

# **Business Continuity Plan**

## **St. Anne Centre**

**Arichat, Nova Scotia**

**B0E 1A0**

# INTRODUCTION

Natural disasters around the world and in Canada over the last several years have highlighted the importance of organizations having a well documented and current Business Continuity Plan. The potential for a disaster that threatens or disrupts day to day operations, once thought of as a remote possibility, is now considered a likely event.

Accordingly, the Department of Health and Wellness in its March 2016 document (Long Term Care New Program Requirements: Nursing Homes and Residential Care Facilities) mandated all Nursing Homes and RCF Homes to develop a documented plan that addresses the operational recovery and continuity of services in the face of a disaster, labour disruption, or other major outage (loss of electrical power, heat ventilation, etc.).

As such, this Business Continuity Plan defines procedures for St Anne's Centre to mitigate the impact of a disaster; ensure a timely and orderly response to protect people and assets; and lead an orderly resumption, recovery and restoration of operations in the wake of a disaster.

This plan is to be used in conjunction with our planning documents for our Home including our Fire Prevention Plan and All Hazards Plan.

## **Purpose & Design:**

The Business Continuity Plan is designed as an "action orientated" document to assist leadership and employees to effectively direct a safe and timely post evacuation response in circumstances where residents and employees are unable to return to the Home and where resumption and/or recovery of operations and services must be established temporarily at an alternate site(s).

The plan is divided into 5 sections.

- Section 1 – Logistics: Deals with planned arrangement for transportation to and operations at the designated Alternate Site, and Expansion Sites including plans for operation of each functional area within each of these sites.
- Section 2 - Roles and Responsibilities: Outlines Leadership Roles / Responsibilities (which have been assigned) and action tasks for each to provide clarity and assist in the management of a timely response, resumption and/or recovery.
- Section 3 – Contact lists: Includes a range of critical contact lists
- Section 4 - Templates: Includes key documents for use in communication, etc. during the response and resumption phases.
- Section 5 – Resource Reference: Includes Agreements in place with vendors and community partners and related resource material.

## **DISTRIBUTION**

Administrator – Annette Fougere

Finance Officer – Renette Sampson

Director of Nursing – Lynn LeBlanc

Director of Environmental Services – Trinia George

Maintenance Supervisor – Ronnie Joyce

Emergency Preparedness Committee – Connie Pierce and Karen Marchand (co-chairs)

## **REVISION HISTORY**

<b>Revision Number</b>	<b>Date</b>	<b>Comment (identify revised section)</b>	<b>Author</b>
1.0	May 31, 2018	Original Document	Change Management Professionals / Annette Fougere

## **Revisions and Updates:**

The Administrator and individuals designated by her are responsible and have authority for updating this document as required to ensure it remains current. In addition, the BCP document is to be reviewed annually.

## TABLE of CONTENTS

### Business Continuity Plan

	Page(s)
<b>SECTION 1 – PLAN LOGISTICS</b>	
Triage Site	7
Alternate Site Summary	8-9
Expansion Site #1 Summary – Richmond Villa	10
Expansion Site #2 Summary – Strait Richmond Hospital	11
Command Centre Summary	12-13
Vital Records Summary	14-15
Transportation Residents Alternate Site	16-17
Resident Relocation Summary	18
Resident Relocation Sample	19
Resident Tracking List	20-21
Resident Tracking Sample	22
Resident Medication Summary	23
Resident Medication Tracking Sheet	24
Medication Tracking Sample Sheets	25-26
Nursing Supplies Planning Sheet	27-28
Nursing Supplies Tracking Checklist	29
Dietary Service and Supplies Summary	30
Emergency 5-day Day Menu & Hydration Plan	31-33
Kitchen Supplies	34
Laundry Services Planning Sheet	35
Laundry Supply Planning Sheet	36
Laundry Supplies Post-Evacuation Tracking Checklist	37
Housekeeping Services Planning Sheet	38
Housekeeping Supplies Summary Sheet Alternate site	39
Housekeeping Supplies Post-Evacuation Tracking Checklist	40
Resident Clothing & Incidentals Summary Sheet	41
Resident Clothing Post-Evacuation Checklist	42
Resident Incidentals Post-Evacuation Checklist	43
Resident Activity Planning Sheet	44
<b>SECTION 2 – ROLES &amp; RESPONSIBILITIES</b>	
Lead Roles & Responsibilities Summary	46-47
BCP Operations Lead Summary	48-52
Transportation and Triage Team Lead Summary	53-56
Alternate Site Set Up Team Lead Summary	57-58
Nursing Care Team Lead Summary	59-61
Dietary Services Team Lead Summary	62-64



Environmental Services Team Lead Summary	65-67
Recreation & Therapeutic Services Team Lead Summary	68-70
Building Maintenance Team Lead Summary	71-72
Team Lead Template	73

### **SECTION 3 – CONTACT LISTS**

Board of Directors	75-76
Fan Out List	77-78
Directory	79-85

### **SECTION 4 – TEMPLATES**

Staffing Plan	87
Briefing Agenda	88
Communication	89
Disaster Kit Supply	90

### **SECTION 5 – AGREEMENTS & RESOURCE**

BCP Maintenance & Testing Guidelines & Recommendations	92-102
Richmond Villa Letter of Agreement	103
Strait Richmond Hospital Letter of Agreement	104
Mun of County of Richmond Letter of Agreement	105
New Horizons Seniors Club Letter of Agreement	106

# Section 1

## Plan Logistics

## Resident Triage – Summary Sheet

(Temporary Location for Triaging Residents to Alternate Sites)

Triage Site	Contact Info	Specifics / Availability of Services
<p><i>Paved parking area beside Our Lady of Assumption Church and inside the church, 2316 Hwy 206, Arichat, NS</i></p> <p>Distance from Home</p> <p><i>The church is across the road from St Anne Centre</i></p>		# Residents accommodated: 29
		Wheelchair Accessible: Yes
		Seasonal Restrictions: <b>Yes</b>
		Power Outlets for Equipment: No
		Kitchen Facilities: No
➤ <b>Paul Boudreau (Porter)</b>	T: 902-631-2818 A: Alternate Phone # E: Email	Washrooms:  # toilets    2            # sinks    2
➤ <b>Gordon Joshua</b> ➤ <b>Jeanette Roberts</b>	T: 902-226-2253 T: 902-226-0536 E: Email	Other: We have our own key to the front door of the church. The key will be labeled and kept in the key drawer in the med room
<b>Seasonal Restrictions</b>	Restrictions (specify below): <ul style="list-style-type: none"> <li>Church door is unlocked during daytime. Residents may be taken inside in case of inclement weather.</li> <li>Opened at dawn and closed at dusk 7 am - dark</li> </ul>	
	Letter of Agreement: <b>Yes</b>	
<b>Kitchen Facilities</b>	NO, Being Moved ASAP to Alternative site	
<b>Facility Systems (heat, water, electrical, etc)</b>	Additional facility systems required, specify below (eg, bottled water, heaters) <ul style="list-style-type: none"> <li>Not at this site</li> </ul>	
<b>Other Requirements</b>	N/A	

## Alternate Site – Summary Sheet

Alternate Site #1 (repeat sheet for each site)	Contact Info	Specifics / Availability of Services
<b>Site Name &amp; address</b> Richmond County Municipal Office 450 meters from SAC	Address 2356 Hwy 206 Arichat, NS. B0E 1A0	# residents accommodated: 29
		# beds available: 0
		# beds to provide:
		# days available: 36 hours
		Letter of Agreement: Yes
<b>Contact Name –</b>  ➤ <b>CEO Kent MacIntyre</b> (business hours)  ➤ <b>EMO Coordinator Cecil Frost</b>	T: 902-226-2400 C: 902-227-5896	Seasonal Restrictions: No
		Command Centre Onsite: Yes
		Power Outlets for equipment: Yes
<b>Alternate Contact Name -</b> ➤ <b>Yvonne Boudreau</b>	T: 902-226-2400 A: 902-631-2925 E: <a href="mailto:yboudreau@richmondcounty.ca">yboudreau@richmondcounty.ca</a>	Kitchen Facilities: Yes Kitchenette
		Laundry Facilities: No
		# toilets 4      #sinks 2
		Showers/tubs No
		Wheel chair accessible: Yes
<b>Seasonal or other Availability Restrictions</b>	Restrictions: <ul style="list-style-type: none"> <li>No restrictions</li> </ul>	
	See 'Letter of Agreement'	
<b>Command Centre (if onsite)</b>	Yes	
<b>Facilities Systems – heat, water, electrical, and air supply requirements,</b>	Additional facilities systems required: (i.e. bottled water, heaters) <ul style="list-style-type: none"> <li>Location is heated, has water, sufficient electrical outlets</li> <li>Has a generator</li> <li>Wifi</li> </ul>	
<b>Kitchen Facilities</b>	If yes, specify what is available: <ul style="list-style-type: none"> <li>The relocation site is equipped with a kitchenette.</li> <li><i>A box of food staples is kept at the relocation site. Listing of items attached</i></li> </ul> Other arrangements: <ul style="list-style-type: none"> <li>Agreements with local restaurants for meals</li> </ul>	



<b>Laundry Facilities</b>	<p>If yes, list what is available:</p> <p>No laundry facilities</p> <ul style="list-style-type: none"> <li>• A small supply of linens and blankets is at the relocation site. Each client should have a blanket with them from St. Anne Centre.</li> </ul> <p>If no, list other arrangements:</p> <ul style="list-style-type: none"> <li>• Richmond Villa</li> <li>• Families/staff could wash some clothing</li> </ul>
<b>Washroom Facilities</b>	<p>List additional requirements/alternate arrangements i.e. mobile toilets &amp; sinks</p> <ul style="list-style-type: none"> <li>• None required</li> </ul>
<b>Other Furniture</b>	<p>If yes, list what is available</p> <ul style="list-style-type: none"> <li>• Tables and chairs present</li> <li>• To contact Red Cross, EMO and reach out to community to mobilize for mats or cots</li> </ul>
<b>Storage Facilities</b>	<p>If yes, list what is available</p> <ul style="list-style-type: none"> <li>• We have a space in the storage closet of council chambers</li> </ul>

## Expansion Site #1 (NH) - Summary Sheet

Site #1	Contact Info	Specifics / Availability of Services
<b>Richmond Villa</b>	Address 9361 Pepperell St., St Peters, NS	# residents accommodated: Up to 29
		# beds available:
		# beds to provide:
		# days available: 2
		Staffing provided: yes
<b>Contact Name - CEO Carson Samson</b>	T: Phone # 902-535-3030 Ext 222 A: Alternate Phone E: Email	Letter of Agreement: Yes
		Restrictions: None we are aware of
<b>Alternate Contact Name Charge Nurse</b>	T: Phone # 902-535-3030 Ext 241  A: Alternate Phone E: Email	
<b>Accommodation Restrictions</b>	Restrictions:	
	<ul style="list-style-type: none"> <li>None known</li> </ul>	
	See 'Letter of Agreement' -	
<b>Command Centre (if located at neighboring Nursing Home)</b>	NO, will remain at Municipal Building.	
	Head west on Hwy 206 for 10.9km, turn left onto Fleur-de-lis trail/NS-320 for 5.1 km, Turn right onto the NS-104 E ramp to Saint Peters/Sydney, Merge onto NS-104 Continue onto NS-4 E (signs for Nova Scotia Trunk 4 E/Saint Peters/Sydney/Fleur-de-lis Trail) 14.3km. Turn left onto W Bay Rd/Pepperell St (signs for Sampsonville/French Cove/Cape George/Roberta/Dundee) 400m. Turn right onto 5081 Rd/Lions Ave 350m	

## Expansion Site #2– Summary Sheet

Site #2	Contact Info	Specifics / Availability of Services
<b>Strait Richmond Hospital</b>	Address: 138 Hospital Road, Cleveland, NS	# residents accommodated: Unknown – requested for Special Needs Residents
		# beds available:
		# beds to provide:
		# days available:
		Staffing provided: yes or no
<b>Contact Name</b> <b>Site Manager – Kathy Chisholm</b>	T: Phone # 902-625-3100 A: E: Email	Letter of Agreement: Yes
		Restrictions: Yes or No
<b>Alternate Contact Name</b> <b>Dana Tracey</b>	T: Phone # 902-625-3100 A: Alternate Phone E: Email	
<b>Alternate Contact Name</b>	T: Phone # A: Alternate Phone E: Email	
<b>Accommodation Restrictions</b>	Restrictions: <ul style="list-style-type: none"> <li>St Anne Centre would provide staff for Peritoneal Dialysis Resident</li> </ul>	
	See 'Letter of Agreement'	
<b>Command Centre (if located at neighboring Nursing Home)</b>	Command Centre remains at Municipal Building	

## Command Centre Summary Sheet

Richmond Municipal Office 2357 Hwy 206 Arichat, NS. Board Room		Contact Information		Provisions	
Primary Contact Name: ➤ Yvonne Boudreau		Tel:902-226-2400 Cell: 902-631-4265 902-631-2925 Email:		<ul style="list-style-type: none"><li>Wireless internet</li><li>Landline Access</li><li>Employee cellular phones</li><li>Tables</li><li>Chairs</li><li>Electrical Outlets</li><li>laptops</li></ul>	
Alternate Contact Name: ➤ Cecile Frost (EMO)		Tel: Cell: 902-227-5896 Email:			
Item	#Onsite	#Req'd	Where Sourced?	When Required?	Responsibility
Land line telephone	2	2	Municipality	Immediately	Municipality
Internet access – wireless or hardwired/ cell data	Wireless	unlimited	Municipality	Immediately	Municipality
Electrical outlets	12	6	Municipality	Immediately	Municipality
Cell phones & chargers & power bars	3	3	SAC & Staff personal	Immediately	CEO SAC
Computers / Laptops/Tablet	2	2	SAC	Immediately	CEO SAC
Walkie talkies / 2-way radios	4	4	SAC	Immediately	To staff assigned to specific Evacuation duties
Stationary Kit – pens, paper, marker, clipboards & other supplies	1	1	SAC	Immediately	Emergency Preparedness Committee
First Aid Kit	1	1	SAC	Immediately	Emergency Preparedness Committee
Flashlight / batteries	1	1	SAC	Immediately	Emergency Preparedness Committee

Copy of BCP – including: contact lists / checklists / roles & responsibilities	1	1	SAC	Immediately	CEO SAC
Offsite access to required databases / systems / software applications	1	1	SAC – CareQ, Surge Learning, RIM	Immediately	CEO SAC

## Vital Records Summary Sheet

<b>Vital Record or Form</b>	<b>Hard Copies - where located</b>	<b>Electronic - where stored? (i.e. Cloud, Server, NSHA, home PC, Care-Q, Pharmacy, etc.)</b>	<b>Who has Access?</b>	<b>Who is responsible to obtain record in emergency?</b>
Resident MAR	Med cart	n/a	RN/LPN	Charge RN/LPN
Kardex	Nursing Station	n/a	RN/LPN	Charge RN/LPN
All Hazard Plan	Wall hanger outside CSR	Yes, will be in Care-Q	CEO/DOC/CFO	CEO/DOC
Fire Safety Plan	St Anne Centre Nursing Station	Network: Shared\Common\EPP Care-Q	All computer users	CEO, DOC, CFO
Essential Services Plan	CEO's office	CEO laptop, NS Internal Services backup	CEO, Financial Officer	CEO
Business Contingency Plan	Payroll clerk	Electronic – pdf file uploaded to CARE-Q for offsite access	Sheila	Sheila
Operations / Administration Records	Hard copy binders	Server: Shared:\Common\Policy manuals Users: CEO admin folder	All staff CEO	CEO
Financial Records	CFO and payroll clerk offices	Sage 50 files on server	CFO/PR Clerk	CFO
Insurance Records	Payroll clerk office	Emails from insurance Co Marsh and NSHOPA	CFO	CFO
Employee Records	PR clerk office	Sage 50 and StaffScheduleCare	PR Clerk, CFO Supervisors	CFO, Payroll Clerk
Staff Contact List		Care-Q StaffSchedule Care	Management/ Supervisors	CEO/CFO
Resident List and other Resident Records	Printout from RIM Care Plan Binder	RIM (Resident Information System)	Staff	Charge RN/LPN
Family/Next of Kin List and Records	RIM printout	RIM  Care-Q	Nursing staff	CEO and DOC

