



NIAGARA INA GRAFTON GAGE VILLAGE

EMERGENCY MANAGEMENT PLAN MANUAL

SECTION:	Emergency Situations	NUMBER:	EMP-03-01-01
SUBJECT:	Emergency Code System	PAGE 1 OF 1	
DATE OF ORIGIN:	January 2015	REVISED:	October 2025

1.0 POLICY

Niagara Ina Grafton Gage Village (NIGGV) employs a universal code system as an integral element of the Emergency Management Plan. This system is designed to promote ease of communication and identification of the appropriate emergency plan to be executed.

2.0 PROCEDURE

- .1 The following are the standard codes utilized at NIGGV:

Code Blue	Medical Emergency
Code Black	Bomb Threat
Code Grey	Loss of Essential Services
Code Orange	Disaster Contingency Plans
Code Yellow	Missing Resident
Code White	Violent/Aggressive Behaviour/Hostage Taking
Code Brown	Chemical Spill
Code Green	Evacuation
Code Red	Fire or Smoke Emergency
	Pandemic/Outbreak Management

- .2 Education on emergency codes shall be provided upon orientation and annually thereafter.
- .3 Staff shall have an opportunity to apply learned knowledge through testing of components of the emergency plan on an annual basis.
- .4 Residents shall be orientated to the emergency codes on admission and periodically thereafter.

3.0 EXAMPLES OF EMERGENCIES

The following events may require an Emergency Response and are listed to aid in a proactive approach to an emergency:

- Air-borne Hazards
- Bomb Threat
- Communicable/Infectious Disease (See Infection Control)
- Flooding
- Fire
- Violent Staff/Visitor
- Hostage Taking
- Snow Storm
- Car/Bus/Road Accidents
- Chemical Hazards
- Explosions
- Expanded Service Demand
- Plumbing Disruption
- Phone Disruption
- Water-Borne Hazards
- Bomb Threat
- Food-Borne Hazards (See Infection Control)
- Electrical Disruption
- Missing Resident
- Heat/Gas Disruption
- Tornado
- Staffing Disruptions

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1.0 POLICY

It is the policy of Niagara Ina Grafton Gage Village (NIGGV) to develop and provide information and advice in handling a disaster or emergency situations (e.g. bomb threat, loss of water/heat, fire, evacuation of residents, etc.).

2.0 DEFINITIONS

- .1 The Emergency Management Plan outlines the efficient deployment of staff and outside agencies/organizations in the event of a disaster/emergency.
- .2 Emergency is defined as an urgent or pressing situation or condition presenting an imminent threat to the health or well being of residents and others attending the home that requires immediate action to ensure the safety of the persons in the home.
- .3 Incident Commander is the responsible person who assumes the responsibility of leading the Emergency Response Plan and management team in the event of a disaster or emergency situation.
- .4 Evacuation Operations Centre (EOC) these are the designated areas as evacuation centers in the event of a disaster/emergency. Designated locations are:
 - a) Atrium, “B” Building First Floor, and
 - b) Multi-Purpose Room, “D” Building First Floor.

3.0 ACCESSIBILITY

- .1 The Emergency plan for NIGGV shall be in writing. If there is a conflict or an inconsistency between the provision of the fire code under the *Fire Protection and Prevention Act, 1997*, and a provision of the emergency plan, the fire code prevails to the extent of the conflict or inconsistency.
- .2 The Emergency plan for NIGGV shall be available on the organization’s website and the physical copies are available, if requested. See policy (EMP-01-01-04) – Distribution List.

4.0 EMERGENCY TESTING DRILLS

Annually:	Every three years:
• Loss of one or more essential services; • Fires; • Situations involving a missing resident; • Medical emergencies;	• Bomb threats • Chemical spills • Evacuation

