

Manual:	Emergency Preparedness	Reference No.:	008050.00
Section:	Code Orange – Disaster Contingency Plans		
Subject:	Reception of Residents		

POLICY:

Ensure there is a process and plan for the reception of residents outside the organization in the event of a disaster/emergency.

PROCEDURE:

Executive Director or designate will make the decision to accept the evacuees and notifies APANS Health Services, the Ministry of Health and maintains communication with appropriate agencies.

Priority will be given to corporate facilities and to those in the catchment area with whom we have signed evacuation agreements.

The criteria used to determine acceptance of evacuees will include some of, but is not limited to the following:

- a) Time and length of relocation required
- b) Numbers of potential evacuees
- c) Availability of resources (staffing from agency, transferring equipment, etc)
- d) Impact on our services (meals, resident programs, staffing, etc)
- e) Ability to provide interim care to evacuees based on their care needs and available resources
- f) Restrictions on space and other resources allocations due to legislative requirements

Reception Process:

1. Executive Director /Designate makes the decision to accept residents.
2. The Executive Director/Designate meets with the Management team:
 - a) Designate roles and responsibilities of team member
 - b) Designate the responsibility to communicate with residents, families, staff of the plan to receive evacuees
 - c) Establish scope, magnitude and impact of receiving evacuees
 - d) Track Financial costs associated with reception of residents.
3. Initiate fan out call using the computerized phone system based on current knowledge of facts:
 - a) Number of expected evacuees
 - b) Care requirements
 - c) Length of temporary evacuation required
 - d) Impact on organizational services/programs
4. Prepare for reception of evacuees. Designate specific roles and responsibilities related to:
 - a) Obtaining equipment and supplies (Nursing Department)
 - b) Preparation of space
 - c) Adjustments to programs
 - d) Coordination of food purchases (Dietary Department)
 - e) Obtaining additional bedding, linen etc (Environmental Services)

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f) Obtaining mobility aids (i.e. wheelchairs) (Program/Rehabilitation Department)

5. Executive Director/Designate designates specific individuals to:

- a) Contact evacuees and provide direction as to where to go (Reception)
- b) Screen incoming phone calls (Reception)
- c) Act as liason between our facility and a representative of evacuees to review changes of status of evacuees (2nd person at reception – Executive Director, Director Clinincal Services, Charge Nurse)
- d) Assist with transporting evacuees to the main dining room (PSW/HCA's from the units)
- e) Provide support in the Dining Room for evacuees and to assist in receiving them (Unit Supervisor/Charge Nurse)

6. Adjustments to the plan are made as necessary (ie. Food/meals, space, staffing support) based on new information (i.e. expected time of relocation, changes in health status of evacuees, etc)

7. Develop a communication plan and post notices to the public, residents, families of having received evacuees.

8. Attempt to gather more information on the evacuees (name, address, diagnosis, etc) if this information is not already available.

9. Provide ongoing support to evacuees until such time that the disaster is over that they are relocated elsewhere.