<b>Vital Record or Form</b>	<b>Hard Copies - where located</b>	<b>Electronic - where stored? (i.e. Cloud, Server, NSHA, home PC, Care-Q, Pharmacy, etc.)</b>	<b>Who has Access?</b>	<b>Who is responsible to obtain record in emergency?</b>
Evacuation Volunteer List	Activity Director has copy at work and home	Care-Q	Activity Director	Activity Director Listing is part of the plan
<b>Telephone Directory</b> Vendor, Supplier, Service Provider List, Community Partners and DHW Contacts	Part of BCP	Care-Q	All	List is part of plan
Board Members	CEO office Part of BCP	Website Registry of Joint Stocks	Everyone	CEO, CFO

## Transportation Summary Residents Alternate/Expansion Site

Alternate Site: Municipal Building	Contact Info	Specifics / Availability of Services
Richmond Villa Recreation Bus	Address: 9631 Pepperell Street, St. Peter’s	Type of Transportation: Accessible bus
		# Accommodated at one time: 4 wheelchairs and 10 mobile.
		Letter of Agreement: Yes or No
		Directions
Driver / Contact Name: Paula Sampson	Villa Phone # 902-535-3030 Ext 251 Cell Phone 902-631-2874	Seasonal Restrictions: No Details:
Alternate Contact Name Carson Samson (CEO)	Villa Phone # 902-535-3030 Ext 222 A: Cell Phone 902-631-2538	Arrangements:
Residents to Transport	See Resident List	
Strait Area Transit	32 Paint Street, Unit 6 Port Hawkesbury	Type of Transportation: Bus, Accessible Van
		# Accommodated at one time: one wheelchair, more mobile
		Letter of Agreement: Yes
Driver / Contact Name	T: Phone # 902-625-1475 A: Cell Phone 902-631-4932	Seasonal Restrictions: No Details:
Residents to Transport	See Resident List –	
Alternate Site Location (specify) Municipal Building	Contact Info	Specifics / Availability of Services
Doug and Eileen Poirier	Hwy 320, Poulamond	Type of Transportation: Accessible Van
		# Accommodated at one time: 1
		Letter of Agreement: Yes



<b>Driver / Contact Name</b> Doug Poirier	T: Phone # 902-623-0059	Seasonal Restrictions: NO Details:
<b>Alternate Contact Name</b>	T: Phone # A: Alternate Phone E: Email	Arrangements: Specifically for one resident (son) May transport others if required/requested
<b>Residents to Transport</b>	<b>See Resident List</b>	
<b>Alternate Site Location</b> Municipal Building	<b>Contact Info</b>	<b>Specifics / Availability of Services</b>
<b>See Fan Out List - 4 employees assigned to act as taxis</b> Heather Britten Jennifer Boudreau Colleen Dorey Sheila Pitts	902-226-2436 902-631-3995 902-226-3036 902-226-3620	Type of Transportation: Personal Vehicle
		# Accommodated at one time: 3 mobile
		Letter of Agreement: NO Verbal
<b>Driver / Contact Name</b> See Fan out list		Seasonal Restrictions: NO Details:
<b>Residents to Transport</b>	<b>See Resident List</b>	

## Resident Relocation Summary

**See RIM Care Plan Binder**

Review needs, determine alternate site location & complete summary for each resident.	
<b>Resident Name</b>	<b>Room Number</b>
<b>Next of Kin/ Power of Attorney Name</b>	<b>Contact Information:</b>  <b>Tel:</b>  <b>Alt:</b>  <b>Email</b>
<b>Ambulatory: Yes or No</b>	
<b>Equipment / Aids Required: Wheelchair, walker, mobile lift, other</b>	
<b>Dietary: Food allergies, therapeutic diets, food textures, supplements, etc.</b>	
<b>Products / Supplies Required:</b> <b>Continence/incontinence: Bladder Bowel Colostomy Catheter Other</b>	
<b>Alternate Site Location:</b>	
<b>Resident Name</b>	<b>Room Number</b>
<b>Ambulatory: Yes or No</b>	
<b>Equipment / Aids Required: Wheelchair, walker, mobile lift, other</b>	
<b>Dietary: Food allergies, therapeutic diets, food textures, supplements, etc.</b>	
<b>Products / Supplies Required:</b> <b>Continence/incontinence: Bladder Bowel Colostomy Catheter Other</b>	
<b>Alternate Site Location:</b>	

# Example Only - See RIM

## Resident Admission Record

Printed On 22-Nov-17  
Page 1 of 2

### Care Plan Binder



Freda Crewe - 5555555

Last Name	Crewe	Salutation	Mrs.
First Name	Freda	NickName	Freda
Other Names	Mary	Name of Spouse	
Date Form Completed	03-Oct-05	Resident Number	5555555
ADL Last Printed	22-Nov-17 1200	Admission Date	01-Oct-05
Date of Last Care Plan Review	20-Feb-04	Arrival Date	
Date of Next Care Plan Review		Arrival Time	
Date of Last Multidisciplinary Review	20-Feb-05	Nursing Station	East Wing
Date of Next Multidisciplinary Review	20-Feb-05	Room Number	20
		Status	Permanent <input checked="" type="checkbox"/> Relief Care <input type="checkbox"/>
Medicare Number	104 010 346	Room Telephone	662-3344
Medicare Expiry Date	30-Sep-03	Social Insurance Number	104 010 346
OAS Number	27	Blue Cross Plan	Plan A
Health Card Number	895	Blue Cross ID Number	34589
Health Card Expiry Date	01-May-10	Blue Cross Contract Number	38
Other Programs	99	PDP Number	632
Financial Responsibility	CPP		
Admission From	Residence	Sex	F
Admission Diagnosis	TIA's		
Place Of Birth	Small Harbour, NF		
Date Of Birth	12-Sep-1926	Age	91
		Marital Status	Widowed
Languages Spoken	English		
Languages Understood	English		
Racial/Ethnic Origin	Anglo-Saxon		
Religious Institution	Baptist # 1	Religious Denomination	Baptist
Funeral Arrangements	A. Mudd	Telephone	977-8642
Address	Harbour, Mananville		
Pre-Paid Funeral	Yes	Cremation	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> unknown <input type="checkbox"/>
Body/Organ Donation	eyes		
List of Physicians			
Primary Physician	Dr. Dalley	Telephone	666-0099
Name	Dr. Global Dentist	Telephone	662-3278
Name	Dr. Beau Blinn	Telephone	655-694
Name	Dr. Jessy Optometrist	Telephone	908-7531
Next of Kin / Sponsors		Notice for Appointments	day(s)

Data Nine Training Module

Form © Data Nine Inc. 2003

## Resident Tracking List

### See RIM Evacuation Codes List

**Mobility Status:** Green (G) = Independently Mobile; Yellow (Y)=mobile with assistance; Red (R)= total assistance/dependent/immobile (Add more or change as applicable to your home's plan)

**Relocation Site Options:** 1= Nursing Home (other expansion home), 2 = Alternate Sites (community centre, motel,boarding house), 3 = Other, for example: family or friend's home

As part of the planning exercise, complete Columns 1-4. Columns 5 & 6 are to be utilized during an evacuation.

1	2	3	4	5	6
Resident Name	Room #	Mobility/ Care Level	Alternate/ Expansion Site	When Transported	Responsibility



# Example Only - Found in CoOrdinators Binder

## EVACUATION CODES

Printed on 22-Nov-17  
Page 1 of 1

### East Wing

Room	Name	Evacuation Code	Resuscitate	Comments	Transferred To	Date / Time
10 a	Olivia Boudreau	Ambulatory	Yes			
12 b	Lilly Delicatus	Wheelchair	No			
19a	Thelma Dobby	Stretcher	No			
20	Freda Crewe	Wheelchair	Yes			

### North Wing

Room	Name	Evacuation Code	Resuscitate	Comments	Transferred To	Date / Time
10 a	Charles Gracias	Wheelchair	No			
19b	Shirley Grant	Ambulatory	Yes			
5b	Della Immanuel	Wheelchair	Yes			

### South Wing

Room	Name	Evacuation Code	Resuscitate	Comments	Transferred To	Date / Time
13	Suzie L'Amour	Stretcher	No			
15	Lloyd Knox	Wheelchair	Yes			
4b	Willie Inez	Stretcher	Yes			

### West Wing

Room	Name	Evacuation Code	Resuscitate	Comments	Transferred To	Date / Time
14	Austin Zarus	Wheelchair	Yes			
17b	Bernard Lance	Wheelchair	Yes			
2b	Bernadette Tracy	Stretcher	Yes			

## Resident Medication Summary

<b>Servicing Pharmacy</b>		
Name	Address	Contact Info (name, phone number, etc.)
Dooley's Pharmacy	2374 Hwy 206 Arichat, NS B0E 1A0	902-226-3133 or 902-226-2018 Fax: 902-226-9550
Current Contract: Yes		
How medication will be delivered: <b>They will deliver to us, part of usual service.</b>		
Is 24hr/7 emergency Service available? <b>Yes</b> <span style="float: right;"><b>1-902-448-6260 (Craig Giles mobile)</b></span>		
<b>Backup Pharmacy</b>		
Name	Address	Contact Info (name, phone number, etc.)
Martell's Pharmachoice	2392 Hwy 206 Arichat, NS B0E 1A0	902-226-3177 902-631-2809 After hours
Current Contract: No		
How medication will be delivered: <b>Pick up by our staff, close proximity to relocation site.</b>		
Is 24hr/7 emergency Service available? <b>Yes</b>		

## Resident Medication Tracking Sheet

**Note:**

St Anne Centre has a MAR system which will come to the evacuation site. This has all the vital information and medication information for each resident. New MAR sheets will accompany, and new medications ordered. See Sample physician prescription order Sample MAR sheet.



## PHYSICIAN'S ORDERS

**INSTRUCTIONS:**

1. To be used for treatment and medication orders.
2. Use ballpoint pen only - press firmly for fax transmission.

3. For all medication orders, send duplicate copy to pharmacy.
4. Retain original for resident's health record at facility.



DRUG ALLERGIES:

DUPLICATE COPY

MEDICATION ORDERS AND GENERAL ORDERS		NOTED BY INIT. HR.	RESIDENT'S IDENTIFICATION
FACILITY / HOSPITAL SUBSTITUTION AND STOP ORDER POLICIES WILL BE FOLLOWED, UNLESS AUTHORIZED.			
DATE	TIME	AM / PM	PATIENT'S NAME
<b>R</b>			ROOM NO.
			PHYSICIAN
			FACILITY HOSPITAL
			PROCESSED BY
SIGNATURE	THIS MAY BE REPEATED TIMES		ORIGINAL COPY

MEDICATION ORDERS AND GENERAL ORDERS		NOTED BY INIT. HR.	RESIDENT'S IDENTIFICATION
FACILITY / HOSPITAL SUBSTITUTION AND STOP ORDER POLICIES WILL BE FOLLOWED, UNLESS AUTHORIZED.			
DATE	TIME	AM / PM	PATIENT'S NAME
<b>R</b>			ROOM NO.
			PHYSICIAN
			FACILITY HOSPITAL
			PROCESSED BY
SIGNATURE	THIS MAY BE REPEATED TIMES		ORIGINAL COPY

MEDICATION ORDERS AND GENERAL ORDERS		NOTED BY INIT. HR.	RESIDENT'S IDENTIFICATION
FACILITY / HOSPITAL SUBSTITUTION AND STOP ORDER POLICIES WILL BE FOLLOWED, UNLESS AUTHORIZED.			
DATE	TIME	AM / PM	PATIENT'S NAME
<b>R</b>			ROOM NO.
			PHYSICIAN
			FACILITY HOSPITAL
			PROCESSED BY
SIGNATURE	THIS MAY BE REPEATED TIMES		ORIGINAL COPY

MEDICATION ORDERS AND GENERAL ORDERS		NOTED BY INIT. HR.	RESIDENT'S IDENTIFICATION
FACILITY / HOSPITAL SUBSTITUTION AND STOP ORDER POLICIES WILL BE FOLLOWED, UNLESS AUTHORIZED.			
DATE	TIME	AM / PM	PATIENT'S NAME
<b>R</b>			ROOM NO.
			PHYSICIAN
			FACILITY HOSPITAL
			PROCESSED BY
SIGNATURE	THIS MAY BE REPEATED TIMES		ORIGINAL COPY

## Dooley's Pharmacy

**Birthday:**

Room:      Bed:

### Medical Conditions

Page

For Period:

Medication		Times	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
Medication		Times	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
Medication		Times	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
Medication		Times	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
Medication		Times	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
Medication		Times	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
Medication		Times	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29		

A - ABSENT  
H - HOLD  
R - REFUSED  
D - DISPENSED/UNSUPERVISED  
P - DAY PROGRAM  
L - LEAVE  
Q - HOSPITAL  
CRUSHED

Complete entry checked by: \_\_\_\_\_ Date: \_\_\_\_\_

## Nursing Supplies Planning Sheet

*Refer to Home's Vendor List for your Vendor Contact information.*

Item	Quantity Required	Where Sourced - Name & Contact
First Aid Kits	1	In orange case stored at the command Centre
Exam & Diagnostic Equipment		BP machine and Thermometers will be taken from the Centre
Incontinent Products (Briefs - cases)	1 xlarge 2 large 2 med	Some supplies stored in heated container behind building Medical Mart – Kevin Marks 1-902-497-3925
Wash Cream Products	10	Medical Mart – Kevin Marks 1-902-497-3925
Personal Protective Equipment (PPE) <ul style="list-style-type: none"> <li>Gloves</li> <li>Gowns/Aprons</li> <li>Hand Sanitizer</li> </ul>		Medical Mart – Kevin Marks 1-902-497-3925 Hand Sanitizer from Dooley's Pharmacy 902-226-3133 or 902-226-2018
Skin & Wound Care <ul style="list-style-type: none"> <li>Bandages</li> <li>Gauze</li> <li>Wound Closures</li> <li>Tape &amp; Adhesives</li> </ul>	2 rolls 1 box 1 package 2 rolls	Medical Mart – Kevin Marks 1-902-497-3925
Catheter Supplies/Urinals	1/3	Medical Mart – Kevin Marks 1-902-497-3925
Bed Pans	5	
Emesis Basins/Bags	2	
Personal Hygiene Products <ul style="list-style-type: none"> <li>Disposable Wash cloths</li> <li>Wash Basins</li> </ul>	1 case 12	Medical Mart – Kevin Marks 1-902-497-3925
Oral Care <ul style="list-style-type: none"> <li>Toothbrushes</li> <li>Toothpaste</li> <li>Swabs</li> <li>Denture Cups</li> </ul>	29 29 20 12	Medical Mart – Kevin Marks 1-902-497-3925 or Dooley's Pharmacy Isle Madame Dental 902-226-2226

Medication Aides <ul style="list-style-type: none"> <li>Pill Crushers/Pouches/Sharps Container</li> <li>Medicine Cups/Syringes/Needles</li> </ul>		These supplies will be on med cart. Medical Mart Dooley's Pharmacy (Sharps Containers)