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• Violent outbursts; • Gas leaks; • Natural disasters or extreme weather events; • Boil water advisories; • Outbreaks of communicable diseases, outbreaks of a disease of public health significance, epidemics, and pandemics; and • Floods	
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Annually	Related Code	Lead Area	Exercise Type
Loss of one or more essential services	Code Grey	Manager, Environmental Services & Leadership	Tabletop
Fires	Code Red	Manager, Environmental Services & Leadership	Observed Fire Drill (Evac. 1 unit with Fire)
Situations involving a missing resident	Code Yellow	Director of Care & Leadership	Actual
Medical emergencies	Code Blue	Director of Care & Leadership	Drill if no actual
Violent outbursts	Code White	Director of Care & Leadership	Drill if no actual
Gas leaks	Code Brown	Manager, Environmental Services & Leadership	Tabletop
Natural disasters or extreme weather events	Code Orange	Manager, Environmental Services & Leadership	Tabletop
Boil water advisories	Code Grey	Manager, Environmental Services & Leadership	Tabletop
Outbreaks of communicable diseases, outbreaks of a disease of public health significance, epidemics and pandemics	N/A	IPAC & Leadership	Report on COVID Measures, Pandemic Plan
Floods	Code Orange	Manager, Environmental Services & Leadership	Tabletop
Every 3 years			
Bomb threats	Code Black	Manager, Environmental Services & Leadership	Tabletop
Chemical spills	Code Brown	Manager, Environmental Services & Leadership	Tabletop
Evacuation	Code Green	Manager, Environmental Services & Leadership	Link with Code Red drill and tabletop for other units.

5.0 PROCEDURE – DECLARING AN EMERGENCY

- .1 A disaster or emergency situation is declared by The Incident Commander. See policy (EMP-03-01-01) – Emergency Code System.
- .2 In the event of a disaster, each member of the Emergency Management Team shall report to Niagara Ina Grafton Gage Village and assist the Incident Commander as directed.

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- .3 Follow the policies and procedures outlined depending on the declared disaster or emergency situation:
 - a) Code Blue – Medical Emergency (EMP-03-01-02)
 - b) Code Black – Bomb Threat (EMP-03-01-03)
 - c) Code Grey – Loss of Essential Services (EMP-03-01-04)
 - d) Code Orange – Disaster Contingency Plans (EMP-03-01-05)
 - e) Code Yellow – Missing Resident (EMP-03-01-06)
 - f) Code White – Violent/Aggressive Behaviour/Hostage Taking (EMP-03-01-07)
 - g) Code Brown – Chemical Spill (EMP-03-01-08)
 - h) Code Green – Evacuation (EMP-03-01-09)
 - i) Code Red – Fire or Smoke Emergency (EMP-03-01-10)
 - j) Pandemic/Outbreak Management (EMP-03-01-11)
- .4 Evacuate residents, staff, students and volunteers. Residents may need to be transported to pre-designated relocation site. See policies (EMP-02-02-03) – Residents Requiring Assistance/Evacuation Type List and (EMP-02-02-01) – Emergency Contact List.
- .5 Contact pharmacy to resend medication, if necessary.
- .6 Assign staff to accompany the residents, if necessary.
- .7 Send out notifications to all families.
- .8 Food Services staff shall proceed to the Evacuation Operations Centre(s) and arrange for emergency food service.
- .9 Laundry Services staff shall arrange to have additional bedding and linens delivered to the Evacuation Operations Centre(s).
- .10 Niagara Ina Grafton Gage Village shall ensure Long Term Care substitute decision makers, Resident and Family Councils, are informed at the beginning of the emergency, when there is a significant status change throughout the course of the emergency and when the emergency is over.
- .11 Staff, students, and volunteers onsite during the emergency shall be informed of the emergency.
- .12 All staff, students and volunteers will be debriefed after the emergency.

6.0 PROCEDURE – EMERGENCY ALL-CLEAR

- .1 The all-clear page may only be authorized by the Incident Commander, at the discretion of St. Catharines Fire and Emergency Management Services. Only St. Catharines Fire and Emergency management Services may give permission to terminate the fire alarm bells or reset the fire alarm system.
- .2 The all-clear signal shall be announced by the Paging System and email blast.
- .3 All staff, students and volunteers will be debriefed after the emergency.

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7.0 RESPONSIBILITIES

For Emergency Management Team responsibilities, see policy (EMP-02-01-02) – Emergency Management Team.

8.0 STAFF EDUCATION AND QUALITY IMPROVEMENT

- .1 These procedures form part of the general orientation and are reinforced through departmental orientation.
- .2 Staff shall be orientated on an annual basis.
- .3 Students and volunteers shall be educated through the onboarding process.

