing for an Emergency.....	Pg. 12-17
Where to Find More Information.....	Pg. 16
Program/Individual supported Specific Pandemic Plan.....	Pg. 17-18
Emergency Contact Sheet.....	Pg. 19
Employee Sign off Sheet.....	Pg. 20

Preparedness Plan

Responsibilities of all Employees

Every employee of Sensity is expected to respond as required to an emergency situation and carry out all lawful commands of The Occupational Health and Safety Act, Section 43 (2) (d) (ii).

Essential Worker

Employees of Sensity do not have the right to refuse work and/or stop work under the Occupational Health and Safety Act, Section 43 (2)(d)(ii).

The Occupational Health and Safety Act states the following:

The Right to Refuse Work & the Right to Stop Work

Certain workers, who have the responsibility to protect public safety, cannot refuse unsafe work or stop work if the danger in question is a normal part of the job or refusal will endanger the life, health and safety of another person. These workers are:

- Police officers, firefighters, workers in correctional institutions, healthcare workers employed in hospitals, psychiatric and rehabilitation facilities.
- Laboratories, power plants, ambulance services.
- Home for the aged, nursing homes and group homes for persons with physical and developmental handicaps.

Communication

Our Response Team

At Sensity, all employees are expected to assist with the needs of people supported in a crisis. The staff responsible to communicate and lead in a crisis or pandemic will be:

1. CEO
2. Director of Services /Director of Human Resources
3. Operations Team: Managers of Intervenor Services/Intervenor Services Coordinators

If the CEO is not available, the Director of Services and the Director of Human Resources will strategize with the Operations Team on all communication.

Notification and Updates of Emergencies

Notification and updates of emergencies that occur anywhere in Ontario will be posted on Provincial/Municipal and regional websites, and broadcasted on radio and television stations.

Preparedness Plan

Some municipalities may also have emergency hotline phone numbers in place during a declared emergency, where you can access information. Emergency phone numbers should be kept in a common area for all staff to see on a regular basis.

Information will also be available through the Pandemic Influenza Portal from the **Public Health Agency of Canada** at <https://www.canada.ca/en/public-health/services/diseases/flu-influenza.html> or by calling **1-844-280-5020**

Every resident of Ontario has a responsibility when it comes to emergency preparedness. Each person should be prepared to be self-sufficient for at least 72 Hours. It is important that all employees are prepared and understand their responsibilities during an emergency.

If employees are instructed by Emergency Personnel (police, Fire Department, Military), these directives must take precedence over Sensity Emergency Protocols.

Media Interactions

Every employee is expected to direct all media inquiries concerning any aspect of an emergency to the CEO to ensure that all information released to the media and public is consistent and accurate. Employees of Sensity are not to issue unauthorized comments or media releases.

PROPER USE OF THE 9-1-1 EMERGENCY TELEPHONE NUMBER AND NON-EMERGENCY NUMBERS

The 9-1-1 emergency number provides instant access to emergency services and should be used for immediate police, fire, and ambulance responses. Please use the system correctly. If the service is flooded with non-emergency calls, then true emergency calls will have difficulty getting through.

When Should You Call 9-1-1?

- To Report a fire
- Save a life
- Stop a crime

When a situation requires the immediate response of police, firefighting, and/or ambulance personnel, call 9-1-1.

See Appendix A for emergency contact list.

Preparedness Plan

Pandemic Defined

What is a Pandemic?

A pandemic refers to a wide-spread outbreak of an illness that affects a large percentage of the population. A pandemic is distinguished by its scope and becomes a worldwide epidemic or pandemic when a disease spreads easily and rapidly through many countries and regions of the world.

Respiratory Illnesses and pandemics?

A respiratory illness pandemic is an outbreak of a new virus that is easily spread from person to person. It can cause severe illness and death because people have no immunity to the virus. It can develop when an animal or bird virus mix with a human virus to form a new virus. A respiratory illness pandemic is an epidemic of a virus that causes respiratory illness that spreads on a worldwide scale. Examples: SARS, H1N1 (Swine Flu), H5N1 (Avian Flu), Spanish Flu, COVID-19 (Coronavirus)

How do respiratory illnesses spread?