Name(s) of Backup Supplier(s)	Contact Information
<b>Medical Mart</b>	<a href="http://medimart.com/">http://medimart.com/</a> 1-800-268-2848 x173
<b>Dooley's Pharmacy</b>	2374 Hwy 206, Arichat, NS B0E 1A0 902-226-3133 or 902-226-2018 Fax: 902-226-9550

## Nursing Supplies Tracking Checklist

This tracking sheet is to be completed Post-Evacuation

Item	Date Ordered	Date Received	Delivered to: (indicate the name of the Alternate Site or Expansion Site)
First Aid Kits			
Exam & Diagnostic Equipment			
Incontinent Products (Briefs)			
Wash Cream Products			
Personal Protective Equipment (PPE) <ul style="list-style-type: none"> <li>• Gloves</li> <li>• Gowns/Aprons</li> <li>• Masks/Face Shields/Goggles</li> <li>• Hand Sanitizer</li> </ul>			
Skin & Wound Care <ul style="list-style-type: none"> <li>• Bandages</li> <li>• Gauze</li> <li>• Wound Closures</li> <li>• Tape &amp; Adhesives</li> </ul>			
Catheter Supplies/Urinals Bed Pans Emesis Basins/Bags			
Personal Hygiene Products <ul style="list-style-type: none"> <li>• Bathing Gloves</li> <li>• Wash Basins</li> </ul>			
Oral Care <ul style="list-style-type: none"> <li>• Toothbrushes</li> <li>• Toothpaste</li> <li>• Swabs</li> <li>• Denture Cups</li> </ul>			
Medication Aides <ul style="list-style-type: none"> <li>• Pill Crushers/Pouches/Sharps Container</li> <li>• Medicine Cups/Syringes/Needles</li> </ul>			
<b>OTHER:</b>			

## Dietary Services & Supplies Summary

### Food

#### Meal Plan Summary:

Meal Arrangements for Alternate Site: Municipal Office, Arichat, NS	
<ul style="list-style-type: none"><li>- St Anne Centre has an agreement with local restaurants to provide meals to Residents, as per our Home's 5 day BCP Meal Plan. (Some Residents will require pureed foods which will be attended to by our dietary staff).</li><li>- Dietary Staff will pick up meals from the restaurants and deliver to the Municipal Office.</li><li>- Evacuated Home Staff will use Municipal Office site kitchen facilities and the New Horizon Senior Club kitchen to provide hydration and snacks for residents, and prepping of meals, etc. provided by restaurants.</li></ul>	
Meal Arrangements, Expansion Site: Richmond Villa, St Peters, NS	
- Meal preparation will be done by Expansion Home staff	Y
- Evacuated Home staff (will assist Expansion Home Staff) at Expansion location	Y

### Business Continuity Plan – 5 Day Meal Plan

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday
<b>Breakfast</b> Assorted eggs, Oatmeal, Muffins, Toast, Fruit, Tea, Coffee, Milk	<b>Breakfast</b> Assorted eggs, Oatmeal, Muffins, Toast, Fruit, Tea, Coffee, Milk	<b>Breakfast</b> Assorted eggs, Oatmeal, Muffins, Toast, Fruit, Tea, Coffee, Milk	<b>Breakfast</b> Assorted eggs, Oatmeal, Muffins, Toast, Fruit, Tea, Coffee, Milk	<b>Breakfast</b> Assorted eggs, Oatmeal, Muffins, Toast, Fruit, Tea, Coffee, Milk	<b>Breakfast</b> Assorted eggs, Oatmeal, Muffins, Toast, Fruit, Tea, Coffee, Milk
<b>Lunch</b> Soup, Assorted sandwiches, Date Squares Juice/Tea/Coffee	<b>Lunch</b> Chicken Casserole & Fresh Rolls Lemon Loaf or Fruit	<b>Lunch</b> Haddock Fish cakes with creamed corn, beets, cow chow Cottage pudding or fruit	<b>Lunch</b> Beef Stew & dumplings  Cheesecake or fruit	<b>Lunch</b> Meatloaf, mashed potatoes, carrots, broccoli, gravy  Blueberry Crisp	<b>Lunch</b> Chicken pie, mashed potatoes & coleslaw  Banana pudding or Fruit
<b>Supper</b> Pancakes, Syrup, Cottage Cheese, Rhubarb	<b>Supper</b> Corn Chowder and biscuits Jello or fruit	<b>Supper</b> S oup & assorted sandwiches Fruit Salad	<b>Supper</b> Western Sandwiches & tomato soup, coleslaw Yogurt or fruit	<b>Supper</b> Fish sticks, Oven fries, Salad and coleslaw Butterscotch pudding or fruit	<b>Supper</b> Chicken noodle casserole  Breda pudding or fruit

**St Anne Centre**  
**Nutrition & Hydration Plan at Relocation Site**

- Staff will provide texture appropriate snack foods and beverages to residents as soon as possible, and if the resident desires same.
- In the event that RIM nutritional care plans are not available for consultation, staff will consult peers if unsure about appropriate texture of food/beverages to provide to each resident.
- Staff will provide feeding assistance to residents in need.
- Staff will observe residents during feeding and drinking.
- Staff will provide water or enteral liquid nutrition supplement to tube fed residents using the feeding pump if available. If the feeding pump is not available, 50 ml of supplement will be given at 1 hour increments and 50 ml of water will be given at the 30 minute mark after the nutrition supplement, using a 60 ml catheter tip syringe located with the dietary food/beverage supplies. Nursing staff will assess resident(s) for tolerance of this delivery rate. If resident demonstrates any distress with this rate, the volume of feed/water will need to be reduced and monitored. In the event of seizure activity, feed and water will be held as per standard protocol.
- If residents will be at the relocation site for an extended period of time, meals will be provided by outside sources (as outlined in the emergency preparedness plan). Staff will ensure that foods and beverages provided are the correct texture for residents who have specific modifications.

Prepared by,  
Lisa DeWolf, Dietitian  
March 19, 2018



St. Anne Centre

**Relocation Site Staples Box Contents:**

Coffee packets (~ 100)  
Teabags (~ 75)  
Straws (1 box)  
Carnation Milk (3 cans)  
Artificial sweetener and sugar packages (100)  
Apple Juice (2 x 1.36L cans)  
Crystal Fruit Drink Packages (2 peach; 1 fruit punch; 1 grape)  
'Regular' Liquid Nutrition Supplement Bottles (4 strawberry; 4 vanilla)  
"Glucerna" Liquid Nutrition Supplement Bottles (8 – variety of flavors)  
Food / Liquid thickener powder (1 can)  
Arrowroot cookies (3 sleeves)  
Graham Wafers (2 sleeves)  
Soda Crackers (3 sleeves)  
Snack cookies (2 boxes)  
Soft turnover cookies (1 box)  
"Wow" (nut-free) butter (2 jars)  
No Sugar added jam (2 jars)  
Ensure puddings (8 containers)  
Diced peaches (1 large can)  
Fruit Cocktail (1 large can)  
Apple Sauce (4 containers)  
Cream of Wheat (800 gm pkg)  
Cheerios Cereal ( 800gm pkg)  
Special K Cereal (800 gm)  
Tomato Soup (2.84 L Can)  
Cream of Chicken Soup (2.84L Can)  
Napkins (1 pkg)  
Styrofoam cups (1 pkg)  
Disposable dessert & soup bowls (~ 50)  
Plastic Spoons (~ 50)  
Nutritional Tube Feed & tubing & 60 ml Catheter Tip Syringe (3)

April 19, 2018

## Kitchen Supplies

New Horizon Seniors Club (next door to Relocation Site) has a fully stocked commercial kitchen. We have a letter of agreement (and the key) to access and use their facility.

## Laundry Services Planning Sheet

<b>LAUNDRY SERVICES ARRANGEMENTS</b>	
<b>Name / Location of Site: Richmond Villa, St. Peter's NS</b>	
1. Capacity of washers/dryers	Nursing Home – Industrial Capacity
2. Laundry functions performed at this site:	Our staff will have access to laundry facilities for all laundry requirements (overnight hours)

## Laundry Supply Planning Sheet Alternate Site

Note: The Alternate Site (Municipal Office) does not have the capacity /space for overnight accommodation of residents via use of beds/cots. Residents will be relocated to the expansion sites. Therefore, no bed linens will be required.

Item	Quantity Required (consider a 5-6-day supply)	Where Sourced (i.e. another home, vendor)
<b>Bed Linens</b>	NA	
Flat sheets	NA	
Fitted sheets	NA	
Pillow cases	NA	
Under pads	NA	
Pillows	NA	
Blankets	Each Resident has 1 fire blanket	From St Anne Centre evacuation
<b>Bath Linens:</b>		
Hand towels	100	Walmart, Giant Tiger
Bath towels	100	Walmart, Giant Tiger
Face clothes	100	Walmart, Giant Tiger
Resident Clothing Protectors	Use towels	
Incontinent supplies	Various sizes	Dooley's Pharmacy
Detergent		
Fabric Softener		
Bleach		
Laundry Carts		
Laundry Bags	Plastic bags	Co-op or local pharmacy
Other:		

## Laundry Supplies - Post Evacuation Tracking Checklist

### Alternate Site: Municipal Office

*This form is to be used post-evacuation by the individual(s) responsible for ordering and ensuring receipt of Laundry Supplies for each Alternate Site.*

Supply/ Service Required	Sourced from: (vendor/other)	Quantity Requested / Ordered	Order Date	Received Date	Responsibility / Received by:
<b>Bed Linens</b>	Not Applicable				
Pillows					
<b>Bath Linens</b>					
Hand Towels					
Bath Towels					
Face Clothes					
<b>Other:</b>					
<b>Supplies:</b>					
Detergent					
Fabric Softener					
Bleach					
Laundry Carts/Bags					
Resident Clothing Protectors					
<b>Other:</b>					

## Housekeeping Services Planning Sheet

ALTERNATE SITE: Municipal Office, Arichat NS	
List Housekeeping services that will be performed by Evacuated Home Staff at the alternate site.	- St. Anne Centre Staff will perform all Housekeeping functions in the areas of the building occupied by staff & residents
List Housekeeping services that will be provided by the Alternate Site staff.	- Alternate Site staff will perform all housekeeping related services in areas of the Municipal Office not occupied by St. Anne Staff & Residents.

## Housekeeping Supplies Summary Sheet Alternate Site

### Alternate Site: Municipal Office

Note: St. Anne staff will have access to some Housekeeping /Environmental services equipment belonging to the Municipal Office. Some Other equipment /supplies will be purchased locally as required

Item	Quantity Required (consider a 5-6-day supply)	Where Located or Sourced (i.e. another home, vendor)
Housekeeping Carts	n/a	
Mops	Co-op, Walmart or St Anne Centre	
Brooms	same	
Garbage Bags	Same	
Blue Bags	Same	
Cleaning Products	Same	
Hand Sanitizer	Same	
Kleenex	Same	
Toilet Tissue	Same	
Other	Same	

# Housekeeping Supplies

## Post Evacuation Tracking Checklist

### Alternate Site: Richmond County Municipal Office, Arichat, NS

*This form is to be used post-evacuation by the individual(s) responsible for ordering and ensuring receipt of Housekeeping Supplies for each Alternate Site.*

Supply/ Service Required	Sourced from: (vendor / other)	Quantity Requested / Ordered	Order Date	Received Date	Responsibility / Received by:
Housekeeping Carts	n/a				
Mops	Co-op, Walmart or St Anne Centre				
Brooms	same				
Garbage Bags	Same				
Blue Bags	Same				
Cleaning Products	Same				
Hand Sanitizer	Same				
Kleenex	Same				
Toilet Tissue	Same				
Other	Same				



## Resident Clothing & Incidentals Summary Sheet

**Alternate Site:** \_\_\_\_\_

Sizes – XS / S / M / L / XL / XXL / XXXL

[illegible]

## Resident Clothing Post Evacuation Checklist Alternate Site

Sizes – XS / S / M / L / XL / XXL / XXXL

Resident Clothing
<ul style="list-style-type: none"><li>- Families of Residents will be contacted first and asked to provide clothing for their loved ones</li><li>- St. Anne Centre also has access to emergency clothing supplies. Any additional needs will be provided by local suppliers</li></ul>
Resident Incidentals
<ul style="list-style-type: none"><li>- All replacement of Resident incidentals such as dentures, eye glasses, etc. will be the responsibility of the Families and/or POA</li></ul>

## Resident Incidentals Post Evacuation CheckList

*This information is needed in the event that retrieval of resident incidentals is not possible and must be replaced.*

Resident Name	Glasses Source	Dentures Source	Hearing Aid Source	Other?	Other?

## Resident Activity Planning Sheet

### Alternate Site: Municipal Office, Arichat NS

#### Activity Plan:

In the event of an evacuation, the monthly recreation calendar will be reviewed and followed to the extent possible. Scheduled entertainers, Church groups and volunteers will be contacted to either cancel or organize for alternate site activities. The Recreation Director has the contact list for the volunteers and entertainers. Any contacted entertainers would have to bring their own instruments and sound systems.

An evacuation tote is prepared to bring to the evacuation site.

The tote contains the following:

Crayons, markers and pens

Coloring books and word find puzzle books

Movies

Cards

# Section 2

## Roles & Responsibilities

## Lead Roles & Responsibilities Summary

Lead Role	Key Responsibilities
<b>BCP Operations Lead</b>  <b>Primary: Annette Fougere, CEO</b>  <b>Secondary: Renette Sampson, Finance Officer</b>  <b>Secondary: Lynn LeBlanc, Director of Care</b>	<ul style="list-style-type: none"> <li>➤ Lead overall BCP Response operations</li> <li>➤ Invoke /Initiate BCP Response</li> <li>➤ Coordinate/Guide Response Team Leads</li> <li>➤ Communicate with Team Leads</li> <li>➤ Liaise with emergency response partners</li> <li>➤ Lead initial &amp; follow-up messaging / communication to stakeholders, community partners</li> <li>➤ Oversee Command Centre Operations</li> <li>➤ Troubleshoot problems/issues &amp; direct actions of Team Leads &amp; Employees</li> </ul>
<b>Transportation &amp; Triage Lead</b>  <b>Primary: Lynn LeBlanc, DOC</b>  <b>Secondary: Charge RN</b>  <b>Secondary: LPN on shift</b>	<ul style="list-style-type: none"> <li>➤ Co-ordinate Triage &amp; Transportation of Residents, family, etc. to relocation site(s)</li> <li>➤ Communicate with &amp; mobilizes Transportation Partners and EHS partners as appropriate</li> <li>➤ Coordinate &amp; track residents transported by ambulance, bus, etc. to hospital or designated alternate site(s) or expansion site.</li> <li>➤ Lead / direct employees accompanying residents to alternate site(s)</li> </ul>
<b>Alternate Site Set-up Lead</b>  <b>Primary: Ronnie Joyce, Head of Maintenance</b>  <b>Secondary: Robbie MacLean, Casual Maintenance</b>  <b>Secondary: another Staff member on site</b>	<ul style="list-style-type: none"> <li>➤ Initiate/coordinate re-organization and set-up of Alternate Site as per plan</li> <li>➤ Lead &amp; direct employees assigned to assist with alternate site set up</li> <li>➤ Attend BCP Response Team Briefings &amp; share updates with team as appropriate</li> <li>➤ Coordinate ordering and delivery of equipment</li> </ul>
<b>Nursing Resident Care Lead</b>  <b>Primary: Lynn LeBlanc, DOC</b>  <b>Secondary: Charge RN</b>  <b>Secondary: LPN on duty</b>	<ul style="list-style-type: none"> <li>➤ Initiate Nursing Resident Care Response Team</li> <li>➤ Lead/direct employees assigned to receive residents at alternate site</li> <li>➤ Ensure individuals requiring immediate medical assistance &amp;/or transportation to hospital are attended.</li> <li>➤ Liaise with expansion site receiving residents as appropriate</li> <li>➤ Oversee coordination for receipt of medication, records &amp; supplies as appropriate</li> <li>➤ Coordinate staffing &amp; Nursing operations</li> <li>➤ Attend BCP Response Team Briefings &amp; share updates with team as appropriate</li> </ul>