9.0 PLAN EVALUATION AND QUALITY IMPROVEMENT

Niagara Ina Grafton Gage Village shall;

- a) Ensure this Emergency Management Plan is evaluated and updated annually and within thirty (30) days after an emergency has been declared over. All entities involved in the emergency response are provided an opportunity to offer feedback during the evaluation period.
- b) Conduct an annual test of the emergency plans related to the loss of essential services, fires, situations involving a missing resident, medical emergency, violent outburst, gas leaks, natural disasters, extreme weather events, boiled water advisory, outbreaks of a communicable disease, outbreaks of disease of public health significance, epidemics, pandemics and floods, including the arrangements with entities that may be involved in or provide emergency services in the area where NIGGV is located.
- c) Ensure the Emergency Plan is tested at least once every three (3) years including arrangements with the external entities that could be involved with providing emergency services in where NIGGV is located including, without being limited to, community agencies, health service providers as defined in the *Connecting Care Act, 2019*, partner facilities and resources that will be involved in responding to the emergency.
- d) In evaluating and updating the emergency management plan the organization shall ensure that the entities involved in the emergency response are provided opportunity to offer feedback.
- e) Maintain a written record of the testing of the emergency plans, and of the changes made to improve the emergency plan if required.

10.0 EMERGENCY RECOVERY

Niagara Ina Grafton Gage Village shall address recovery from an emergency by providing debrief sessions after the emergency has been declared over. The debriefing sessions are delivered to residents, substitute decision makers, staff, students, and volunteers, on how to resume normal operations and how to support those in the organization who experienced distress during the emergency.

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11.0 ASSOCIATED POLICIES

- Code Blue – Medical Emergency (EMP-03-01-02)
- Code Black – Bomb Threat (EMP-03-01-03)
- Code Grey – Loss of Essential Services (EMP-03-01-04)
- Code Orange – Disaster Contingency Plans (EMP-03-01-05)
- Code Yellow – Missing Resident (EMP-03-01-06)
- Code White – Violent/Aggressive Behaviour/Hostage Taking (EMP-03-01-07)
- Code Brown – Chemical Spill (EMP-03-01-08)
- Code Green – Evacuation (EMP-03-01-09)
- Code Red – Fire or Smoke Emergency (EMP-03-01-10)
- Distribution List (EMP-01-01-04)
- Emergency Code System (EMP-03-01-01)
- Emergency Contact List (EMP-02-02-01)
- Emergency Management Team (EMP-02-01-02)
- Pandemic/Outbreak Management (EMP-03-01-11)
- Residents Requiring Assistance/Evacuation Type List (EMP-02-02-03)



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1.0 POLICY

Niagara Ina Grafton Gage Village (NIGGV) is committed to ensure coordinated and effective response during emergencies to safeguard residents/clients, staff, volunteers/students and property in order to maintain operations continuity and restore regular operations as quickly as possible.

2.0 PURPOSE

The purpose of this policy is to provide NIGGV a framework for authority, and consistency to manage emergencies and disasters effectively and safely.

The purpose of the Emergency Management Team (EMT) during an emergency or disaster is to coordinate, manage, and lead the organization or communities' response and recovery efforts to protect lives, property, and the environment.

3.0 DEFINITIONS

- .1 Incident Commander is the responsible person who assumes the responsibility in leading the Emergency Response Plan and management team in the event of a disaster or emergency situation.
- .2 Public Information Officer (PIO): is a key member of the Emergency management Team who is responsible for gathering, verifying, and releasing accurate and timely information to internal stakeholders, the media, residents/clients, families, and the general public. The PIO ensures consistent messaging, protects confidentiality, supports public safety, and helps maintain the organization's reputation.

4.0 COMPOSITION OF EMERGENCY MANAGEMENT TEAM

The Emergency Management Team shall include the leadership team and the Executive Assistant to the Chief Executive Officer.

5.0 PROCEDURES

- .1 In the event of a disaster, each member of the Emergency Management Team shall report to Niagara Ina Grafton Gage Village and assist the Incident Commander as directed.
- .2 Ensure that all staff, volunteers and students are trained on the emergency plans upon hire and at least annually thereafter.
- .3 They will also be responsible to ensure the home resumes normal operations after an emergency.

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4.0 RESPONSIBILITIES

When the Emergency Management Plan is activated, the Chief Executive Officer/designate shall assume the position of Incident Commander. After hours, the Registered Nurse shall be designated as the Incident Commander for NIGGV until relieved by the Chief Executive Officer/designate.

.1 The Incident Commander (Chief Executive Officer) shall:

- a) Implement any part of the Emergency Management Plan or designate the implementation process to another personal.
- b) Coordinate the Emergency Management Plan.
- c) Provide information to officials involved in the evacuation and/or emergency situation.
- d) Provide information regarding residents to concerned individuals.
- e) Ensure that the annual review of the plan and ensuring that there is ongoing staff training and drills.
- f) Establish Evacuation Centers for residents in the event of an evacuation.
- g) Establish external sources for the provision of emergency supplies and equipment required for an evacuation and to supply Evacuation Centers.
- h) Prepare to activate the Emergency Management Plan, if necessary.