Respiratory illnesses spread when an infected person coughs or sneezes expelling droplets which contain the virus. These droplets can inhaled by others nearby. The droplets can also contaminate surfaces and objects. When a person touches that surface or object and then their face, the droplets may enter the person's body.

Signs and Symptoms of Influenza	Signs and Symptoms of COVID-19
Chills, shivering and a fever (Temperature \geq 38 degrees Celsius/100.4 degrees Fahrenheit)	Fever (Temperature \geq 38 degrees Celsius/100.4 degrees Fahrenheit)
Onset of muscle aches and pains.	Dry cough.
Dry cough.	Shortness of breath
Sore throat	
Vomitting	
Diarrhea	
Pneumonia	
Stuffy or runny nose	
Trouble breathing	

Preparedness Plan

Pandemic Response Procedures

Prevention

ACTION	RESPONSIBILITY
Review Preparedness Policy and Plan	Joint Health and Safety Committee (annually) Senior Management
Review Preparedness Plan & Procedures with Employees	Intervenor Service Coordinators (annually & upon hire)
Contact Information of individuals supported will be sent to the Director of Services to prepare a master list that will be utilized in the event of an emergency	Intervenor Services Coordinators Managers of Intervenor Services Director of Services
Communicate regularly to all employees on pandemic & emergency issues	Communications Team as per instruction from the Director of Human Resources and Director of Services
Use prevention measures to reduce the spread of virus	All Employees
If a pandemic is a risk, any employee who has travelled must be cleared to be free from symptoms before returning to the workplace.	All Employees

Preparedness

ACTION	RESPONSIBILITY
Communicate regularly to employees and individuals supported as information becomes available from the Leadership Team	Intervenor Services Coordinators Director of Human Resources
Review preventative procedures & preparedness plans with all employees	Intervenor Services Coordinators Managers of Intervenor Services Director of Human Resources
Contact Health Care provider & Manager of Intervenor Services if an individual supported presents symptoms of respiratory illness for further direction	Intervenor Services Coordinator
Limit exposure to household if individual supported is presenting respiratory illness symptoms	Intervenor Services Team
Employees presenting with respiratory illness symptoms will be sent home until symptom free or medically cleared as fit for duty	Intervenor Services Coordinator Department Managers/Supervisors
Ensure the emergency preparedness supplies are available in the program	H & S Reps in programs/Intervenor Services Coordinators

Preparedness Plan

Ensure adequate supplies for good hand wash hygiene	Intervenor Services Coordinators Maintenance Coordinator
Cross train employees so they may cover large volumes of absenteeism and ensure essential duties are being performed	Managers of Intervenor Services

Response

ACTION	RESPONSIBILITY
CEO will declare an Organization Pandemic based on information provided by the Director of Human Resources in conjunction with the Services Team	CEO
Report to Director of Services the number of employees who are off work	Intervenor Services Coordinators Department Managers/Supervisors
Report individuals supported illness to the Managers of Intervenor Services	Intervenor Services Coordinators
Notify the Health Unit if any confirmed cases amongst employees or individuals supported	Director of Services
Contact the Board of Directors	CEO
Contact the Ministry of Children, Community and Social Services (MCCSS)	CEO
Contact the Ministry of Health	CEO
Contact individuals supported families where affected	Managers of Intervenor Services
Management Team will meet daily to discuss pandemic status, provide ongoing updates and determine available service levels	Management Team
Continue to follow proactive preventative measures to reduce the spread of the virus	All Employees
Communicate updates regularly to all employees	Communications Team as per instruction from the Director of Human Resources and Director of Services

In cases where daily routines are disrupted and/or social isolation must be imposed, employees are to make every effort to ensure that, as much as is possible, a daily routine can be established that is based around the needs and desires of the individuals in their care. A routine that provides stability and predictability is essential for the continued mental health of our individuals supported. Community and Day Program participation may be altered or suspended for some or all supported individuals and employees during a pandemic.

