

## 12

### ESSENTIAL SERVICES (Water - Hydro Electric Power - Natural Gas/Carbon Monoxide - Phones)

#### 12.1.1 ACTIONS COMMON TO ALL ESSENTIAL SERVICES ISSUES

##### **Incident Commander:**

- Once notified of a serious essential service disruption and or issue e.g. phones, water, electrical power, natural gas/carbon monoxide leak that creates a risk to safety or health or incurs a serious impact to normal operating conditions to which follow up is required and or contingencies need to be put in place the **Incident Commander** (First Floor Charge Nurse) is to contact and notify Support Services/Maintenance or Maintenance On Call of the situation, this to initiate follow up measures. Depending on the circumstances consideration must also be given to calling the necessary first emergency responders e.g. fire department, police, ambulance, necessary service providers, etc.
- Contact the **On Call Manager**, advised of the situation.
- As per the Homes Administration Manual Policy # 0202-12-01 "Critical Incident Reporting", if applicable given the type of incident advise the Ministry of Health LTC Division of the issue within the time frame stated.
- For further additional follow-up steps specific to telephones, water disruption, hydro power loss, natural gas leak/carbon monoxide detection reference the following applicable sections.
- Emergency Supplies available and location stored as per Emergency Measures Plan Appendix G Emergency Supply Inventory.

#### 12.1.2 ADDITIONAL SPECIFIC TO WATER DISRUPTION

In addition to the Actions in Section 12.1.1. in the event that there is a loss of water and or a compromise of water quality, the following procedures also apply and contingencies are available;

- **Incident Commander (First Floor-Charge Nurse)** once notified of a disruption, quality and or a breach to normal operating conditions of water supply services assess the situation and take immediate action to address the immediate safety and or health risk. E.g Make a page of the outage or if contamination page to discontinue use, notify residents and staff.
- **Support Services/ Maintenance** once notified by the Incident Commander confirm reason for loss or water quality issue-work with appropriate Emergency Responders and agencies to confirm time frame of disruption and or to re-establish water supply. Once notified by the Incident Commander (First Floor Charge Nurse) of the situation and specifics of the incident contact Director of Support Services.
- **Manager on Call** if contacted and as required to establish **Emergency Operations Control Group**, this to determine the ongoing needs and response measures to the emergency.

#### Related Follow-up Activities:

- If a water quality issue arises as required confirm the issue with City of Brockville and or the local Health Unit, receive direction as necessary.
- When appropriate system to be flushed, if contamination incurred seek final approval from the City of Brockville and or the local health unit.
- If loss of water supply, as a contingency depending on outage time frame begin to make arrangements for use of emergency supply stock of bottled water in stores and or make arrangements for bulk tank ordering.
- Emergency supplies and contingencies could include use of emergency supply of personal hygiene wipes, etc. See Appendix G.

### **12.1.3 ADDITIONAL SPECIFIC ELECTRICAL POWER LOSS**

In addition to the Notification Steps in Section 12.1.1. in the event that there is a loss of hydro electrical power to the building and if the emergency generator starts or even fails to start the following procedures also apply and contingencies are available;

- **Incident Commander (First Floor-Charge Nurse)** once notified of a power loss assess the situation and take immediate action to address any immediate needs. To also complete the following;
  - Reset magnetic lock key switch.
  - Page Maintenance, advise them of the incident and current status. If no power to make calls plug in and use power fail phones-note phone number of power fail phone for maintenance to call back on.
- **Support Services /Maintenance**
  - When notified or made aware of hydro power loss confirm and monitor equipment operating status.
  - Assess extent of outage, impact to facility and if possible reason for outage, advise Incident Commander and Director of Support Services of the situation.
  - Work with appropriate Emergency Responders and agencies to determine time frame of outage.
  - Emergency generator is programmed to provide automatic emergency power within seconds of loss of hydro power.
- **Manager on Call** if contacted and as required to establish **Emergency Operations Control Group**, this to determine the ongoing needs and response measures to the emergency.