<b>Dietary Services Lead</b>  <b>Primary: Angela Dorey, FSS</b>  <b>Secondary: Cook on Duty</b>  <b>Secondary: Dietary aid on Duty</b>	<ul style="list-style-type: none"> <li>➤ Initiate Dietary Operations Response Team</li> <li>➤ Lead/direct employees to set-up operations at alternate site or external location</li> <li>➤ Organize preparation / serving of snacks &amp; first meal as appropriate</li> <li>➤ Direct ordering and receipt of food, supplies &amp; equipment as appropriate</li> <li>➤ Attend BCP Response Team Briefings &amp; share updates with team as appropriate</li> </ul>
<b>Environmental Services Lead</b>  <b>Primary: Trinia George</b>  <b>Secondary: Housekeeping staff</b>  <b>Secondary: Housekeeping staff</b>	<ul style="list-style-type: none"> <li>➤ Initiate Housekeeping &amp; Laundry operations Response Team</li> <li>➤ Lead/direct employees to set-up operations</li> <li>➤ Direct ordering &amp; receipt of supplies and equipment as appropriate</li> <li>➤ Attend BCP Response Team Briefings &amp; share updates with team as appropriate</li> <li>➤ Initiate staffing plan as appropriate</li> </ul>
<b>Recreation / Therapeutic Services Lead</b>  <b>Primary: Connie Pierce, Activity Director</b>  <b>Secondary: Tanya Richard, Scheduler</b>	<ul style="list-style-type: none"> <li>➤ Initiate Recreation &amp; Therapeutic response team as appropriate</li> <li>➤ Liaise with Nursing Resident Care Team Lead &amp; attend to residents who need comfort and support</li> <li>➤ Provide support to BCP Operations Lead and other Team Leads during initial response period (0-6hrs)</li> <li>➤ Initiate and coordinate Recreation Plan and direct employees as required</li> <li>➤ Communicate with volunteers and mobilize support as appropriate</li> <li>➤ Attend BCP Response Team Briefings &amp; share updates with team and volunteers as appropriate</li> </ul>
<b>Building Maintenance Lead</b>  <b>Primary: Ronnie Joyce, Maintenance Head</b>  <b>Secondary: Robbie MacLean, Casual Maintenance Staff</b>	<ul style="list-style-type: none"> <li>➤ Liaise with building inspector/fire marshal, etc. on status of building</li> <li>➤ Initiate building maintenance response team</li> <li>➤ Deactivate building systems as appropriate and safe</li> <li>➤ Liaise with DHW &amp; TIR departments as appropriate</li> <li>➤ Arrange for security of building as required</li> <li>➤ Attend BCP Response Team Briefings &amp; share updates with team</li> <li>➤ Collect equipment/supplies/ etc. from evacuated Home if safe and applicable to do so.</li> </ul>

## BCP Operations Lead Summary Sheet

Summary Responsibilities	Assigned to	Key BCP Reference Documents	
<ul style="list-style-type: none"> <li>➤ Lead overall BCP Response operations</li> <li>➤ Invoke /Initiate BCP Response</li> <li>➤ Coordinate/Guide Response Team Leads</li> <li>➤ Communicate with Team Leads</li> <li>➤ Liaise with emergency response partners</li> <li>➤ Lead initial &amp; follow-up messaging / communication to stakeholders, community partners</li> <li>➤ Oversee Command Centre Operations</li> <li>➤ Troubleshoot problems/issues &amp; direct actions of Team Leads &amp; Employees</li> </ul>	<b>Primary: Annette Fougere, CEO</b>  <b>Secondary: Renette Sampson, Finance Officer</b>  <b>Secondary: Lynn LeBlanc, Director of Care</b>	<ul style="list-style-type: none"> <li>• BCP Document</li> <li>• Roles &amp; Responsibilities Summary</li> <li>• Team Lead Summary Sheets</li> <li>• Alternate Site Summary Sheet</li> <li>• Resident Relocation Summary</li> <li>• Resident Relocation Tracking List</li> <li>• Vital Records Summary</li> <li>• Command Centre Summary</li> <li>• Contact lists</li> <li>• Staffing Plans</li> <li>• Communications Template</li> <li>• Briefing Agenda Template</li> </ul>	
	<b># additional staff to assist Lead with initial response:</b>		
Tasks (Tasks listed are in priority sequence; timelines are approximate)	Notes	Assigned to	Completed
<b>0-6 hours</b>			
>Account for all onsite residents, staff, volunteers and visitors / Ensure everyone is safe			
>Identify &/or Assign Triage Transportation Lead & Team	Provide individual with appropriate Role/Responsibility Summary Sheet		
>Meet with Emergency Response Partners (Fire/Police etc.) - Determine whether re-entry to building is possible & timeframe - IF NO RE-ENTRY to Building - INVOKE BCP	(partial or full plan implementation depending on situation & re-entry timeframe - may be delayed or not possible)		
>Ensure all residents are transported to alternate site(s)			
> Schedule regular briefing times with Emergency Response Partners (Fire/Police etc.)			
>Identify/assign individuals to assume BCP Response Team Lead roles	Provide individual with appropriate Role/Responsibility Task sheet		



>Advise BCP Response Team leads to report to Command Centre	By means identified in your plan (fan out, Care Q, cell phone, email, walkie talkie)		
>Appoint individual to take notes from briefing meetings & ensure all Response Team Leads receive a copy			
>Ensure all BCP Response Team leads have the records, forms, tracking sheets and other documents they require to Invoke BCP			
>Ensure all Vital Records are obtained	Refer Vital Records Summary		
>Establish list of documents/records that may have been destroyed or lost in the incident			
>Identify/assign individual to collect vital records information lost in incident (i.e. MARS, etc.)			
>Facilitate 1st briefing with BCP Response Team Leads	Refer BCP Briefing Agenda Template		
>Assign Team Lead Tasks (adjust assignments re: availability of designated Team Leads), as per BC Plan			
>Troubleshoot problems/issues - identify action resolution			
Authorize activation of staffing plans as per priority	Refer Staffing Plans		
>Assign coordination / management of INITIAL Communication to employee groups & tracking of responses for reporting to duty			
>Assign coordination of Command Centre Set-Up- Equipment, supplies, telephones, amateur radios, cell phones, etc.			
>Schedule next briefing time with Response Team Leads			
>Advise DHW of incident & request guidance on next steps & messaging to media & local community - as appropriate			
Develop initial communication to Families and community stakeholders	Refer Communications Template		
Assign individual(s) to assist with delivery of communication to Residents< Families & various stakeholders			
<b>6-12 hours</b>			

>Meet with Emergency Response Partners (Fire/Police etc.) - Determine whether re-entry to building is possible & timeframe - IF NO RE-ENTRY to Building - determine next steps			
>Meet with BCP Response Team Leads - Re-evaluate situation & plan/initiate next steps for BCP implementation			
>Appoint individual to take notes from briefing meetings & ensure all Command Team members receive a copy			
>Assign functional lead tasks (adjust assignments re: availability of designated team leads), as per BC Plan			
>Troubleshoot problems/issues - identify action resolution			
>Authorize next steps activation for staffing by functional area & priority			
>Assign retrieval of <u>supplies</u> , <u>vital records</u> , and <u>office equipment</u> from Evacuated Home - if re-entry possible			
>Develop follow-up messaging to various Stakeholders & Community Partners	Refer Communications Template		
> Assign individual(s) to assist with delivery of communication to Employees, Residents, Families & various stakeholders			
>Schedule/Confirm next briefing time with Response Team Leads			
> Update DHW, as needed			
> Consider need for round the clock onsite leadership at alternate site(s). Schedule / assign as appropriate			
<b>12-24+ hours</b>			
>Meet with Emergency Response Partners (Fire/Police etc.) - Determine whether re-entry to building is possible & timeframe - IF NO RE-ENTRY to Building - determine next steps			
>Meet with BCP Response Team Leads - Re-evaluate situation & plan/initiate next steps for BCP implementation			
>Appoint individual to take notes from briefing meetings & ensure all Command Team members receive a copy			
>Assign 'next steps' functional lead tasks (adjust assignments re: availability of designated team leads)			
>Troubleshoot problems/issues - identify action resolution			

>Authorize next steps activation for staffing by functional area & priority			
>Assign procurement of essential Office Supplies & Equipment for Command Centre - Purchase or Contact Vendors to order, as required			
>Schedule/Confirm next briefing time for BCP leadership team			
>Update DHW of incident and request guidance on next steps & messaging to media & local community			
>Develop messaging to various Stakeholders & Community Partners			
> Assign individual(s) to assist with delivery of communication to various stakeholders			
>Address media inquiries, as situation develops			
<b>Day 2 (24-36 hours)</b>			
>Meet with Emergency Response Partners (Fire/Police etc.) - Determine whether re-entry to building is possible & timeframe - IF NO RE-ENTRY to Building - determine next steps			
>Meet with BCP Response Team Leads - Re-evaluate situation & plan/initiate next steps for BCP implementation			
>Appoint individual to take notes from briefing meetings & ensure all Command Team members receive a copy			
>Assign 'next steps' functional lead tasks (adjust assignments re: availability of designated team leads), as per BC Plan -			
>Troubleshoot problems/issues - identify action resolution			
>Schedule/Confirm next briefing time for leadership team			
>Update DHW of incident and request guidance on next steps & messaging to media and local community			
>Develop messaging to various Stakeholders & Community Partners			
> Assign individual(s) to assist with delivery of communication to various stakeholders			
>Address media inquiries, as situation develops			
<b>Repeat Daily Tasks as required</b>			

<b>Restoration Tasks</b>			
If building is deemed safe for return, work with Response Team Leads and Community Partners to organize the return of residents and employees to the Home.			
If return to building is uncertain or will be delayed, consult with DHW for support and guidance on placements of residents			

## Transportation & Triage Team Lead Summary Sheet

Summary Responsibilities	Assigned to	Key BCP Reference Documents	
<ul style="list-style-type: none"> <li>➤ Co-ordinate Triage &amp; Transportation of Residents, family, etc. to relocation sites</li> <li>➤ Communicates with &amp; mobilizes Transportation Partners and EHS partners as appropriate</li> <li>➤ Coordinate &amp; track residents transported by ambulance, bus, etc. to hospital or designated alternate site(s) or expansion site.</li> <li>➤ Lead / direct employees accompanying residents to alternate site(s)</li> <li>➤ Coordinates arrangements with Expansion Site Home where applicable</li> <li>➤ Coordinates relocation transportation of residents back to Home when safe</li> </ul>	<b>Primary: Lynn LeBlanc, DOC</b>  <b>Secondary: Charge RN</b>  <b>Secondary: LPN on shift</b>	<ul style="list-style-type: none"> <li>• Roles &amp; Responsibilities Summary</li> <li>• Transportation &amp; Triage team Lead Summary Sheet</li> <li>• Transportation Summary - Residents Alternate Site</li> <li>• Resident Relocation Summary</li> <li>• Resident Triage Tracking List (or Resident list)</li> <li>• Alternate Site Summary</li> <li>• Expansion Home Summary</li> <li>• Alternate Site /Expansion Home Letter(s) of Agreement</li> </ul>	
	<b># additional staff to assist Lead with initial response:</b>  <b>3 CCAs</b>		
Tasks	Notes	Assigned to	Completed
(Tasks listed are in priority sequence; timelines are approximate)			
<b>0-6 hours</b>			
Organize Evacuated Staff to Account for each 'assigned' resident at Triage/evacuation meeting spot			
Work with Evacuated staff to identify and attend to individuals requiring immediate medical assistance and/or transportation to hospital			
Liaise with BCP Operations Lead - Instruction RECEIVED to activate Triage/Transportation Plan			
Contact Transportation Partners and activate Transportation Letter of Agreement Plan			
Contact Alternate & Expansion site(s) and activate Transportation Plan			

Assemble Transportation Team including individuals who will coordinate reception of residents at alternate site(s)	May need to assemble team on the fly as to who is on site at time of incident		
For each group of residents assign who is going where, when, by what transportation means, # staff required to accompany residents to alternate site(s)			
Assign Transportation Team individual(s) to travel with residents to alternate site & become coordinator of that specific group			
Update Transportation Team Members of any residents transported to hospital or needs already attended to and requiring follow up			
Ensure each resident has an ID tag prior to transportation			
Ensure residents needs are handled by care required - (Highest to lowest priority) - identifying residents requiring transportation to hospital, expansion or alternate site, etc.	In coordination with RN / LPN		
Coordinate & track residents transported by ambulance, bus, etc. to hospital, or alternate site			
Reassess/identify residents needing immediate medical care and arranges care or transportation to hospital	Ongoing reassessment until residents under nursing care at alternate site or expansion site.		
Provide status update to BCP Response Operations Lead			
<b>Coordination with receiving team at Alternate Site(s):</b>			
Liaise with designated alternate site employee(s) to confirm safe arrival of residents, settle incoming residents at alternate site			
Provide resident medical records, if retrieved from evacuated Home			
Update BCP Operations Lead of status of transportation of residents to alternate site(s)			
<b>Coordination with receiving team at Expansion Site(s):</b> <i>(This section if Home has arrangement with Expansion site)</i>			

Liaise with designated expansion site employee to initiate agreement with expansion site. Confirm transportation of residents as per agreement with expansion site.			
Coordinate transportation of resident to expansion site			
Confirm safe arrival of residents to expansion site			
Work with expansion home employee(s) - to arrange additional services, supplies and equipment, as needed			
Provide expansion site with copy of menu and dietary needs/restrictions for relocated residents			
Coordinate with receiving employee at Expansion site to schedule relocating home staff to assist at expansion home, as required			
Provide resident medical records, retrieved from evacuated home/ online or from pharmacy			
Work with Expansion Home employee(s) - to arrange additional services, supplies and equipment, as needed			
Update BCP Operations Lead on status of residents relocated to expansion site			
<i>Suggested Tasks for Expansion Home (receiving residents)</i>			
Upon notification, prepare to receive incoming residents from evacuated home	Expansion Site Letter of Agreement		
Activate an Admissions Centre at Expansion Home working with assigned evacuated home employee to track & settle incoming residents			
Ensure health and occupancy codes are adhered to			
Arrange additional staff from expansion home, if required			
Work with Relocating Home representative to schedule relocating home staff to assist at expansion home, if possible			
Organize a system to maintain relocated resident records separate from expansion home records			

Work with Relocating Home employee(s) - to arrange additional services, supplies and equipment, as needed			
Obtain copy of menu and dietary needs for relocated residents			
Obtain Resident Medical records and plan resident medical care with relocating home employee			
<b>Return to Home:</b>			
When return to home is safe, lead organization and coordinate transportation of residents back to Home (refer above tasks in reverse)			