Preparedness Plan

Recovery

ACTION	RESPONSIBILITY
Decision to end Organization Pandemic	CEO
Contact the Board of Directors	CEO
Contact the Ministry of Children, Community and Social Services (MCCSS)	CEO
Contact the Ministry of Health	CEO
Communicate to all Employees	Communications Team as per instruction from the Director of Human Resources and Director of Services
Contact families of affected programs	Managers of Intervenor Services
Evaluate Pandemic Preparedness and response measures, including feedback from employees	Management Team and JHSC
Continue to practice proactive preventative measures including good hygiene practices	All Employees

Pandemic/Influenza Prevention

If you are Sick

- Stay home.
- Wash your hands frequently with warm water and soap.
- Keep your distance – two (2) meter or six (6) feet away from others
- Cough and sneeze into your elbow.
- Throw tissues in the garbage immediately after use.
- Sanitize all surfaces.

More Prevention Measures

- Good hand washing with soap and water is the best way to prevent the spread of illness.
- Get a flu shot every year.
- Eat well, get plenty of sleep, and exercise regularly.
- Try not to touch your eyes, nose, or mouth. These habits spread germs.
- Avoid public gatherings and crowds.
- Don't go to a doctor's office without calling ahead.
- If you have a chronic medical condition, consult your doctor.

Stay Healthy At Work

- Wash your hands frequently with warm water and soap.

Preparedness Plan

- Use waterless alcohol-based sanitizing gel to clean hands if soap and water are not available.
- Clean objects and hard surfaces that are handled by many people with a disinfectant.
- Cancel non-essential meetings: use teleconferencing, emails, or fax.
- Do not share cups, dishes, and cutlery and ensure they are thoroughly washed with soap and hot water.
- Clean the workplaces of employees that have recently become ill with disinfectant.

Emergency Types

Fire

Any fire or explosion of combustible materials causing danger of burns from fire or suffocation/choking from smoke inhalation. This can also include fires where there is a clear danger of the fire spreading to the employer's premises or causing the air to become unbreathable due to smoke.

Natural Disaster

Meaning any emergency caused by inclement weather condition or natural disasters including tornados, floods, earthquakes, mudslides, hurricanes, lightning strikes, avalanches, blizzards, ice storms, forest fires and severe thunderstorms.

Weather Warning

Means that severe weather has been sighted in the vicinity.

Weather Watch

Means that conditions are favorable for severe weather to develop.

Chemical, biological or radiological incidents

This may include a release of toxic chemicals or other dangerous agents within the vicinity including natural gas leaks; the release of harmful bacteria, viruses, or other biological dangers; and the release of, or exposure to radioactive materials.

Structural failures

Any damage to the property or premises that causes unsafe conditions due to structural failure. Failures or pending failures include, but are not limited to, bomb threats, collapsed walls, ceilings, or foundations, burst water mains, electrical power outages etc.

Preparedness Plan

Emergency Response Procedures

Fire

Upon Discovery of Fire:

- Remain Calm
- Leave fire area immediately and close doors
- Sound Fire Alarm by pulling down on lever or closet manual pull station
- Leave building via nearest Exit guiding your individual supported and assemble in your safe designated meeting area
- Call the Fire Department 9-1-1
- Call your On-Call team

Upon Hearing Fire Alarm:

- Remain Calm
- Leave building via nearest Exit guiding your individual supported and assemble in your safe designated meeting area
- Close doors behind you
- Call the Fire Department 9-1-1
- Call your On-Call team

****Please refer to the detailed Fire Safety Plan***

Natural Disasters

- Account for all employees and visitors, ensuring that everyone is inside the facility
- Close and lock all windows and doors
- Move away from windows and doors
- If available, gather into the basement or into the bathroom or another enclosed area
- Listen to local weather reports for updates
- Do not leave the safe place until the weather warning has been lifted
- Stay calm and encourage others to remain calm
- Have portable radios and extra batteries available
- Be prepared for isolation, ensure the emergency equipment and supplies are available and can be readily obtained
- Evacuate when necessary to a designated safe meeting place
- Notify your direct Supervisor/Manager/On Call and Human Resources immediately