.2 Manager and/or Manager-On-Call shall:

- a) Immediately notify the Incident Commander after contacting Emergency Services.
- b) Review the Workplace Management System to access information on staff that may be required by emergency services.

.3 Emergency Management Team (Leadership Team) shall:

- a) Coordination and control of emergency operations.
- b) Assessment of required outside assistance.
- c) Evacuation, in whole or in part, of the facility.
- d) Dispersal of people not directly connected with the emergency operations, whose presence may hinder responding to the emergency.
- e) Discontinuation of utility services, including electrical, water, and gas as necessary.
- f) Collection of information on the emergency situation and the establishment of an Emergency Operations Centre (EOC).
- g) Authorization of expenditures required to deal with the emergency.

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- h) Appointing of a Duty Officer to maintain an Emergency Log.
- i) Notification of the appropriate personnel of the termination of the emergency.
- j) Appointing of a Public Information Officer.
- k) Participation in a debriefing following the emergency.
- l) Each member of the Emergency Management Team is responsible for co-coordinating, directing, and maintaining their services, as required.
- m) Providing of support staff where needed

.4 Public Information Officer shall:

- a) Appointed by the Emergency management Team to handle the distribution of information to the media and relevant parties.
- b) Ensure that the frequent and ongoing communication to residents, substitute decision-makers, if any, staff, volunteers, students, caregivers, the Resident's Council and the Family Council, if any, on the emergency in the home including at the beginning of the emergency, when there is a significant status change throughout the course of the emergency, and when the emergency is over.
- c) Assist in any duties as necessary.

.5 Registered Nurse (RN) shall:

- a) A Registered staff person shall be temporarily designated as the Incident Commander for Niagara Ina Grafton Gage Village until relieved by the Chief Executive Officer or the Manager on Call.
- b) Nursing staff remove residents' clinical records to provide continuing care.
- c) If residents require hospitalization, the Registered staff person in charge shall alert hospitals and provide an estimate of the number of residents being sent.
- d) To collect medications and place them into the emergency portable container.

.6 Administrative Office Staff shall:

- a) Obtain Fan Out Lists from the Incident Commander/designate and initiate contacting their assigned staff if required.

.7 Food Service shall:

- a) Participate, review, and assist in the performance of the Emergency Plan and Code Procedures.
- b) Maintain a sufficient supply of food and water in case of emergency, minimum three (3) days.
- c) Develop contingency plans to support the emergency stockpile of food and water Emergency

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Management Plan.

- d) Attend and participate in emergency training and tests.

.8 Environmental Services shall:

- a) Participate, review, and assist in the performance of the Emergency Plans and Code Practices.
- b) Participate or lead the hazard buildings assessment to identify and mitigate physical hazards.
- c) Provide and maintain updated specific information in the emergency plan, such as the location of utility controls and procedures for maintaining in emergency situations.
- d) Attend and participate in emergency training and tests.

.9 Employees, students and volunteers shall:

- a) Participate, review, and assist in the performance of the Emergency Plans and Code Procedures.
- b) Inform changes in contact information for emergency contact during fan out procedure.
- c) Attend and participate in emergency training and tests.
- d) Follow the directions given by the Emergency Response Team or designate during the emergency and recovery phase.
- e) Adhere to safe work practices during an emergency.
- f) Report to their manager or designate any known hazardous situation that may result in the course of an emergency.
- g) Participate in debriefing sessions after the emergency.



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1.0 POLICY

It is the policy of Niagara Ina Grafton Gage Village (NIGGV) to develop and implement a plan for the distribution of equipment, supplies, and personnel for Niagara Ina Grafton Gage Village during an emergency or disaster situation.