## Alternate Site Set-up Team Lead Summary Sheet

Summary Responsibilities	Assigned to	Key BCP Reference Documents	
<ul style="list-style-type: none"> <li>➤ Initiate/coordinate re-organization and set-up of Alternate Site as per plan</li> <li>➤ Leads directs employees assigned to assist with Alternate Site set up</li> <li>➤ Attend BCP Response Team Briefings &amp; share updates with team as appropriate</li> </ul>	<b>Primary: Ronnie Joyce, Head of Maintenance</b>  <b>Secondary: Robbie MacLean, Casual Maintenance</b>  <b>Secondary: another Staff member on site</b>	<ul style="list-style-type: none"> <li>• Roles &amp; Responsibilities Summary</li> <li>• Alternate Site Set-up Team Lead Summary</li> <li>• Alternate Site Summary Sheet(s)</li> <li>• Alternate Site Letter of Agreement</li> <li>• Equipment Summary Sheet-Alternate Site</li> <li>• Vendor /Supplier - Letter of Agreement</li> <li>• Supplier Contact List</li> <li>• Equipment Tracking List – Alternate Site</li> </ul>	
	<b># additional staff to assist Lead with initial response:</b>		
Tasks (Tasks listed are in priority sequence; timelines are approximate)	Notes	Assigned to	Completed
<b>0-6 hours</b>			
Liaise with BCP Operations Lead - Instruction RECEIVED to activate Alternate Site Setup			
Contact team members & provide direction for where, when to report at alternate site(s)			
Review alternate site plans - Initiate priority activities for set up			
Lead first briefing with team - Coordinate/ Assign staff tasks as per comfort level and experience			
Organize/Set up space to accommodate residents & equipment/ supplies			
Attend first briefing with BCP Operations Lead & Response Team Leads			

Determine critical equipment and related general supplies required (based on anticipated stay at alternate site)			
<b>6 - 12 hours as applicable</b>			
Contact vendors/ other Homes - order critical equipment and supplies for alternate site(s)			
Arrange logistics for pickup/delivery and receipt of critical equipment & supplies			
Provide status to BCP Operations Lead			
Designate Storage/Holding areas for all supplies			
Assign staff to receive and set -up supplies and equipment as appropriate			
<b>12-24+ hours</b>			
Track receipt & store incoming supplies			
Coordinate supply distribution by alternate site			
Advise team Leads when equipment & supplies are received and stored			
Follow up on receipt of outstanding equipment and supplies			
Provide status to BCP Response Operations Lead			
<b>Day 2 (24-36 hours)</b>			
Review plan - order additional supplies by anticipated needs			
Assign staff to receive and store supplies			
Track receipt & store incoming supplies			
Coordinate supply distribution by alternate site			
Advise team Leads when additional equipment & supplies received and stored			
Follow up on receipt of outstanding equipment and supplies			
Provide status to BCP Response Operations Lead			
<b>Repeat Daily Tasks as required</b>			
<b>Restoration Tasks (Once return to Home is confirmed)</b>			
Lead/Assist with restoration of Alternate Site as directed by Administrator			

## Nursing Resident Care Team Lead Summary Sheet

Summary Responsibilities	Assigned to	Key BCP Reference Documents	
<ul style="list-style-type: none"> <li>➤ Initiate Nursing Resident Care Response Team</li> <li>➤ Lead/direct employees assigned to receive residents at Alternate Site</li> <li>➤ Ensure individuals requiring immediate medical assistance &amp;/or transportation to hospital are attended</li> <li>➤ Liaise with expansion site receiving residents as appropriate</li> <li>➤ Oversee coordination for receipt of medication, records &amp; supplies as appropriate</li> <li>➤ Coordinate staffing &amp; nursing care for residents</li> <li>➤ Attend BCP Response Team Briefings &amp; share updates with team as appropriate</li> </ul>	<p><b>Primary: Lynn LeBlanc, DOC</b></p> <p><b>Secondary: Charge RN</b></p> <p><b>Secondary: LPN on duty</b></p>	<ul style="list-style-type: none"> <li>• Roles &amp; Responsibilities Summary</li> <li>• Nursing Resident Care Team Lead</li> <li>• Resident Relocation Summary</li> <li>• Resident Triage Tracking List</li> <li>• Resident Medication Summary</li> <li>• Resident Medication Tracking Sheet</li> <li>• Nursing Supplies Planning Sheet</li> <li>• Resident Medication Tracking Checklist</li> <li>• Vital Records Summary Sheet</li> </ul>	
	<b># additional staff to assist Lead with initial response: CCAs onsite</b>		
Tasks (Tasks listed are in priority sequence; timelines are approximate)	Notes	Assigned to	Completed
<b>0-6 hours</b>			
Organize onsite nursing staff & assign tasks as per comfort level & experience			
Identify & attend to individuals requiring immediate medical assistance &/or transportation to hospital. Liaise with Transportation Team Lead			
Contact additional medical personnel assistance, as required (i.e. Doctors & other health professionals)			
Arrange critical incident stress support, as required - for staff & residents			
Liaise with BCP Operations Lead - Instruction RECEIVED to activate Nursing Care Operations Plan			

Attend BCP Response Briefing meeting with Team Leads for instruction and guidance from BCP Operations Lead			
Contact additional nursing staff & provide direction as to where to report			
Lead first briefing with nursing staff- Coordinate/ Assign staff tasks as per comfort level & experience by alternate site			
Identify & attend to individuals requiring immediate medical assistance &/or transportation to hospital / Notify Transportation Team Member			
Obtain resident medical records, retrieved from evacuated home (if possible) or obtain from pharmacy, if necessary			
Assess medication needs. Order medications from pharmacy, as needed			
Ensure medication passes to residents are organized and assigned			
Order medication supplies by anticipated needs based on estimated period at alternate site			
Track receipt & store incoming medication supplies			
Coordinate medication distribution by alternate site			
Assign area for conducting shift change reports			
Take stock of available nursing supplies – Order priority supplies			
Provide status update to BCP Response Operations Lead			
<b>6-12 hours</b>			
Initiate Resident Care at alternate site(s)			
Ensure infection prevention and control practices are followed			
Provide follow-up coordination with expansion site staff, if applicable, as per update from Transportation Team Lead			
Schedule nursing staff to provide continuous nursing care to residents			

Ensure resident & family needs related to nursing care are being addressed			
Troubleshoot problems /issues			
Provide status to BCP Operations Lead			
Communicate with /respond to Family members of residents as appropriate			
<b>12-24+ hours</b>			
Identify special needs for any residents			
Ensure continuous nursing care to residents; schedule nursing staff, as needed			
Lead briefing with nursing staff to share updates and information and identify priority issues			
Advise staff on any additional infection prevention practices			
Provide status to BCP Response Operations Lead			
Communicate with /respond to Family members of residents as appropriate			
<b>Day 2 (24-36 hours)</b>			
Review Resident Treatment records - Plan & Initiate Resident Care plan by site (expansion & alternate)			
Ensure continuous nursing care to residents; schedule nursing staff, as needed			
Order nursing supplies by anticipated needs as required			
Assign staff to receive & store supplies			
Lead briefing with nursing staff to share updates and information and identify priority issues			
Advise staff on any additional infection prevention practices			
Provide status to BCP Response Operations Lead			
<b>Repeat Daily Tasks as required</b>			

## Dietary Services Team Lead Summary Sheet

Summary Responsibilities	Assigned to	Key BCP Reference Documents	
<ul style="list-style-type: none"> <li>➤ Initiate Dietary Operations Response Team</li> <li>➤ Lead/direct employees to set-up operations at alternate site or external location</li> <li>➤ Organize preparation / serving of snacks &amp; first meal as appropriate</li> <li>➤ Direct ordering and receipt of food, supplies &amp; equipment as appropriate</li> <li>➤ Attend BCP Response Team Briefings &amp; share updates with team as appropriate</li> </ul>	<b>Primary: Angela Dorey, FSS</b>  <b>Secondary: Cook on Duty</b>  <b>Secondary: Dietary aid on Duty</b>	<ul style="list-style-type: none"> <li>• Roles &amp; Responsibilities Summary</li> <li>• Dietary Services Team Lead Summary</li> <li>• Alternate Site Summary Sheet</li> <li>• Dietary Services and Supplies Summary</li> <li>• Modified 5 Day Meal Plan for Alternate Site</li> <li>• Vendor /Supplier Contact List</li> <li>• Vendor /Supplier Letter of Agreement(s)</li> </ul>	
	<b># additional staff to assist Lead with initial response:</b>		
Tasks (Tasks listed are in priority sequence; timelines are approximate)	Notes	Assigned to	Completed
<b>0-6 hours</b>			
Organize onsite dietary staff (if available) & assign tasks as per comfort level & experience			
Contact additional dietary staff as per needs for initial response & provide direction as to where to report			
Lead first briefing with Dietary team - Assign staff tasks as per comfort level and experience			
Liaise with BCP Operations Lead - Instruction RECEIVED to activate Dietary Plan			
Attend first Briefing with BCP Operations Lead & Team Leads			
Organize/Set up of kitchen facilities & work areas at alternate site(s) or external site(s) for food preparation			
Organize preparation and serving of 1st snack, drinks			
Obtain & review resident dietary needs/restrictions for residents at alternate site(s)			

Prepare first meal for residents as per plan	Refer 5-day Meal Plan		
If meals are prepared at an external site arrange for transportation and delivery of meal to alternate site			
Organize plating and serving of first meal and drinks			
Order food based on anticipated needs & storage limitations (Depending on situation & whether re-entry to Home is possible)			
Order dietary supplies based on anticipated needs			
Assign staff to receive & store supplies			
Coordinate transportation & delivery of food & dietary supplies to alternate site(s)			
Track receipt & store incoming food & dietary supplies			
Troubleshoot problems /issues			
Provide status update to BCP Response Operations Lead			
Coordinate special menu meal plan for next day (based on update on stay at alternate site meal by alternate site			
<b>6-12 hours</b>			
Coordinate preparation of next meal for residents			
If meals are prepared at an external site arrange for transportation and delivery of meal to alternate site			
Provide status to BCP Response Operations Lead			
Invoke dietary staffing plan			
<b>12-24+ hours</b>			
Plan & coordinate preparation of next meals for residents			
If meals are prepared at an external site arrange for transportation and delivery of meal to alternate site			
Organize plating and serving of first meal and drinks			
Order food based on anticipated needs and storage limitations			
Track receipt & store incoming food & dietary supplies			
Liaise with vendors (including local vendors) as required to expedite delivery of critical items			

Troubleshoot problems /issues			
Attend briefing with BCP Operation Lead and Team Lead			
Provide status to BCP Response Operations Lead			
Lead update & status briefing with dietary staff			
<b>Day 2 (24-36 hours)</b>			
Plan & coordinate preparation of next meals for residents			
If meals are prepared at an external site arrange for transportation and delivery of meal to alternate site			
Organize plating and serving of first meal and drinks			
Order food based on anticipated needs and storage limitations			
Track receipt & store incoming food & dietary supplies			
Liaise with vendors (including local vendors) as required to expedite delivery of critical items			
Attend briefing with BCP Operation Lead and Team Lead			
Provide status to BCP Response Operations Lead			
Lead update & status briefing with dietary staff			
<b>Repeat Daily Tasks as required</b>			
<b>Restoration Tasks (Once return to Home is confirmed)</b>			
Organize dietary staff & assign tasks as per comfort level & experience			
Re-organize kitchen facilities & work areas at alternate site(s) or external site(s) to previous state			
Arrange perishable and non-perishable food for transport to Home			
Pack dietary supplies for return to home			
Coordinate transport and delivery of food and supplies from alternate site(s), etc. back to Home.			



## Environmental Services Team Lead Summary Sheet

Summary Responsibilities	Assigned to	Key BCP Reference Documents	
<ul style="list-style-type: none"><li>➤ Initiate Housekeeping &amp; Laundry operations Response Team</li><li>➤ Lead/direct employees to set-up operations</li><li>➤ Direct ordering &amp; receipt of supplies and equipment as appropriate</li><li>➤ Attend BCP Response Team Briefings &amp; share updates with team as appropriate</li><li>➤ Initiate staffing plan as appropriate</li><li>➤ Ensure modified cleaning and infection control plan is implemented</li></ul>	<b>Primary: Trinia George</b>  <b>Secondary: Housekeeping staff</b>  <b>Secondary: Housekeeping staff</b>	<ul style="list-style-type: none"><li>• Roles &amp; Responsibilities Summary</li><li>• Environmental Services Team Lead Summary</li><li>• Modified Cleaning &amp; Infectious Control Plan</li><li>• Alternate Site Summary Sheet</li><li>• Housekeeping Services Planning Sheet</li><li>• Housekeeping Supplies Summary Sheet</li><li>• HK Supplies Post Evacuation Tracking Checklist</li><li>• Laundry Services Planning Sheet</li><li>• Laundry Supply Planning Sheet</li><li>• Laundry Supplies Post Evacuation Checklist</li><li>• Resident Clothing &amp; Incidentals Summary</li><li>• Resident Clothing Post Evacuation Checklist</li><li>• Resident Incidentals Post Evacuation Checklist</li><li>• Family / Next of kin Contact list</li></ul>	
	<b># additional staff to assist Lead with initial response: 2-3</b>		
Tasks (Tasks listed are in priority sequence; timelines are approximate)	Notes	Assigned to	Completed
<b>0-6 hours</b>			
Organize onsite Environmental Services staff & assign tasks as per comfort level & experience	During initial response - HK & Laundry staff may be assigned to assist other areas (e.g. Resident transportation /relocation; Alternate Site set up)		
Contact & schedule additional Environmental Services staff, as needed			
Attend first Briefing with BCP Operations Lead and Team Leads			
Liaise with BCP Operations Lead - Instruction RECEIVED to activate environmental Services Plan			
<b>6 - 24 hours</b>			

Determine from BCP Operations Lead whether Home is accessible/ safe for entry to retrieve housekeeping/Laundry supplies			
<b>Housekeeping Services</b>			
Meet with Housekeeping staff to review & initiate temporary Housekeeping plan			
Coordinate set-up of housekeeping services at alternate site			
Establish modified cleaning routine & infection control measures at alternate site(s)			
Order housekeeping supplies (or arrange pick up of supplies from Home if possible) based on anticipated needs			
Assign staff to receive & store supplies			
Coordinate transportation & delivery of supplies to alternate site(s)			
Track receipt & store incoming supplies			
Troubleshoot problems /issues			
Provide status update to BCP Response Operations Lead			
<b>Laundry Services</b>			
Meet with Laundry staff to review & initiate Laundry Services Plan			
Coordinate set-up of laundry services at alternate site or external site			
Order Linens & Laundry supplies (or arrange pick up of supplies from Home if possible) based on anticipated needs			
Troubleshoot problems /issues			
<b>24+ hours</b>			
Ensure infection control measures are being followed			
Order additional supplies as applicable and based on anticipated needs			

Attend briefing meeting with BCP Operations Lead & Team Leads			
Lead briefing and/or advise HK & Laundry employees of status updates, and relevant new information			
Identify Resident clothing & incidental needs			
Order resident clothing & incidental needs (or arrange to retrieve from Home if possible)			
Assign staff to receive & store clothing supplies			
Troubleshoot problems /issues			
Provide status to BCP Response Operations Lead			
<b>Repeat Daily Tasks as required</b>			
<b>Restoration Tasks (Once return to Home is confirmed)</b>			
Organize staff & assign tasks as per comfort level & experience			
Assist with Re-organizing work areas at alternate site(s) or external site(s) to previous state			
Pack supplies for return to Home			
Coordinate transport and delivery of supplies from alternate site(s), etc. back to Home.			