Preparedness Plan

Chemical, Biological, or Radiological Procedure

- Commence evacuation procedures to a designated safe meeting place
- Notify your direct Supervisor/Manager/On Call and Human Resources immediately

Structural Failure

- Gather flashlights and other needed supplies in a power outage and check on all employees, individuals supported and visitors to ensure safety
- In the case of water, heat or other utility disruptions all attempts need to be made by the Management team to determine the cause and the probable length of shutdown. If the disruption is prolonged the CEO will consider alternative measures.
- All bomb threats will be treated as real and evacuation procedures will commence to a designated safe meeting place
- Notify your direct Supervisor/Manager/On Call and Human Resources immediately

Notification Procedures

In the event of any of the above natural disasters contact:

- Your on-call team
- On – call will contact the Manager on Call
- Manager on-call will contact the Director of Services on-call, who will make decisions whether to evacuate the location (see Program/Individual supported Specific Evacuation Plan chart for evacuation locations)
- Director of Services on-call will keep the CEO informed of emergency response procedures

Preparedness Plan

Preparing for an Emergency

72 Hour Survival Kit

The preparedness Survival Kit should contain supplies for at least three (3) days during or immediately after an emergency. Since emergency supply requirements vary for people with different disabilities, please create your kit with your team and your Coordinator.

Suggestions for everyone's kit are:

- Non perishable food (preferably with flip-tops) and bottled water (at least 1 bottle per day per person)
- 7-day supply of Medications for each person where feasible
- Ice packs to keep medication cold if necessary
- Emergency sheet for each person
- Water purification tablets
- Manual can opener
- Flashlight and extra batteries
- Wind up radio
- First-aid Kit
- Disposable Gloves
- Garbage Bags
- Whistle (to attract attention if needed)
- Toilet paper and other personal items
- Tools – small hammer, axe, saw, trench shovel, hoe head, pliers, wire cutters, rope
- Pans, utensils, bowls, mugs, water storage container
- Mask
- Tent, insulated ground sheet
- Camp stove or wood-burning Frontier stove
- Toiletries
- Stress relievers (playing cards, books, etc)
- Extra vehicle keys, house keys and cash
- Cell phone (if applicable)
- Important identification papers
- Clothing and footwear
- Blankets/sleeping bags
- Pet Food
- Applicable region/municipality Emergency Plans and Preparedness Guides
- Preparedness Plan for CDBA Ontario
- Individual supported specific Communication books/materials for emergencies
- Duct Tape
- Candles and lighter or water proof matches
- AC adaptor for vehicle
- Hand Sanitizer
- Cooler Bag

Preparedness Plan

- Remember to include extras for people with specialized medical supports/ ie: diabetic supplies. Keep frozen water bottles or ice packs in your freezer. Have an insulated or cooled thermos ready to store insulin in the event of a power outage or you to evacuate

Plan for Emergencies

Are you prepared for....fire, flood, severe weather, long duration of power outage, etc?

- Learn where and how to shut off the water and electricity in the home.
- If you live in an apartment, learn where the emergency exit is.
- Know where the fire alarm is, and learn how to use it.
- DO NOT use the elevators during a fire or any other emergency (the elevator may not work if the power goes out).
- Avoid driving and other outside activities during a severe weather alert.
- Listen to the radio or television for instructions during an emergency.
- If you have a battery powered radio, please ensure you have extra batteries (for power outages).
- Do not use the telephone. Emergency crews may need all available telephone lines.
- Ensure your landline telephone is always plugged in and working.
- Create floor plan with emergency exits and evacuation routes out of the neighborhood
- Identify Safe Meeting Place near the home and outside the neighborhood
- Have your regions weather forecasts saved in your favourites on computers/work Blackberries, cell phones etc: www.weathernetwork.com

Evacuation from a Support/Service Location

- If you are instructed to do so by Police or Authorized Personnel, shut off the water, gas and electricity.
- Ensure people have at least a 72-hour supply of medication: if you have to vacate the house, take all medications and applicators with you.
- Assist and ensure all people evacuate the premises immediately.
- Take the Preparedness Survival Kit and medication(s) with you.
- Support people to wear clothes, outerwear, and shoes appropriate to conditions.
- Take pets with you; ensure all pets can be transported safely in a cage or on a leash.
- If you have time, leave a note telling others when you left and where you went. If you have a mailbox you could leave the note there.
- Lock the house.
- Follow the routes specified by the Police and Authorized Personnel. Do not take shortcuts. A shortcut could take you to a blocked or dangerous area.