2.0 DEFINITIONS

Emergency Preparedness Totes: Niagara Ina Grafton gage village shall prepare Emergency Preparedness Totes, and shall contain articles needed in the event of an emergency response requiring evacuation. The Emergency Preparedness Totes are boldly labelled, easily transportable, and stored. The Emergency Preparedness Totes are located:

- a) Long-Term Care Registered Nursing Station, “B” Building Main Floor
- b) Assisted Living Services Staff Room, “B” Building 3rd Floor
- c) Environmental Services Office, “B” Building Basement
- d) Front Office, “B” Building First Floor

The totes contain the following items:

- a) Facility Grounds Map.
- b) Fan out lists (Residents and Staff).
- c) Residents’ profile sheets with photograph and assistance of daily care (ADL) care plans (Only Long-Term Care).
- d) USB with the most up-to-date client’s list & Power of Attorney (POA) & care plans (Only Assisted Living Services).
- e) Two-hundred and fifty (250) tags or adhesive labels for name tags for employees, residents, volunteers, and other agencies, along with five (5) markers.
- f) Five (5) Flashlight(s)/separate batteries.
- g) Clipboard with pen and paper attached.
- h) Emergency Contact List.
- i) Personal protective Equipment:
 - Twenty (20) gowns;
 - One (1) blanket;
 - One (1) box of non-sterile vinyl gloves (of each size);
 - One (1) box of surgical masks;
 - Twenty five (25) of N95 masks;
 - Twenty (20) pairs of goggles or face shields; and
 - Five (5) alcohol based hand sanitizer bottles

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3.0 TRANSPORTATION

- .1 In an emergency evacuation, an assessment of the transportation requirements will be conducted to include:
 - a) Internal Resource Capacity (all internal resources)
 - b) Specific transportation requirements
 - c) External vehicles required
- .2 The Incident Commander (Chief executive Officer) will make the determination that additional transportation requirements are required and coordinate additional transportation needs.

4.0 PROCEDURE

- .1 Food and Fluid Plan:
 - a) In the event of a disaster or emergency, the Manager, Food & Laundry Services/designate will contact Sysco and identify the situation, needs and, if applicable, provide a full address and postal code of an alternate delivery site.
 - b) For specific department duties and responsibilities please refer to forms found in Appendix B:
 - 1-Day Emergency Food Service Menu
 - 4-Day Emergency Food Service Menu
 - Food Service Emergency Planning – Water Requirements
 - c) Food Service staff will gather sanitation/cleaning supplies including bleach, buckets & rags.
 - d) Dietary aide to retrieve Long Term Care (LTC) resident dietary profile binder.
- .2 Medical Plan (Long Term Care):
 - a) If transportation is available, the medication shall be transported in the medication carts. Supplies and equipment will be transported as well.
 - b) If transportation is not available, Registered Nurse (RN) will remove the medication from the medication cart and place them in the Emergency Medication Tote. The Emergency Medication Tote is burgundy in colour. The Emergency Medication Tote is located:
 - 1 Emergency Medication Tote is located in Registered Nursing Station, “B” Building Main Floor (1 Tote for Long Term Care)
 - c) RN is to remain with medication until provided direction by Incident Commander/Manager.
 - d) Incident Commander/Manager shall notify the pharmacy to relocate medication to new location.
 - e) Once emergency/disaster is declared over the RN will return medication to medication carts.
 - f) Once emergency/disaster is declared over the Incident Commander/Manager will notify pharmacy to relocate medication.
- .3 Medical Plan (Assisted Living Services):
 - a) If transportation is available, the medication shall be transported in the medication carts. Supplies and equipment will be transported as well.
 - b) If transportation is not available, Personal Support Worker (PSW) on medication shift will remove the medication from the medication cart and place them in the Emergency Medication Totes. The Emergency Medication Totes are burgundy in colour. The Emergency Medication Totes are located:
 - 2 Emergency Medication Totes are located in the Assisted Living Services Staff Room, “A” Building 3rd Floor (1 Tote for A Building and 1 Tote for D&E Building)
 - 1 Emergency Medication Tote is located in Assisted Living Services Staff Room, “B” Building 3rd Floor (1 Tote for B Building)

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- c) PSW is to remain with medication until provided direction by Incident Commander/Manager.
- d) Incident Commander/Manager shall notify the pharmacy to relocate medication to new location.
- e) Once emergency/disaster is declared over the PSW will return medication to medication carts.
- f) Once emergency/disaster is declared over the Incident Commander/Manager will notify pharmacy to relocate medication.

.4 Evacuation of Residents and Staff to Evacuation Centers (Long Term Care):

- a) The Resident list is updated live in Point Click Care.
- b) The RN or designate will be responsible to identify and triage Residents.
- c) The triage area will be set up by the Registered Nurse/designate in charge to accommodate efficient identification and triaging of Residents.