- **Equipment On Standby-Generator Power**
  - When a disruption in hydro power occurs the magnetic locks normally must be reset, immediately assign door monitors to Oak Lodge Doors until locks reset.
  - Reset magnetic locks via key switch at Pine Lodge Nurse Station or at main entrance lobby, indicator light must be red.
  - All red wall receptacles and selected lights. In resident room this includes one red receptacle at head of bed, resident washroom light. In bed area use table lamp plugged into red receptacle.
  - As assigned selected lighting in corridors, office's, common and other utility rooms. The following lights added to emergency power April 2012; Clean and Soiled Utility Rooms on Pine, Elm, Spruce, Birch, Oak, Cedar, Maple.
  - Mechanical ventilation operates except that all mechanical cooling drops out. If excessive outdoor temperatures exist consider heat contingency.
  - Heating and domestic boilers and pumps remain operational.
  - Kitchen and Servery Equipment include: walk in refrigerators(3), walk in freezer(1), convection steamers (2), convection oven, mixer, garbage refrigerator, heated cabinet, kitchen exhaust hood, fire suppression system, dishwashers, fridge's, hot food wells, toasters.
  - Elevators - only one programmed to operate.
  - Laundry - one washer (No#2), one dryer (No#1).
  - Building Systems; Security system (control panel, maglocks, door operators, CCTV, electric strike and latches). Fire Alarm System, Master Clock System, Communication Systems, Telephone System, also have total power fail phones, Nurse Call System.
  - Waste Disposal - Garbage Compactor.
  - Loading Dock Door.
  - Arjo Tubs and lighting.
  
- **Items not on Emergency Power and or Other Contingency Planning Considerations For When On Emergency Power**
  - Laundry contingency includes sending laundry to K.R.L.S.
  - As only one elevator, put up signage to restrict use of. Reserve for support services equipment transfer and resident emergencies.
  - Hair Salon-no power, cancel services.
  - Emergency Generator uses about 45 litres (10 gallons) per/hr-this to calculate fuel supply. Fuel storage tank 10,000 litre tank, when full at around 9,000 litres.
  - If hot and humid as mechanical cooling drops out consider heat contingency protocols.
  - Check to ensure low air loss mattresses are plugged into red (emergency power) wall receptacle.
  - Charge Nurse on each floor to take steps to ensure that all residents who require supplemental home oxygen have their concentrators plugged into a red (emergency power) wall receptacle.

- Resident fridges should not be plugged into red emergency power receptacles. If extended outages occur check and dispose of perishables.
- Ice machines not on emergency power consider contingency if required for extended outages.
- Staff lounge microwave not on emergency power, possibly relocate for extended outages.

#### **12.1.4            ADDITIONAL SPECIFIC TO NATURAL GAS LEAK/ CARBON MONOXIDE DETECTION**

In addition to the Actions in Section 12.1.1. in the event that there is a natural gas leak or carbon monoxide detection occurs the following steps and contingencies also apply;

- **Incident Commander (First Floor-Charge Nurse)** once notified of a gas /carbon monoxide leak, smell or detection possibly also by detection alarm device in the kitchen, mechanical boiler room and laundry room follow up steps include;
  - Maintenance if not done so already to be called to investigate. As necessary proceed to call the utility and or gas contractor for support and investigation. As necessary proceed to call emergency first responders such as fire department, police, ambulance, etc .
- **Support Services /Maintenance -** with contractor/utility investigate and confirm reason for gas loss, leak or smell, work with appropriate Emergency Responders and agencies to determine cause. Once notified by the Incident Commander (First Floor Charge Nurse) of the situation and specifics of the incident as required contact Director of Support Services.
- **Manager on Call** if contacted and as required to establish **Emergency Operations Control Group**, this to determine the ongoing needs and response measures to the emergency.
- Take the necessary appropriate steps to ensure the safety of all.

#### **Other Additional General Safety Information**

- **IF YOU SMELL GAS INDOORS OR OUTDOORS**
  - Natural gas smells like rotten eggs, an odorant, called mercaptan is added to natural gas to make even the smallest leak easy to smell.
  - Don't use your telephone or cell phone near the gas leak.
  - Leave electrical switches, appliances and computers as they are.
  - Don't smoke or use lighters or matches.
  - Put out all open flames, turn off equipment.
  - Don't start any motors or motor vehicles near the gas leak.
  - Call the utility (Enbridge 1-866-763-5427) and or if equipment related local contractor Ball Refrigeration to investigate cause.
  - If escaping natural gas is burning call the fire department.
- **IF YOU SMELL GAS INDOORS**
  - Open doors and windows to let the gas out and fresh air in.
  - Use phone away from gas leak area, go outside if necessary.