Preparedness Plan

- During the evacuation, assist people to sign up with the evacuation centre closest to you.

Review your Preparedness Survival Kit

- Follow your monthly Fire Drill and Inspection Report, rotate all food and water supplies in your Emergency Survival Kit/Pet Preparedness Survival Kit to ensure your products are not expired.

Pet Care

- All pets should be caged or on a leash
- Ask friends, relatives or others outside the affected area whether they could shelter your animals. If you have more than one pet, they may be more comfortable if kept together, but be prepared to house them separately.
- Prepare a list of boarding facilities and veterinarians who could shelter animals in an emergency: include 24-hour telephone numbers.
- Ask local animal shelters if they provide emergency shelter or foster care for pets in a disaster. Animal shelters may be overburdened caring for the animals they already have as well as those displaced by a disaster, so this should be your last resort.
- Pet Preparedness Survival Kit should include 72-hour supply of water, dry food, feed dishes and all medications. You should also include the tools to clean up after your pet i.e. poop and scoop bags, litter, box and scooper.

Evacuation Locations/Centers

The Red Cross will provide assistance to the Emergency Social Service Department during any evacuation. One of its main functions will be the establishment of a Registration and Inquiry Service to provide information to the public regarding locations of Evacuations Centres and names of registered evacuees.

Preparedness Plan

Preparing an Emergency Water and Food Supply

Easy Ways to Purify Water:

The measures listed below will kill microbes, but will not remove other contaminants such as heavy metals, salts, and most other chemicals.

Purification Methods:

1. **Boiling is the safest method to purify water.**

Bring water to a rolling boil for five minutes, keeping in mind that some water will evaporate. Let the water cool before drinking. Boiled water will taste better if you put oxygen back into it by pouring it back and forth between two containers. This will improve the taste of stored water.

2. **Purification tablets that release chlorine or iodine.**

Purification tablets are inexpensive and available at most sporting good stores and some drugstores. Follow the package directions. Usually one tablet is enough for one quart of water. You will need to double the dose to clear cloudy water.

These methods are to avoid illness. Water must be purified before using it for drinking, food preparation or hygiene. Before purifying, let any suspended particles settle to the bottom, or strain them through layers of paper towel or clean cloth.

Food Supply

How to Cook if the Power Goes Out:

1. For emergency cooking outdoors you can use a barbecue, a charcoal grill or camp stove. Caution! The cooking area should be safely vented to prevent Carbon Monoxide poisoning. All propane tanks (empty/filled) are to be stored outside.

Washing hands properly before handling food is important in the prevention of food poisoning. Washing hands should take 15-20 seconds. Alternative source is to use alcohol-based hand sanitizer.

Preventing Food Poisoning:

Food poisoning can be easily prevented by following some guidelines on the storage and preparation of food. Foods that do not require refrigeration are: fresh vegetables, fruit, bread, dried pasta, flour & canned foods.

The following foods can be hazardous if not stored properly and must be kept at a temperature of 4 degrees Celsius or lower, or must be kept frozen at -18 degrees Celsius or lower:

Preparedness Plan

- All meat products including beef, poultry, fish, and pork.
- All dairy products including cream, milk, cheeses, and eggs
- Frozen foods, if thawed and unrefrigerated for longer than 4 hours must be thrown out and not cooked or eaten.

Where to Find More Information

Brant County Health Unit	www.bchu.org
Public Health Agency of Canada	https://www.canada.ca/en/public-health.html
World Health Organization	www.who.int
Health Canada	http://hc-sc.gc.ca/hc-ps/ed-ud/prepar/flu-pandem/index-eng.php
Ontario Ministry of Health & Long Term Care	http://www.health.gov.on.ca/en/pro/programs/emb/pan_flu/

Preparedness Plan

Program/Individual supported Specific Evacuation Plan

It is the expectation that each program develop a specific plan for each individual supported in a Residential Program in the event of a Pandemic where by the individual supported(s) cannot remain in their home, Intervention programming was not available or limited Intervention was available.