Evacuation of Residents and Staff to Evacuation Centers (Assisted Living Services):

- a) An up-to-date Client list will be saved on a USB drive, and located inside the Emergency Box available in the Assisted Living Staff Room, "B" Building Third Floor.
- b) The triage area will be set up by the Manager, Assisted Living Services/designate in charge to accommodate efficient identification.

5.0 RESPONSIBILITIES

.1 Leadership Team shall:

- a) Develop a transportation plan to move residents, staff, students, volunteers and others to the evacuation location.
- b) Develop a plan to transport critical medication, supplies and equipment during an evacuation to the evacuation location to ensure resident safety.
- c) Ensure Resources, supplies, personal protective equipment and equipment vital for emergency response being set aside and readily available at the home including, without being limited to, hand hygiene products and cleaning supplies, as well as a process to ensure that the required resources, supplies, personal protective equipment and equipment have not expired.
- d) Develop a plan for food and fluid provision in an emergency.
- e) Develop a plan to ensure that in an emergency all residents have timely access to all drugs that have been prescribed for them.

.2 IPAC shall:

- a) Ensure the contents of the Emergency Preparedness Totes are current, complete and easily accessible to all staff in an emergency by completing an audit of all contents twice a year.

.3 Dietary Services shall:

- a) Ensure adequate emergency food and fluid supplies are maintained, monitored for expiry, and readily accessible during an emergency.
- b) Develop and maintain menus appropriate for emergency situations, including modified texture diets and therapeutic diets.
- c) Coordinate with the Leadership Team to support food provision at evacuation or shelter-in-place locations, if needed.
- d) Assist with set-up and distribution of meals and fluids as directed by the Incident Commander/designate.

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.4 Environmental Services shall:

- a) Ensure essential environmental cleaning and disinfection supplies are stocked, not expired, and accessible for emergency use.
- b) Maintain procedures for enhanced cleaning during outbreaks, evacuations, shelter-in-place events, or other emergency situations.
- c) Support the safe preparation of Evacuation Operations Centre (EOC) and areas used for evacuation staging, temporary accommodations, or isolation.
- d) Assist with waste management and environmental safety during emergencies.
- e) Report any environmental hazards, equipment failures, or unsafe conditions to the Incident Commander/designate immediately.
- f) Support recovery efforts by participating in post-event clean-up, restoration, and debriefing activities.

.5 All staff, volunteers and students shall:

- a) Participate, review and assist in the development of the Emergency Management Plan.
- b) Inform Human Resources (HR) if there are any changes in contact information for emergency – contact during fan out procedure.
- c) Attend and participate in emergency training and exercises.
- d) Follow the directions given by the Incident Commander/designate during the emergency and recovery phase.
- e) Adhere to safe work practices in an emergency.
- f) Report to their supervisor any known hazardous situation that may result in the course of an emergency.
- g) Participate in formal debriefing as required.

6.0 MASTER FORMS

- 1-Day Emergency Food Service Menu
- 4-day Emergency Food Service Menu
- Food Service Emergency Planning – Water Requirements



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1.0 POLICY

Niagara Ina Grafton Gage Village (NIGGV) shall ensure that the emergency contact list is current so that it is available in case of a disaster or emergency.

2.0 INTERNAL EMERGENCY CONTACT LIST

Leadership Team	Phone Number
Brittany Munden – Manager, Assisted Living Services	(905) 935-6080 ext. 261
Claudia D’Jesus – Manager, Human Resources	(905) 935-6080 ext. 265
Michele Temple – Director of Care	(905) 935-6080 ext. 226
Peter Cunningham – Manager, Environmental Services	(905) 935-6080 ext. 230
Kathy Robinson – Chief Executive Officer	(905) 935-6080 ext. 223

3.0 EXTERNAL EMERGENCY CONTACT LIST

First Responder Emergency Services	
Emergency Service Provider	Phone Number
Ambulance, Fire, Police	911

Hospital	
Niagara Health System	(905) 378-4647

Evacuation Centers	
Heidehof Home for the Aged (600 Lake Street)	(905) 935-3344

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Holy Cross Catholic Secondary School (460 Linwell Road, St. Catharines, L2M 2P9)	(905) 937-6446
Governor Simcoe Secondary School (15 Glenview Avenue)	(905) 934-4006
Trillium United Church (415 Linwell Road)	(905) 935-5369

Schools	
District School Board of Niagara	(905) 641-1550, Ext. 54310
After-hours Contact for DSBN is Password	(905) 688-5155

Transportation	
St. Catharines Transit Commission	(905) 685-4228
Central Taxi	(905) 346-4000
Dispatch Call Centre	(905) 685-7343