- If a hissing noise is heard or sustained presence of gas smell is present begin to evacuate the area, leave doors and windows open.
  - Call utility and or local contractor to investigate cause.
- **IF YOU SMELL GAS OUTDOORS**
    - Leave the area, notify the utility and or a gas contractor.
    - Stay clear of area.
    - If safe to do so put out all flames, or call the Fire Department.
    - Keep doors and windows closed to prevent gas from going inside.
- **IF GAS/CARBON MONOXIDE DETECTOR SOUNDS**
    - Gas/Carbon Monoxide Detection devices have been located in the Basement Kitchen Room#009, Mechanical Boiler Room#002 and Laundry Room#023.
    - The following instructions have also been posted by each detector; "If This Alarm Sounds; Immediately if safe to do so; - Shut down/turn off all Gas Equipment. - Open Windows. - Evacuate Area. Contact Charge Nurse (Incident Commander)@ext 4207 and Maintenance advise them that Carbon Monoxide/Gas Detector Alarm has been activated and location. Charge Nurse (Incident Commander) and Maintenance to respond as Per Essential Services Natural Gas/CO Response Plan - Roll out further Emergency Response. If experiencing symptoms such as headache/nausea/dizziness/breathlessness immediately evacuate area and move to area with fresh air/advise emergency response of the situation.

### 12.1.5 ADDITIONAL SPECIFIC TO TELEPHONE SYSTEM

In addition to the Actions in Section 12.1.1. in the event that there is a phone system outage in whole or in part the following steps and contingencies are available and apply when a phone system failure occurs;

- **Incident Commander (First Floor-Charge Nurse)** once notified of a disruption to normal phone service contact Support Services - Maintenance. If total outage power fail phones can be plugged in at Nurse Stations and calls made from these phones.
- **Support Services/ Maintenance** once notified by the Incident Commander (First Floor Charge Nurse) of the situation contact Director of Support Services or contact and or give direction to service provider for repairs.
- **Manager on Call** to be contacted if situation escalates and cannot be managed, if necessary as required establish **Emergency Operations Control Group**, this to determine the ongoing needs and response measures to the emergency.
- If partial or total outage power fail phones are available to be plugged in at Nursing Stations, Nursing Staffing Clerk Office and Board Room.

### **12.1.6 DUTIES OF SCENE COORDINATOR**

- Upon awareness to an essential service loss check in with Incident Commander, provide assistance as required.

### **12.1.7 DUTIES OF NURSING UNIT COMMUNICATIONS PERSON AT EACH RHA**

- Upon awareness to an essential service loss provide assistance as requested.

### **12.1.8 MANAGER ON CALL**

- As the emergency elevates the Manager on Call will receive a call from the Incident Commander. The Incident Commander will advise the Manager on Call of the status of the emergency. In consultation with the Incident Commander the Manager on Call to ensure completion of appropriate reporting requirements, that all appropriate first responders have been called, and proceed as required to activate the establishment of the Emergency Operations Control Group. Membership as per Appendix A-2, contact information as per Administration Fan-Out Appendix B-1.

### **12.1.9 EMERGENCY OPERATIONS CONTROL GROUP**

- When a call has been received the E.O.C.G members are to report to the facility.
- Establish and follow the activities as set out for the E.O.C.G in Appendix A-2 of the Emergency Measures Plan.

### **12.1.10 DUTIES OF STAFF ON SITE**

- As directed follow the instructions of the Incident Commander /Scene Coordinator and or Manager.

### **12.1.11 INCIDENT DOCUMENTATION AND REPORTING**

- As per the Homes Administration Manual Policy # 0202-12-01 "Critical Incident Reporting", if applicable given the type of incident advise the Ministry of Health LTC Division of the issue within the time frame stated.

- As per the Homes Health and Safety Manual Policy # 0101-03-08/08A "Responsibilities of Workplace Parties in Relation to Accident/Incident Reporting", the affected staff who becomes aware of the situation to complete an "Employee Incident Report" reporting the incident even if a near miss.