## Recreation & Therapeutic Services Team Lead Summary Sheet

Summary Responsibilities	Assigned to	Key BCP Reference Documents	
<ul style="list-style-type: none"> <li>➤ Initiate Recreation &amp; Therapeutic response team as appropriate</li> <li>➤ Liaise with Nursing Resident Care Team Lead &amp; attend to residents who need comfort and support</li> <li>➤ Provide support to BCP Operations Lead and other Team Leads during initial response period (0-6hrs)</li> <li>➤ Initiate and coordinate Recreation Plan and direct recreation employees as required</li> <li>➤ Communicate with volunteers and mobilize support as appropriate</li> <li>➤ Communicate with Resident Council as appropriate/directed</li> <li>➤ Communicate with Family Council as appropriate/directed</li> <li>➤ Attend BCP Response Team Briefings &amp; share updates with team and volunteers as appropriate</li> </ul>	<b>Primary: Connie Pierce, Activity Director</b>  <b>Secondary: Tanya Richard, Scheduler</b>	<ul style="list-style-type: none"> <li>• Roles &amp; Responsibilities Summary</li> <li>• Recreation &amp; Therapeutic Team Lead Summary</li> <li>• Resident Activities Planning Sheet</li> <li>• Volunteer Contact List</li> </ul>	
	# additional staff to assist Lead with initial response:		
Tasks (Tasks listed are in priority sequence; timelines are approximate)	Notes	Assigned to	Completed
<b>0-6 hours</b>			
Organize onsite Recreation and Therapeutic staff & assign response tasks as per comfort level & experience	During initial response - HK & Laundry staff may be assigned to assist other areas (e.g. Resident transportation /relocation; Alternate Site set up)		
Contact & schedule additional Recreation Therapeutic staff as needed			
Organize onsite Volunteers to assist with initial response as per their comfort level and experience			
Attend first Briefing with BCP Operations Lead and Team Leads			

Liaise with BCP Operations Lead - Instruction RECEIVED to activate Recreation and Therapeutic Services Plan			
<b>12-24 hours</b>			
Lead briefing with Recreation and Therapeutic staff and initiate modified recreation plan for residents at alternate site(s)			
Initiate Resident activities plan, as appropriate			
Provide comfort and support to residents			
Contact Volunteers to advise and coordinate their involvement in modified Recreation plan activities for residents at the alternate site(s)			
Order supplies (or arrange pick up of supplies from Home if possible)			
Assign staff to receive & store supplies in designated area of alternate site			
Coordinate transportation & delivery of supplies to alternate site(s)			
Communicate with Family Council representatives as directed by the BCP Operations Lead			
Attend briefing with BCP Operations Lead & Team Leads			
Lead briefing and/or advise Recreation & Therapeutic staff of status updates, and relevant new information			
Advise Volunteers on status updates and relevant new information as directed by BCP Operations Lead			
<b>24-36 hours+</b>			
Coordinate delivery of Recreation and Therapeutic activities for residents			
Attend briefing with BCP Operations Lead & Team Leads			
Lead briefing and/or advise Recreation & Therapeutic staff of status updates, and relevant new information			
Advise Volunteers on status updates and relevant new information as directed by BCP Operations Lead			

Communicate with family Council representatives as directed by the BCP Operations Lead			
<b>Restoration Tasks (Once return to Home is confirmed)</b>			
Organize staff & assign tasks as per comfort level & experience			
Assist with Re-organizing work areas at alternate site(s) or external site(s) to previous state			
Pack supplies for return to Home			
Coordinate transport and delivery of supplies from alternate site(s), etc. back to Home.			
Assist with transportation of residents back to Home			

## Building Maintenance Team Lead Summary Sheet

Summary Responsibilities	Assigned to	Key BCP Reference Documents	
<ul style="list-style-type: none"><li>➤ Liaise with building inspector/fire marshal, etc. on status of building</li><li>➤ Initiate building maintenance response team</li><li>➤ Deactivate building systems as appropriate and safe</li><li>➤ Liaise with DHW &amp; TIR departments as appropriate</li><li>➤ Arrange for security of building as required</li><li>➤ Attend BCP Response Team Briefings &amp; share updates with team</li><li>➤ Collect equipment/supplies/ etc. from evacuated Home if safe an applicable to do so.</li></ul>	<b>Primary: Ronnie Joyce, Maintenance Head</b>  <b>Secondary: Robbie MacLean, Casual Maintenance Staff</b>	<ul style="list-style-type: none"><li>• Roles &amp; Responsibilities Summary</li><li>• Building Maintenance Team Lead</li><li>• Building Plans &amp; Drawings</li><li>• Vendor &amp; Supplier Contact Lists</li></ul>	
	<b># additional staff to assist Lead with initial response:</b>		
Tasks (Tasks listed are in priority sequence; timelines are approximate)	Notes	Assigned to	Completed
<b>0-6 hours</b>			
Ensure emergency evacuation measures have been followed as designed			
Liaise with building inspectors/fire marshal, etc. on status of building			
Liaise with DHW & TIR as directed			
Consult with vendors concerning operation and safety issues of building systems, as appropriate			
Advise BCP Operations Lead on status of building			
Arrange for security for building as required			
Attend first Briefing with BCP Operations Lead and Team Leads			
<b>12-24 hours</b>			

Liaise with building inspectors/fire marshal, etc. on status and access to building			
Collect equipment / supplies etc. salvaged from Home as directed (if safe/accessible/applicable)			
Assist Alternate Site Set-up Team Lead with ordering & delivery of equipment to alternate site			
Provide status report to BCP Operations Lead			
Attend Briefing with BCP Operations Lead and Team Leads			
<b>Repeat Daily Tasks as required</b>			
<b>Restoration Tasks</b>			
Assist with preparing building for partial or full re-entry by residents and employees when deemed safe, as directed by Administrator, TIR, DHW etc.			
Assist Administrator with coordinating restoration of building where re-entry is prolonged			



# Team Lead Template Summary Sheet

[illegible]

# Section 3

## Contact Lists

## BOARD OF DIRECTORS 2017-2018

Chairperson	Eugene Samson (1/3 yr term remaining)	902-226-1276 <a href="mailto:robokids@ns.sympatico.ca">robokids@ns.sympatico.ca</a> Civic: 2854 Hwy 206, P.O. Box 85, Arichat, NS B0E 1A0
Vice-Chair	Richard Boudreau (3/3 yr term remaining)	902-226-1069 Civic: 26 Lundrigan Lane, Petit de Grat, NS B0E 2L0 <a href="mailto:richardboudreau16@gmail.com">richardboudreau16@gmail.com</a>
Treasurer	Clifford Boudreau (2/3 yr term remaining)	902-226-2385 (H); 902-631-5840 <a href="mailto:cliffordboudreau.cb@gmail.com">cliffordboudreau.cb@gmail.com</a>
Secretary	Jeanette Ellis (App. By SAC Aux.)	902-631-2021 Civic: 225 Lake Rd; West Arichat, NS B0E 3J0 <a href="mailto:jtellis1@outlook.com">jtellis1@outlook.com</a>
	Donald Goyetche (2/3 yr term remaining)	3388 Hwy 206, Petit de Grat, NS B0E 2L0 Cell : 902-227-7059 <a href="mailto:dgitchie@hotmail.com">dgitchie@hotmail.com</a>
	Gloria Hill (1/3 yr term remaining)	
	James Goyetche Municipal Council	902-226-9451 (H) <a href="mailto:jgoyetche@richmondcounty.ca">jgoyetche@richmondcounty.ca</a>
	Monique Samson (2/3 yr term remaining)	902-226-2098 <a href="mailto:masamson2015@gmail.com">masamson2015@gmail.com</a> Civic: 9 Breakwater Rd; Little Anse NS B0E 3C0
	Karen Pottie (3/3 yr term remaining)	902-226-3670 Civic: 2541 Hwy 320, D'Escousse, NS B0E1K0 <a href="mailto:karenpottie1956@hotmail.com">karenpottie1956@hotmail.com</a>
	Jim Marchand (3/3 yr term remaining)	902-345-2505; 902-227-7688(C) 383 Main Rd; Louisdale, NS B0E 1V0 <a href="mailto:jim@jimmarchand.com">jim@jimmarchand.com</a>
	Vacancy (3/3 yr term)	

***Schedule for Replacement of Directors***

<b><i>June 2018</i></b>	<b><i>June 2019</i></b>	<b><i>June 2020</i></b>	<b><i>June 2021</i></b>	<b><i>June 2022</i></b>
Karen P.	Vacant	Eugene S.		
Richard. B	Monique	Donald Goyetche		
Jim M.	Clifford B	Larry K.		
<b>L.A.</b> Jeanette E.	<b>L.A.</b>	<b>L.A.</b>	<b>L.A.</b>	<b>L.A.</b>
<b>M.C.</b> James G.	<b>M.C.</b>	<b>M.C.</b>	<b>M.C.</b>	<b>M.C.</b>

"To start the fan out – Starting on the top of the list make contact with the first person available on List 1 and 2, relay message

## FAN OUT SYSTEM

### LIST 1

### LIST 2

<b>Classen-Pottie, Seneca RN</b>	<b>1-403-598-6862</b>	<b>Boudreau, Charmaine RN</b>	<b>902-226-0389</b>
Morris, Sonia	902-302-0694	Muise, Maggie	902-623-1795
Boudreau, Wendy	902-302-2423	Pierce, Connie	902-227-5833
Britten, Heather TAXI*	902-226-2436	Boudreau, Jennifer TAXI*	902-631-3995
Martell, Robyn	902-631-2386	Meunier, Maria	902-623-0581
Richard, Giselle	902-226-2375	Babin, Yvonne	902-302-2676
Samson, Nadine	902-226-0778	Boudreau, Lisa	902-631-0793
Samson, Eugene	902-226-1276	Boudreau, Rosanne	902-226-2074
<b>Mansley, Teri RN</b>	<b>902-226-2252</b>	<b>Boudreau, Doreen RN</b>	<b>902-226-3090</b>
Harpell, Addean	902-226-0106	Boudreau, Annette	902-302-1326
ForgeronMartell, Carol	902-226-0256	Jollymore, Ashley	902-623-0377
<b>Leblanc, Marilyn RN</b>	<b>902-226-2045</b>	Martell, Rachel	902-226-0410
Bonin, Judy	902-226-2634	Hill, Laura	902-226-0284
David, Mary Anne	902-226-2704	Sampson, Renette	902-226-3287
DeRoach, Chrissy	902-226-1254	Short, Darlene	902-226-2344
Dorey, Colleen TAXI*	902-226-3036	Pitts, Sheila TAXI*	902-226-3620
Blanchard, Monicque	902-631-2518	Kehoe, Nancy	902-226-9726
Savoury, Julie	1-902-817-4712	Burke, Rebecca	902-951-0990
Poirier, Gail	902-226-1927	George, Trinia	902-226-9645
<b>Fitton, Mark RN</b>	<b>1-902-870-2232</b>	<b>Marchand, Karen RN</b>	<b>902-226-1511</b>
MacInnis, Tara	902-631-4477	Britten, Sheila	902-226-3288
Power, Melanie	902-345-0580	<b>Touesnard, Edwina RN</b>	<b>902-227-5340</b>
Dewolf, Lisa	902-226-1655	Fougere, Kayle	902-227-8134
<b>Milligan, Annette RN</b>	<b>902-625-5437</b>	Samson, Renee	902-738-2037
Tobin, Debbie	902-535-2545	Dorey, Angela	902-302-0426
MacDonald, Charles	902-226-0711	<b>Decoste, Joanne RN</b>	<b>902-631-3905</b>

## Park at Church Parking Lot and Report to St. Anne Centre "Outside Charge" to await instructions.

### Emergency Preparedness Plan - Fan Out System

A telephone fan-out system has been devised to alert staff of an emergency at St. Anne Centre resulting in the need for immediate additional staff.

So that time is not lost searching for the fan-out, PLEASE POST NEAR THE TELEPHONE most frequently used.

During 2<sup>nd</sup> stage the "Communication Person" initiates the Fan-Out List. List 1 and List 2 staff members are called until you "actually" reach a staff member and communicate the message. You **CANNOT** leave a message, you must **SPEAK** to the staff member.

Note: The manual fan-out list is a back-up to Care Q.

\*There are 4 staff members designated as "TAXI", they report to Dental Office, place sign in windshield and report to SAC "Outside Charge".

## Directory

<b>A</b>	<b>Telephone Number</b>
<b>Ambulance Services</b>	
EMC	1-888-346-9999 inter hospital transfer 902-226-0243 Arichat 902-535-2063 St. Peters 902-625-1697 Port Hawkesbury
<b>B</b>	
<b>Board of Directors (2016-2017)</b>	
Eugene Samson– Chairperson	902-226-1276
Richard Boudreau – Vice Chairperson	902-226-1069
Monique Samson	902-226-2098
Joe Samson	902-594-2006 (H) 902-631-4414 (C)
Jeanette Ellis	902-631-2021
Lawrence Keating	902-226-0122 (H) 902-631-6221 (C)
James Goyetche	902-226-9451
Karen Pottie	902-226-3670
Jim Marchand	902-345-2505 (H) 902-227-7688 (C)
<b>C</b>	
<b>Clergy</b>	
Stella Maris Pastoral Unit (office)	902-594-2525
Stella Maris Pastoral Unit (Priest)	902-226-2000
Rev Michael Conrad	902-747-2255
Rev. Lynn MacKinnon (United church)	902-535-2150
<b>Clothing</b>	
OJ Mobile Clothing	902-226-2328
Jeantie’s Store	902-226-2186
Corner Bridge Store	902-226-3225
Sharon’s Place	902-345-2020
<b>D</b>	
<b>Dentist</b>	
Isle Madame Dental Clinic	902-226-2226

<b>E</b>	
<b>Emergency Measures Operation</b>	
Municipal Rep – Cecil Frost	902-345-2055/902-227-5896
Provincial Rep – George T. Muise	1-902-563-2093
<b>F</b>	
<b>Food</b>	
Charles Forest Co-op	902-226-2023
Corner Bridge Store	902-226-3225
Jeantie's Store	902-226-2186
Levandie's Meat Market	902-226-2597
Louisdale Co-Op	902-345-2818
Premium Seafood	902-226-2633
Shamrock Store	902-226-2954
Sharon Place	902-345-2020
<b>Funeral Services</b>	
CH Boudreau	902-226-3300
IML Funeral Home	902-226-0138 222-5999(cell)Evie
<b>G</b>	
<b>GASHA Placement Office</b>	
Elizabeth Matheson/Maxine England	902-625-4338
<b>H</b>	
<b>Hospitals</b>	
Aberdeen Hospital	1-902-752-8311
Cape Breton Regional	1-902-567-8000
Guysborough Memorial	1-902-533-3702
IWK Grace	1-902-428-8888
Northside General	1-902-794-8521
NS Hospital	1-902-464-3111
QE II	1-902-473-2220
Sacred Heart	1-902-224-4001
Strait Richmond Hospital	902-625-3100
St. Martha's Regional Hospital	1-902-867-4500



<b>K</b>	
<b>Keys</b>	
<b>Relocation Site</b> Yvonne Boudreau	902-226-3971 (office) 902-631-2925(cell) 902-631-4265 (alternate cell- Gilles)
Director of Public Works	902-226-3988 (office) 902- 227-8474(cell)
Cecil Frost, EMO Coordinator	902- 227-5896
<b>Arichat church</b> -Paul Boudreau	902-631-2818
<b>Pastoral Office-</b> Lori Bowen	902-594-2525 (Office)
<b>M</b>	
<b>Media – Radio</b>	
CJFX Antigonish	1-902-863-4580
Fax	1-902-863-6300
101.5 The Hawk Port Hawkesbury	902-625-1015
Fax	902-625-2664
CJCB/CKPE Sydney	1-902-564-5596
After Hours	1-902-539-3000
Fax	1-902-564-1057
CKEC New Glasgow	1-902-752-4200
Fax	1-902-755-2468
CHER Sydney	1-902-539-8500
Fax	1-902-562-5720
CBC Halifax	1-902-420-8311
After hours	1-902-420-4082
Fax	1-902-420-4357
CBC Sydney	1-902-539-5050
After Hours	1-902-536-4100
Fax	1-902-562-7547
Radio Richmond Petit de Grat	902-226-0981
<b>Media – Newspaper</b>	
Chronicle Herald	1-902-426-2811
After Hours	1-902-426-2868
Sydney	1-902-564-4295
Cape Breton Post	1-902-564-5451
After Hours	1-902-567-0220
Port Hawkesbury	902-625-1393
Fax	1-902-562-7077