Food	
Sysco Food Service Customer Service	1 (855) 222 -0617 Email: syscoCSC3@corp.sysco.ca

Utilities	
Emergency Service Provider	Phone Number
Enbridge Gas	(905) 685-5441 (24-HOUR EMERGENCY)
Bell Canada	611 (24-HOUR EMERGENCY)
Rogers	1(888)764-3771
Cogeco	(905) 397-3542
Alectra Utilities	1(800)253-2872

Other Organizations	
Goodwill Industries Niagara	(905) 685-8777 (ADMINISTRATION)
Salvation Army	(905) 684-7813 (EMERGENCY CALLS)
St. Catharines City Hall	(905) 688-5600
Canadian Red Cross	(905) 680-4099
St Catharines 24-hour Emergency Line	(905) 935-3813



NIAGARA INA GRAFTON GAGE VILLAGE

EMERGENCY MANAGEMENT PLAN MANUAL

SECTION:	Emergency Management Plan	NUMBER:	EMP-02-02-02
SUBJECT:	Fan Out List	PAGE 1 OF 2	
DATE OF ORIGIN:	May 2001	REVISED:	October 2025

1.0 POLICY

Niagara Ina Grafton Gage Village (NIGGV) is committed to ensuring timely, accurate, and coordinated communication during any disaster or emergency. The organization will maintain a structured fan-out communication system to ensure that essential information is accurately disseminated to all relevant parties, including staff, external responders, and other designated contacts.

2.0 PURPOSE

To ensure that Niagara Ina Grafton Gage Village has a plan to communicate the state of the disaster or emergency to the relevant parties.

3.0 DEFINISITONS

- .1 Fan Out List:
A structured communication tool that identifies who is responsible for notifying specific individuals or groups during an emergency.
- .2 Fan Out Procedure:
A sequential calling or messaging process where responsible individuals contact those listed under their assigned section until the entire chain is completed.

4.0 PROCEDURE

- .1 Activation:
 - a) The Incident Commander (IC) identifies the need for emergency communication.
 - b) The IC initiates the fan-out system by contacting the first-level leadership group.
 - c) The Human Resources department will communicate to volunteers and students.
- .2 Communication Flow:
 - a) Each member of administration will contact the staff on their assigned list. In the vent that a Management/Non-Union staff member is unavailable to make their list of calls, the Manager on call shall make the calls or delegate the calls to another staff member.
 - b) Each person making calls:

REVIEWED:

SECTION:	Emergency Management Plan	NUMBER:	EMP-02-02-02
SUBJECT:	Fan Out List – Management Team	PAGE 2 OF 2	
DATE OF ORIGIN:	May 2001	REVISED:	October 2025

- Record the time the message was sent.
- Contact the next individual on their assigned list.
- Deliver the exact message as provided by the IC, no alterations.

- c) If someone on the list does not answer:
- Attempt a minimum of two calls.
 - If still unsuccessful, attempt alternate contact methods (text/email).
 - Document unsuccessful attempts.
 - Proceed to the next name on the list.
- d) Once all assigned calls are completed, the responsible person reports back to their manager or directly to the IC.

.3 Message Content:

- a) All fan-out messages must include:
- Type of emergency
 - Urgency and required action
 - Reporting location and time (if applicable)
 - Safety reminders or restrictions
 - A note *not* to call the home unless instructed (to keep phone lines open).

.4 Completion and Documentation:

- a) When completing the call list, confirm completion with the IC or assigned manager.
- b) Any issues (incorrect numbers, unreachable staff, unclear messages) must be documented and submitted to Human Resources and the IC.
- c) The IC declares the fan-out process closed once everyone has confirmed completion.

5.0 FAN-OUT LIST LOCATION

- .1 The Fan-Out List shall be placed in Section 05, at the end of this Emergency Management Plan Manual.
- .2 The Fan-Out List for Assisted Living Services shall also be placed in the Emergency Box of their department.
- .3 The Fan-Out List for Long Term care shall also be placed in the Emergency Box of their department.

6.0 ADMINISTRATIVE CONTROLS

The Human Resource Department shall ensure that the staff Fan-Out List be updated and distributed to Management Team and the distribution list of this manual every four (4) months starting in January (January, May, and September).