Things to consider when developing individual supported specific plans are:

- Where would the individual supported go for a short term and long term stay
- Would the families be able to support during these situations
- What would Intervention/protocols entail with limited staffing levels

Include the program/individual supported specific pandemic plans in the chart below.

Preparedness Plan

Program/Individual supported Evacuation Plan

<p>Resource Center: (519) 442-0463 Toll Free (877) 760-7439</p> <p>HR Director: (519) 209-3478 Director of Services: 519-732-2133 Maintenance Coordinator: (226) 922-7577 Manager of Intervention Services: () - Intervenor Services Coordinator : () - On Call: () - *Refer to on-call schedule in program binder Redcross: 1-800-418-1111</p>	<p>Emergency Family Contacts</p> <p>Individual supported: Parent/Guardian: Phone #:</p> <p>Individual supported: Parent/Guardian: Phone #:</p> <p>Individual supported: Parent/Guardian: Phone #:</p>
<p>Short Term Evacuation Location(s) (1-3 days) Individual supported: Location: Contact Info:</p> <p>Back up Location:</p> <p>Individual supported: Location: Contact Info:</p> <p>Back up Location:</p> <p>Individual supported: Location: Contact Info:</p> <p>Back up Location:</p>	<p>Long Term Evacuation Location(s) Individual supported: Location: Contact Info:</p> <p>Back up Location:</p> <p>Individual supported: Location: Contact Info:</p> <p>Back up Location:</p> <p>Individual supported: Location: Contact Info:</p> <p>Back up Location:</p>
<p>List of 3 hotels in the area</p>	<p>List of 2 Hotels outside of the City</p>

Preparedness Plan

Appendix A

EMERGENCY Contact Sheet

IN CASE OF EMERGENCY DIAL: 9-1-1

Poison Control: 1(800) 268-9017

Fire:

Police:

<p>Resource Center: (519) 442-0463 Toll Free (877) 760-7439</p> <p>Director of Human Resources: (519) 209-3478 Director of Services: 519-732-2133 Maintenance Coordinator: (226) 922-7577 Manager of Intervenor Services: () - Intervenor Services Coordinator: () - On Call: () - *refer to on-call schedule in program binder</p>	<p>Emergency Family Contacts</p> <p>Individual supported: Parent/Guardian: Phone #:</p> <p>Individual supported: Parent/Guardian: Phone #:</p> <p>Individual supported: Parent/Guardian: Phone #:</p>
<p>Public Health information: 1-844-280-5020 https://www.canada.ca/en/public-health.html</p> <p>Red Cross: 1-800-418-1111 www.redcross.ca</p> <p>Local Taxi:</p> <p>Local Accessible Vehicle Service:</p>	<p>Hospitals:</p> <p>Family Doctor(s):</p> <p>Pharmacy(s):</p>
<p>Home Address:</p> <p>Nearest Cross Street:</p>	<p>Meeting Place Near Home:</p> <p>Meeting Place Outside Neighborhood:</p>

Preparedness Plan

EMPLOYEE SIGN-OFF SHEET

I acknowledge that I have read and understand the Preparedness Plan of the Sensity Deafblind and Sensory Support Network of Canada. Further, I agree to adhere to this policy and will ensure that employees working under my direction adhere to this policy.

_____	_____	_____
Print Name	Signature	Date
_____	_____	_____
Print Name	Signature	Date
_____	_____	_____
Print Name	Signature	Date
_____	_____	_____
Print Name	Signature	Date
_____	_____	_____
Print Name	Signature	Date
_____	_____	_____
Print Name	Signature	Date
_____	_____	_____
Print Name	Signature	Date
_____	_____	_____
Print Name	Signature	Date
_____	_____	_____
Print Name	Signature	Date
_____	_____	_____
Print Name	Signature	Date