Evening News	1-902-752-3000
The Reporter	902-625-3300
Fax	902-625-1701
The Casket	1-902-863-4370
Fax	1-902-863-1943
Inverness Oran	1-902-258-2253
After Hours	1-902-258-2828
<b>Media – TV</b>	
ATV/ASN Halifax	1-902-453-4000
After Hours	1-902-454-3200
Fax	1-902-454-3280
ATV/ASN Sydney	1-902-562-5511
After Hours	1-902-564-4800
Fax	1-902-562-7545
MITV Halifax	1-902-494-5200
After Hours	1-902-494-4419
Fax	1-902-494-5627
CBC Halifax	1-902-420-8311
After Hours	1-902-494-4119
Fax	1-902-420-4137
CBC Sydney	1-800-539-1187
Fax	1-902-562-7547
Telile	902-226-1928
Fax	902-226-1331
<b>N</b>	
<b>Nursing Homes</b>	
Port Hawkesbury	902-625-1460
Richmond Villa	902-535-3030
<b>P</b>	
<b>Physician</b>	
Dr. Laurie MacNeil	902-226-1674 (office)
	902-226-1020 (home)
	902-227-7229 (cell)
Dr. Stephen De Roche	902-226-1674 (office)
	902-226-3406 (home)
	902-631-1784 (cell)
Dr. Scott MacNeil	902-226-1674 (office)
	902-594-2114 (home)
	902-574-8456 (cell)

<b>Pharmacy</b>	
Dooley's Pharmacy	902-226-3133/902-226-2888 (home)
Martell's Pharmachoice	902-226-3177/902-631-2809 (cell)
Shoppers Drug Mart	902-625-1801
Walmart Pharmacy	902-625-0965
Lawtons	1-902-539-2440
<b>Poison Control</b>	
Halifax	1-902-428-8161
Sydney	1-902-539-6400/ 1-800-565-8161
<b>R</b>	
<b>RCMP</b>	226-2533 1-800-440-1323
<b>Red Cross</b>	
Emergency Red Cross	1-800-222-9597
Port Hawkesbury Depot	902-625-2756
Red Cross Specialized Equipment	1-902-567-9564
<b>Restaurants</b>	
Island Nest	902-226-0033
L'Auberge Acadienne	902-226-2200
Pardy's Café	902-594-3010
Inn Claire's Café (seasonal)	902-226-2200
Spud Wagon (seasonal)	902-226-3203
<b>S</b>	
<b>Staff</b>	
Babin, Yvonne	902-594-2034
Blanchard, Monique	902-631-2518
Bonin, Judy	902-226-2634
Boudreau, Bertie	902-226-9581
Boudreau, Charmaine	902-226-0389
Boudreau, Doreen	902-226-3090
Boudreau, Jennifer	902-226-1806
Boudreau, Lisa	902-226-3096
Boudreau, Maureen	902-226-0344
Boudreau, Rosanne	902-226-2074
Boudreau, Wendy	902-302-2423

Britten, Heather	902-226-2436
Britten, Sheila	902-226-3288
Broaders, Madonna	902-535-2791
David, MaryAnn	902-226-2704
Deroach, Chrissy	902-226-1254
Dewolf, Lisa	902-226-1655
Dorey, Angela	902-226-2010
Dorey, Colleen	902-226-3036
Dorey, Debbie	902-226-3223
George, Trinia	902-226-9645
Gionet, Nicole	902-631-4023
Gionet, Shelley	902-345-0660
Harpell, Addean	902-226-0160
Henri, Liz	902-345-2231
Hill, Laura	902-226-0284
Joyce, Cynthia&Ronnie	902-226-9802
Kehoe, Nancy	902-226-9726
LeBlanc, Marilyn	902-226-2045
LeBlanc, Nancy	902-623-0614
LeBlanc, Shirley	902-226-1533
MacDonald, Charles	902-226-0711
MacInnis, Tara	902-631-4477
Martell, Rachel	902-226-0410
Martell, Robyn	902-631-2386
Martell Forgeron, Carol	902-226-0256
Matthews, Anne Marie	902-345-2344
Morris, Sonia	902-302-0694
Muise, Margaret	902-623-1795
Mury, BobbyLee	902-623-9136
Pierce, Connie	902-226-0099
Pitts, Sheila	902-226-3620
Pitts, Violet	902-226-2593
Poirier, Gail	902-226-1927
Power, Melanie	902-345-0580
Richard, Giselle	902-226-2375
Samson, Annette	902-226-2889
Samson, Brett	902-623-0369
Samson, Renee	902-738-2037
Sampson, Renette	902-226-3287
Short, Darlene	902-226-2344
Therault, Joy	902-226-0170

Thibeau, Nicole	902-623-0154
Tobin, Debbie	902-535-2545
Touesnard, Edwina	902-535-2874
<b>Strait Area Search &amp; Rescue</b>	
Terrance Terrio	902-535-2374 (home) 902-625-2323 (work)
<b>Strait Area Transit</b>	902-631-4932 ,631-0002,625-0002
<b>V</b>	
<b>Volunteers</b>	
Babin, Cites & Lois	902-226-0226
Boudreau, Andre & Sylvia	902-226-2625
Boudreau, Odillon & Elaine	902-226-3577
Boudreau, Thomas & Deedee	902-226-2611
Forgeron, Blair & Joyce	902-226-3103
LeBlanc, Rhonda	902-226-1075
Martell, Donald Blair & Sheila	902-226-9438
Poirier, Doug & Eileen	226-3713 623-1171 226-2600 (W)
Richard, Ralph	902-226-3151
Samson, Gerry & Linda	902-226-3003
Samson, Gary & Karen	902-226-0644
Tyrrell, George	902-226-2350

# Section 4

## Templates

# Staffing Plan Template

This staffing template is to be used as a guide to help plan your staffing needs due to a catastrophic event requiring a total evacuation of the Home, where re-entry is not possible or uncertain. This form is to be used together with a more detailed staffing plan for each functional area/department, as applicable.

Consider the following before completing this form:

- For some areas or functions, the resource needs will be temporary (e.g. Transportation, Alternate site Set-up), while other functions will require on-going staffing throughout the entire situation.
- Some areas/functions may not be a priority during the initial response period (0-12hours) thereby requiring fewer (or no) resources to perform their normal function (e.g. Environmental Services, Recreation Services). As such, individuals in these roles may be available and assigned to assist other areas during the initial response period, based on their experience, skills and comfort level.
- The displacement of residents to a temporary location may create for them a range of special needs which may in term require you to consider staffing levels greater than under normal circumstances.

	Enter Anticipated # Staff Required to Support Each Area where applicable				
Team	For Initial Response (0-12 hours)	Day 2	Day 3	Day 4	Day 5
BCP Operations					
Transportation					
Alternate Site Set-up					
Nursing Resident Care					
Dietary Services					
Environmental Services					
Recreation & Therapeutic Service					
Building Maintenance					

# Briefing Agenda Template

**Purpose / Use:**

To be used by BCP Operations Lead for getting and sharing information

To record notes on what is shared

**Recommended:**

Assign someone to take notes for record keeping purposes

Team Leads take notes for sharing with their teams

## Agenda for Briefings

Date / Time: \_\_\_\_\_

Update incident status	
Updates from each Team Lead	
Communication update	
Troubleshoot problems/issues - identify action resolution	
Identify priorities	
Determine next steps & resource requirements	
Confirm next briefing time	



# Communication Template

## Message Development for Communication

First consider the following:

Audience:	Purpose of Message:	Method of Delivery:
<ul style="list-style-type: none"><li>○ Employees</li><li>○ Residents</li><li>○ Family</li><li>○ Volunteers</li><li>○ Community Partners</li><li>○ Public</li></ul>	<ul style="list-style-type: none"><li>○ Give facts/updates</li><li>○ Rally to action</li><li>○ Clarify event status</li><li>○ Address rumors</li><li>○ Satisfy media requests</li></ul>	<ul style="list-style-type: none"><li>○ Print media release</li><li>○ Web release (website, email)</li><li>○ Through spokesperson (TV or in-person appearance)</li><li>○ Radio</li><li>○ Other (e.g., recorded phone message)</li></ul>

## Five Basic Emergency Components:

### 1. Expression of empathy:

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### 2. Clarifying facts/Call for Action: Who, What, Where, When, Why, How?

### 3. What we do not know: \_\_\_\_\_

### 4. Process to get answers: \_\_\_\_\_

### 5. Statement of commitment: \_\_\_\_\_

For more information \_\_\_\_\_

Next scheduled update \_\_\_\_\_

## Finally check your message for the following:

Positive Action Steps Honest/open tone Applied risk communication principles Test for clarity Use simple words, short sentences	Avoid jargon Avoid judgmental phrases Avoid humor Avoid extreme speculation
---	--

## MESSAGE:

## Disaster Kit Supply Template

Item	# in kit / backpack	Where Located	Responsibility
Emergency Vest	8	Fire Plan binders	Emergency Preparedness Committee (EPC)
Name Tags	29	Arrest Cart	Nurse on admission
Emergency blankets	29	Behind door in each resident room	Each staff member when evacuating resident
First Aid Kit First Aid Manual	1	In Municipality closet	Karen Marchand & Connie Pierce – EPC
Paper / pencils / pens	Set	Municipality closet	EPC
Garbage bags	?	Municipality closet	EPC
Virox wipes	?	Municipality closet	EPC
Hand sanitizer	2	Municipality closet	EPC
Disposable gloves boxes	1 med 1 lg	Municipality closet	EPC
Masking tape	1	Municipality closet	EPC
Marker	2	Municipality closet	EPC
Flashlight	2	Municipality closet	EPC
Batteries	8	Municipality closet	EPC
Phone chargers		Staff to bring own phones	EPC
Power bar	1	Municipality	
Cell phones		Staff to bring own phones	staff
Walkie talkies / 2 way radios	4	Fire plan binders	
Copy of BCP Copy of Emergency Response Manual All hazards plan	1	Stored on CARE-Q for offsite electronic retrieval	CEO
Copies of Forms (which ones)			
Emergency Telephone lists	1	CARE-Q	

# **Section 5**

## **Agreements & Resource**

## BUSINESS CONTINUITY PLAN

### MAINTENANCE & TESTING - GUIDELINES & RECOMMENDATIONS

#### Purpose:

Your Home's Business Continuity Plan is a valuable tool to guide and direct the critical actions of your leadership team and employees to ensure a timely and effective response and recovery in the aftermath of a disaster. It is therefore important that your Business Continuity Plan remain current and relevant, that it continues to be a "living document" where its viability stands the test of time. This can be achieved through regular maintenance and testing of the plan.

The following recommendations and guidelines for maintenance and testing your Business Continuity Plan are offered for this purpose.

#### A. Maintaining Your BCP

##### Scheduled Maintenance:

Your Business Continuity Plan should be scheduled for review in full at least once per year under the direction of the Administrator or her/his delegate. (For efficiency purposes, it is recommended the full plan review be performed following annual Plan Testing. See Section B below). In addition, we recommend that all Contact Lists included in your BCP be reviewed more frequently – quarterly - and updated as required:

##### Scheduled Maintenance

- Full Plan Review
- Contact Lists Review

##### Frequency

- Annually
- Quarterly

When completing the annual plan review as part of your scheduled plan maintenance, consider the following:

- ✓ Who has responsibility to hold a copy of your plan – are they comfortable & knowledgeable?
- ✓ Where are copies (hard/soft copies) of the BCP kept – are they easily accessible?
- ✓ Are Team Leads and Alternate Team leads familiar with the BCP content?
- ✓ Are there any changes to the plan and if so, have the changes been reviewed with the affected employees (Team Leads & Alternates).
- ✓ Is the Business Continuity Plan reviewed and discussed with new managers and employees as part of their orientation?

**Unscheduled Maintenance:**

In addition to scheduled maintenance as outlined above, there may be occasions when other significant changes occur that impact your Business Continuity Plan requiring modifications to it. The following examples may trigger the need to review and update all or a portion of your plan:

- Changes in leadership and other key personnel
- Addition of a new process or modification / removal of an existing process
- Organizational restructures or Governmental changes
- Introduction of new legislation, program or policy from Department of Health and Wellness
- Recommendations resulting from Licensing Audits
- Lessons learned from a 'real life' business interruption

**BCP Coordinator:**

It is recommended the Administrator appoint an individual to serve as “BCP Coordinator” to facilitate completion of scheduled and unscheduled maintenance on the plan. The responsibilities of this role may include the following:

- Coordinate routine updates to the Plan through collaboration with Team Leads – (i.e. update contact lists, personnel changes /roles & responsibilities assignment, vital records, schedules, etc.)
- Maintain a documented schedule for maintenance and all testing
- Coordinate and Facilitates BCP test exercises: observes test & takes notes, documents gaps/changes for improvement as identified by participants in the test exercise
- Prepare BCP Test Result Report
- Develop schedule for training / awareness for staff as appropriate existing/ongoing
- Document approved changes to Plan and completes Plan’s Event/ Change Log
- Assists BCP Operations Lead during an incident

**B. Testing Your BCP**

Testing your BCP will confirm whether the plan is actionable & appropriate. It ensures employees are trained in their responsibilities and understand what will happen should a disruptive event occur.

Plans should be tested annually at minimum, for the full operation to ensure the interdependencies are complete, accurate and effective, however, operational/functional area testing may also be completed regularly to test/ discuss the actions, responsibilities & decisions of various operational teams. (For example, conducting sub-tests for the Central Kitchen area, or Laundry Services area, etc. in the event specific areas are rendered inoperable for some reason.)

## Test Methods:

There are four common test methods:

- a) Detailed Plan Walk-through
- b) Walk-through Simulation
- c) Process or Plan Simulation
- d) Full End to End Simulation

While testing options are at each Home's discretion, the "Detailed Plan Walk-through" is considered the minimum test requirement to maintain a viable plan. The "Facilitated Walk-through Simulation" is recommended as better test option to employ. The "Process Simulation" and "Full End to End Simulation" both require more resources and time to complete. Each of these test methods is described below:

### a) Detailed Plan Walk-through

Also referred to as a Detailed Read-through, this test involves the Administrator, or her/his delegate to facilitate a detailed read-through of the plan with Team Leads and Alternates participating.

For this test method, a disaster scenario is pre-defined or established and the teams walk through their responsibilities. The disaster scenario may be made available to participants in advance to allow team members to review their responsibilities and tasks. This is roleplaying, requiring participation by the Team Leads and/or Alternate Team Leads. The benefits of this methods are:

- Allows for a step by step review and discussion of the content and layout of the Plan
- Ensures participants gain solid awareness and understanding of the Plan
- Provides an opportunity to identify and correct oversights or discrepancies
- Easy to conduct and not time consuming (can be performed in a meeting room)

One of the limitations of the Detailed Plan Walk-through is that it does not assess the effectiveness of Home's Response and Recovery activities

**Note: It is recommended that a detailed walkthrough be conducted within 90 days of receiving /completing your Plan**

**b) Facilitated Walk-Through Simulation (Recommended Test Option)**

This test method requires a Facilitator (e.g. Business Continuity Plan Coordinator) to prepare and supervise the test. Generally, a disaster scenario is established by the Facilitator but not shared with participants before the test begins. Information is made available to participants by the Facilitator, who may insert a range of variables into the scenario to simulate as nearly as possible, the environment during an actual disaster. (For Example: the disaster scenario happens at a time when the Administrator, or a Team Lead, is on vacation and away from the community - Disasters don't wait for all Team Leads /Alternates to be available - so others may need to take on a Team Lead role).

This test method involves more people and time to complete; Team Leads, Alternate Team Leads and employees who may be assigned to the teams during a disaster response. Participants are required to “walk-through” their team responsibilities and tasks and procedures under announced or unannounced conditions. Each team interacts with other teams as they complete the walk-through of their responsibilities and tasks. This method has the following benefits:

- Uses a mock scenario to allow staff to discuss actions, responsibilities and decisions that they would take, when activating their BCP
- Checks that content of the Plan is complete, accurate & effective. Identifies gaps, bottlenecks, or weaknesses and where improvements can be made
- Checks resources and timeframes are appropriate for responses
- Checks interdependencies
- Helps participants to build awareness and better prepare for how to respond

**c) Process or Plan Simulation**

In this testing method, Business Continuity Plan activities are performed in a simulated ‘real life’ environment but with a broader scope in terms of the teams and resources. It is led by a facilitator (i.e. BCP Coordinator) who develops a relevant and believable scenario conducted in ‘real-time’ with unfolding new information throughout the scenario. The scenario will involve coordination with BCP partner resources in the community, such as those who may be involved with Transportation and the Alternate Site(s). The additional benefits of this method are:

- Checks response & recovery timeframes
- Checks communication strategies are useful, timely and accurate
- Checks resource allocations are appropriate
- Provides a real-life perspective

One of the challenges of using this test method is that it requires considerable coordination with external resources and may cause significant disruption to core day-to-day activities.

#### d) **Full End-to-End Simulation**

This test method is a full-scale test under a simulated 'real life' environment (close to activation of the Plan during an actual disruptive event). It is most difficult and costly to perform as it involves closing operations. The added benefits are:

- Uses a scenario to enable participants to carry out the full response & recovery activities
- Provides the most robust test with thorough analysis of the effectiveness of the Plan
- Checks overall recovery timeframes
- Checks the interactions between groups & interdependencies

### **C. Test Objectives**

Regardless of the test method used, the objectives of any test should include the following:

- ✓ Identify gaps, or missing, outdated or incorrect information
- ✓ Update the plan to fill gaps and ensure the information is current
- ✓ Ensure the plan is documented clearly for implementation and accessibility
- ✓ Ensure staff are trained & comfortable with their primary and secondary roles
- ✓ Ensure the plan is a 'living' document not a 'done once & left on the shelf' assignment
- ✓ Ensure all scenarios & hazards have been addressed within the full scope of the BCP
- ✓ Measure results against previous tests for improvement
- ✓ Ensure all your partner, vendor, equipment and supply needs are identified & documented for emergency situations and back ups are in place should they not be able to deliver/respond
- ✓ Identify and be aware how actions/operations of other businesses in your community/near your Home may impact your Home's disaster response plans

### **D. Test Scenarios**

Test scenarios are intended to address situations in which the preparedness and readiness of your Home to respond and react to various types of interruptions can be accurately measured.

Examples:

- Loss of the entire facility
- Utility service outages
- Chemical spill
- Destruction/damage of required building systems/operational equipment
- Circumstances resulting from natural, man-made and technological disasters

Regardless of the test method employed, test scenarios should include the following:

- Full evacuation of home



- Partial evacuation as determined by the scenario/location of incident
- Functional area(s) of Home rendered inoperable (e.g. Central Kitchen Services, Laundry Services, damage to a Resident living area(s) of the Home, etc.
- Internal or external hazards / conditions (remember to consider types of risk that might occur due to the actions/operations of 'other' businesses located near your Home (e.g. environmental issues resulting from a chemical or sewage spill))

## E. Measuring BCP Test

To appropriately measure the effectiveness of your BCP it is important to have a mechanism to prepare for and capture information during and after the test exercise. Outlined below is a description of Checklists developed and included in these guidelines to aid you in preparing for, completing and assessing your BCP after the test.

### i. BCP Test Preparation Guidelines:

This checklist will assist with planning, scheduling and general preparation for your BCP Test. It is recommended the Administrator appoint a Facilitator and use this guide to prepare logistics and the participants for each BCP Test. In addition to the Guidelines the Administrator and/or Facilitator should also:

- Provide information to prepare participants for the test: time, location, & what to bring to test
- Provide an overview of the event – how it will be run, expectations of the participants
- Describe the environment at the time of the test
- Provide necessary background information – i.e. provide scenario & conditions, any personnel that may not be available

### ii. BCP Test Checklist:

This Checklist is to be used by a Facilitator (e.g. BCP Coordinator) or delegate appointed by the Administrator, to supervise, observe, take notes, and identify gaps/changes for improvement from the test exercise. A copy of the checklist can also be shared with participants during the test.

### iii. BCP Test Report

The Test Report is used after the test to assess results. It is recommended the Administrator and her/his delegate conduct a post test meeting with key test participants to discuss what went well and what could be improved.

The BCP Test Report allows for documenting outcomes of the test, lessons learned and recommendations for improvements. It also serves to ensure any required revisions to the BCP are discussed, agreed upon, assigned, completed and documented on the Revision History section of the BCP.

## BCP TEST PREPARATION GUIDELINES

*The undernoted guidelines will assist with preparation for conducting a BCP Test. It is recommended the Administrator or her/his delegate use this guide to prepare for each BCP Test.*

Guidelines: BCP Test Preparation Step	Notes:	Completed
<b>Identify Test Method:</b> <ol style="list-style-type: none"> <li>1) Detailed Plan Walk-through</li> <li>2) Walk-through Simulation (<i>Recommended method</i>)</li> <li>3) Process or Plan Simulation</li> <li>4) Full End to End Simulation</li> </ol>	<i>Frequency:</i> Recommended Annually – <b>OR</b> as per Department of Health & Wellness Guidelines & Policies	
<b>Determine Scenario Type</b> – full evacuation, partial evacuation, or by specific operation/functional area	All areas of the Home may not be affected	
<b>Determine Hazard Type/ Condition(s)</b> – e.g. cold weather, hurricane, fire, environmental, operational area, power outage, etc.	There may be multiple hazards/conditions	
<b>Determine team members to be involved</b> – For simulations, not every functional role leader will be included to participate every time (or not in their primary role). Alternate Team Leads will be required to participate in testing in various roles to gauge understanding & comfort level.	Disasters don't wait for all key members to be available.	
<b>Identify critical documents</b> required by test participants (i.e. All Hazards Plan, Evacuation Plan, etc.)	The BCP Test should be conducted in concert with other plans	
<b>Identify meeting time &amp; place</b> for test	Ensure participants are aware the test will not wait for late individuals - a real disaster won't wait until everyone is in place	
<b>Assign Test Facilitator (BCP Coordinator):</b> Consider appointing a BCP Coordinator to lead the testing and complete testing documents. Not a Functional Team Leader. (The Facilitator role can also <u>rotate</u> to ensure involvement by all key leaders in a simulation)	Facilitator role - is to observe, take notes, and identify gaps/changes for improvement from the test exercise.	
<b>Provide Test Result Checklists</b> to Facilitator for completion during and after test		
<b>Review Test Objectives:</b> Explain why test will be conducted, how exercise will be facilitated, how results will be measured & how gaps or changes will be determined & documented		

## BCP TEST CHECKLIST

*This Checklist is to be used by a Facilitator (e.g. BCP Coordinator) or delegate appointed by the Administrator, to supervise, observe, take notes, and identify gaps/changes for improvement from the test exercise. A copy of the checklist can also be provided to all participants during the test.*

		YES	NO
<b>Strategy</b>	Do the Plan strategies address “All Hazards” in a business disruption?		
	1) No access to facilities		
	2) No access to information technology (IT)		
	3) Reduced access to people		
<b>Plan &amp; Prepare</b>	Are hard copies / electronic copies of the Plan stored in appropriate, easily accessible & secure locations?		
	Are emergency kit contents complete, up-to-date and adequate?		
<b>Business Continuity Response Actions</b> (to activate critical business activities)	Are activities & priorities clearly understood?		
	Are the actions the best responses?		
	Do actions identify who does what, when and where?		
	Do ‘manual work arounds’ have a logical flow?		
	Are actions practical? Are they sufficient?		
	Do actions have practical timeframes? ( <b>MAO</b> - Maximum Acceptable Outage)		
	Were actions successfully completed?		
<b>Recovery Response Actions</b> (To resume operations/service to residents)	Do actions identify who does what, when & where?		
	Do responsibilities and actions have logical flow?		
	Are recovery actions practical? Are they sufficient?		
	Were actions successfully completed?		
<b>Interdependencies</b>	Have all <b>interdependencies</b> been adequately addressed?		
	Are all stakeholders contacts (residents, families, employees, community partners, DHW, etc.) considered in the Plan?		
	Are all contact details complete, current and accurate?		
	Does the Plan address contacting staff to notify them whether they need to come to work or report to an alternate location?		
<b>Communication</b>	Does the Plan address development and delivery of key messages and communication channels to each of the stakeholders in the event of IT systems being unavailable?		
	Does the Plan identify essential suppliers or customer contact details?		

<b>Resource Requirements</b> (people, facilities, IT, vital records)	Does the Plan anticipate all the resources required to support Plan activation?		
	Is it clear who is responsible to address various resource needs?		
	Are all vital records, data or resources required to implement Business Continuity arrangements current and accessible?		
<b>Resident Care Needs</b>	Are the care and personal needs of the residents being considered and addressed through the plan actions?		
	Notes:		
<b>Related Plans</b>	Are related plans helpful & easily available?		
	Are all the required related plans current?		
<b>Testing &amp; Activation Log</b>	Does the event log list all critical incidents or revisions that have occurred during the 'life' of the Plan?		
<b>Test Outcomes</b>			
Was the test suitable & appropriate?			
Did participants understand the Plan?			
Did the Plan capture all roles to support activation?			
Are roles & responsibilities appropriate, actionable & current?			
Have backups been identified for all roles & responsibilities?			
Are delegation of tasks appropriate?			
Are revisions or additions to the Plan required?			
Has responsibility for these actions (revisions or additions) been assigned?			
Has an appropriate timeframe been determined to complete the actions?			
Has a test report been sent to the BCP leadership team for review?			
Has the Plan been updated with the results of the testing?			
Has the date & type of test been recorded into the Plan's event log?			
Has the revised Plan been approved by the Plan Owner?			

BCP TEST REPORT		
<p><i>The BCP Test Report is used after the test to assess results. It is recommended the Administrator and her/his delegate conduct a post test meeting with key test participants to discuss and document what went well and what could be improved.</i></p>		
BCP Test Date		
Test Facilitator		Position:
BCP Coordinator		Position:
<b>TEST TYPE: Select appropriate type</b>		
<input type="checkbox"/> <b>Detailed Plan Walk-Through</b> Discussion stepping participants through each part of the Plan content	<input type="checkbox"/> <b>Full Plan Review</b>	
<input type="checkbox"/> <b>Facilitated Walk-Through Simulation</b> Facilitated discussion using scenarios to test the Plan	Describe scenario:	
<input type="checkbox"/> <b>Process or Plan Simulation</b> Plan teams perform planned activities in a simulated 'real life' environment	Describe scenario:	
<input type="checkbox"/> <b>Full End to End Simulation</b> Full scale test under simulated 'real life' environment or Activation of Plan during actual disruptive event	Describe scenario:	
<b>What Worked Well?</b>		
<b>Areas for Improvement</b>		
<b>Lessons Learned</b>		

Recommended Actions		Responsibility	Timeframe / Completion Date
<b>Plan updated with revised:</b>			
<input type="checkbox"/> Contact Details		<input type="checkbox"/> Revision History updated	
<input type="checkbox"/> Strategies in line with test outcomes		<input type="checkbox"/>	
<b>Approval</b>			
<input type="checkbox"/> Test report approved & revisions completed			
Administrator		Approval Date	




February 2015

Richmond Villa  
9361 Pepperell Street  
St. Peter's, N.S.  
BOE 3B0

As part of licensing to operate a nursing home, St Anne Centre is required to have an emergency evacuation plan in place. Part of the plan may require the assistance of local businesses/residents to provide services while we are relocated. This is a temporary service (up to 24 hrs) until we can re-occupy our facility or relocate our clients.

Many will be asked to help as not to put a burden on any one business. Financial compensation may be billed to St Anne Centre once we are back in service.

	Food/ Meal supplier	May be asked to provide food/meal for residence and staff
	Clothing/linen supplies	May be asked to provide linen/clothing
	Volunteer contact	May be asked to perform duties as requested
	Medication supplier	May be asked to provide medication
x	Facility placement (short term)	May be asked to transfer clients to your facility
	Use of building/ parking lot	During an emergency evacuation /relocation
	Use of handicap Vehicle	To help transfer wheelchairs during relocation

 (dated: Feb 23, 2015) agree to the above terms.  
J. Carbon

The Emergency Preparedness Committee thanks you in advance for your help.



March 17, 2015

Strait Richmond Hospital  
138 Hospital Road RR#1  
Cleveland, N.S.  
BOE 1J0



Attn: Ms. Rose Richardson

As part of licensing to operate a nursing home, St. Anne Centre is required to have an emergency evacuation plan in place. Part of the plan may require the assistance of local businesses/residents to provide services while we are relocated. This is a temporary service (up to 24 hrs) until we can re-occupy our facility or relocate our clients.

We are asking the Strait Richmond Hospital to assist us by admitting residents who are acutely ill where capacity permits. We would also ask that if there are vacant beds at the hospital that we may access them for up to 24 hrs. It is our intent to provide staff for the care of these residents. Any financial compensation may be billed to St. Anne Centre once we are back in service.

	Food/ Meal supplier	May be asked to provide food/meal for residence and staff
	Clothing/linen supplies	May be asked to provide linen/clothing
	Volunteer contact	May be asked to perform duties as requested
	Medication supplier	May be asked to provide medication
X	Facility placement (short term)	May be asked to transfer clients to your facility
	Use of building/ parking lot	During an emergency evacuation /relocation
	Use of handicap Vehicle	To help transfer wheelchairs during relocation

Rose Richardson (dated: March 23/15) agree to the above terms.

The Emergency Preparedness Committee thanks you in advance for your help.





Karen Doyle  
MUNICIPAL CLERK

March 17, 2011

St. Anne Community and Nursing Care Centre  
2313 Highway 206  
P.O. Drawer 30  
Arichat, Nova Scotia  
B0E 1A0

**Attention: Connie Pierce, Chair Evacuation Committee**

Dear Mrs. Pierce:

Your correspondence dated May 19, 2010 and received February 25, 2011 was reviewed by Richmond Municipal Council at their meeting held on March 14, 2011. The following resolution was unanimously adopted by our Council:

“Moved by Deputy Warden Martell, seconded by Councillor David that Council accept the recommendation of the Committee of the Whole and grant the request of St. Anne Community and Nursing Care Centre regarding the use of the municipal office as a temporary relocation site, in the event of an evacuation if a disaster would occur at St. Anne Centre. Motion carried.”

I attach a copy of the permission letter, signed by our CAO Warren Olsen, regarding the above.

Please contact me, if you require any additional information.

Sincerely yours,

  
Karen Doyle  
MUNICIPAL CLERK

Enclosure

Tel: 902-226-3971 Fax: 902-226-1510 Email: [kdoyle@richmondcounty.ca](mailto:kdoyle@richmondcounty.ca)  
2357 Highway 206, P.O. Box 120 Arichat, Nova Scotia B0E 1A0  
[www.richmondcounty.ca](http://www.richmondcounty.ca)

NEW HORIZONS SENIORS CLUB  
2373 HWY 206, PO BOX 164  
ARICHAT, NS B0E 1A0

December 1, 2017

St. Ann's Community Care Centre  
Attn : Annette Fougere  
Arichat, NS  
B0E 1A0

Dear Annette:

I am writing to you in response to the request made by the St. Ann's Centre to have our Seniors Club designated as a "Safety Centre" for your needs in case of emergencies.

I have met with the Executive Committee, and it was agreed that this request would be granted.

Sincerely,

*Claude LeBlanc*

Claude Leblanc  
President, New Horizons Seniors Club