NIAGARA INA GRAFTON GAGE VILLAGE

EMERGENCY MANAGEMENT PLAN MANUAL

SECTION:	Emergency Management Plan	NUMBER:	EMP-02-02-03
SUBJECT:	Residents Requiring Assistance - Evacuation Type List	PAGE 1 OF 2	
DATE OF ORIGIN:	June 2011	REVISED:	October 2025

1.0 PURPOSE

Niagara Ina Grafton Gage Village (NIGGV) ensures that there is an identification process for residents requiring assistance in the event of an evacuation.

2.0 EVACUATION TYPES

- .1 Type A – Ambulatory requiring guidance but no assistance
- .2 Type B – Ambulatory requiring assistance.
- .3 Type C – Non-Ambulatory able to assist with transport (i.e. swing carry)
- .4 Type D – Non-Ambulatory unable to assist with transport (i.e. dead weight)

3.0 STAFF AVAILABLE TO ASSIST - TOTAL PER BUILDING

Building	Days	Evenings	Nights
A/B	32-weekday 16-weekend	13-weekday 13-weekend	5-weekday 5-weekend
D	1-weekday 1-weekend	1-weekday 1-weekend	
E	1-weekday 1-weekend	1-weekday 1-weekend	

4.0 PROCEDURE

- .1 The Incident Commander (IC) identifies the need for emergency communication.
- .2 The IC initiates the fan-out system by contacting the Director of Care (DOC) and Manager of Assisted Living Services.
- .3 Both managers are to direct their staff to obtain the fan out list from their Emergency Boxes.
- .4 Fan Out Lists are to be given to the appropriate emergency services.

5.0 EVACUATION LIST LOCATIONS

Evacuation lists are placed in the Emergency Box locations See policy Transportation (EMP-02-01-03).

REVIEWED:

SECTION:	Emergency Management Plan	NUMBER:	EMP-02-02-03
SUBJECT:	Residents Requiring Assistance - Evacuation Type List	PAGE 2 OF 2	
DATE OF ORIGIN:	June 2011	REVISED:	October 2025

6.0 ADMINSTRATIVE CONTROLS

The Human Resources Department shall ensure that the Evacuation Lists be updated and distributed to Management Team and the distribution list of this manual every four (4) months starting in January (January, May, September).

7.0 ASSOICATED POLICIES

- Transportation (EMP-02-01-03)



NIAGARA INA GRAFTON GAGE VILLAGE

EMERGENCY MANAGEMENT PLAN MANUAL

SECTION:	Emergency Management Plan	NUMBER:	EMP-02-03-01
SUBJECT:	Shelter Active Status – Incoming Residents	PAGE 1 OF 1	
DATE OF ORIGIN:	October 2025	REVISED:	

1.0 POLICY

Niagara Ina Grafton Gage Village (NIGGV) has a policy and procedure to ensure readiness when receiving incoming residents from other long-term care or retirement homes in the community during an emergency or evacuation. NIGGV is committed to ensuring that all required resources, staffing, and documentation are in place to safely accommodate incoming residents in accordance with the Niagara Long Term Care Facilities Collaborative Emergency Shelter Plan and Ministry requirement.

2.0 DEFINITIONS

- .1 Incoming Residents:
A resident received by NIGGV from another long term care home, retirement home, or community setting due to an emergency, evacuation, or other situation requiring temporary relocation.
- .2 Emergency Shelter Plan:
A coordinated regional plan (e.g., Niagara Long term Care Facilities Collaborative Emergency Shelter Plan) outlining the responsibilities, communication processes, and resource requirements for long-term care homes that provide temporary shelter to displaced residents during emergencies.
- .3 Attestation:
A formal, signed declaration submitted annually to the Ministry of Long Term Care confirming organizational compliance with emergency preparedness requirements.

3.0 PROCEDURE

- .1 Resources, supplies, personal protective equipment and equipment vital for the emergency response being set aside and readily available at NIGGV including, without being limited to, hand hygiene products and cleaning supplies, as well as a process to ensure that the required resources, supplies, personal protective equipment and equipment have not expired.
- .2 Implement a process to ensure that all emergency-related supplies, Personal Protective Equipment (PPE), and equipment are routinely monitored and have not expired.
- .3 Conduct an annual review of all items to check expiry dates and replace expired stock as required.
- .4 A member of the Human Resources Team shall submit the Niagara Long Term Care Facilitates Collaborative Emergency Shelter Plan each year, in accordance with regional requirements.
- .5 By December 31 of every year, an attestation shall be signed by the Administrator and sent to the Ministry of Long Term Care.

REVIEWED:

