

Villa Colombo Homes for the Aged Inc.

MANUAL: Emergency Management	DOCUMENT NUMBER EM-10-2011
SECTION: Policies	DATE: January 2020 REVIEWED: August 2023 REVIEWED: June 2024 REVIEWED: April 2025 REVISED: May 2026
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POLICY

Villa Colombo Toronto is committed to maintaining a safe environment for residents, clients, staff, volunteers, visitors, and contractors through a comprehensive Emergency Management Program designed to support effective emergency preparedness, response, recovery, and continuity of operations.

The Emergency Management Plan is established in accordance with the requirements of the *Fixing Long-Term Care Act, 2021* and Ontario Regulation 246/22.

The Executive Director/designate is responsible for overseeing the Emergency Management Program and ensuring emergency preparedness activities are maintained, reviewed, and updated regularly.

PURPOSE

The purpose of this plan is to provide a framework for responding to emergencies that may:

- Threaten the health, safety, or well-being of residents, staff, or visitors
- Disrupt normal operations
- Cause property or environmental damage
- Require immediate coordinated response actions

Villa Colombo Toronto will maintain emergency plans and procedures to support the continuity of resident care and essential services during emergencies.

DEFINITIONS

For the purpose of this policy, an emergency or crisis is an event that:

- Is unforeseen and may have immediate hazardous consequences
- Threatens or causes injury, illness, distress, property damage, or operational disruption
- Requires immediate response and communication
- Requires coordination of internal and/or external resources

TYPES OF EMERGENCIES

The following emergency types have been assigned an alerting code and procedure at Villa Colombo Toronto:

- Fire (Code Red)
- Building Evacuation (horizontal, vertical, or total) (Code Green)
- Medical Emergency (Code Blue)
- Missing Resident or Community Program Participant (Code Yellow)

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- Violent Situation (Code White)
- Hazardous/Chemical Spill (Code Brown)
- Infrastructure Disruption/Failure (Code Grey)
- External Disaster (Code Orange)
- Bomb Threat (Code Black)
- Hostage Situation (Code Purple)
- Active Assailant (Code Silver)
- Emergency Events
 - Pandemic Plan
 - Natural Disasters and Extreme Weather Events
 - Secure Home

EMERGENCY MANAGEMENT PLAN

Villa Colombo Toronto maintains a comprehensive Emergency Management Program that includes:

- Emergency preparedness and response planning
- Hazard identification and risk assessment
- Staff education and training
- Emergency testing, drills, and exercises
- Communication and coordination processes
- Business continuity planning
- Post-incident evaluation and improvement activities

At Villa Colombo Toronto, its comprehensive emergency planning efforts reflect the unwavering commitment to safety. These plans are meticulously crafted by subsection 87(1) of the Fixing Long-Term Care Act, 2021, ensuring clarity and effectiveness during critical situations.

Villa Colombo Toronto conducts an annual Hazard Identification and Risk Assessment (HIRA) to identify and evaluate potential internal and external risks that may affect the Home.

Emergency plans are reviewed at least annually and revised as required to ensure continued effectiveness and compliance with legislative requirements and organizational needs. Following emergency events, drills, or exercises, Villa Colombo Toronto conducts debriefing and evaluation activities to identify opportunities for improvement and support continuous quality enhancement.

The emergency plans at Villa Colombo Toronto provide detailed, step-by-step directives for a wide array of scenarios, including:

- Fires (Code Red)

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- Building evacuations (horizontal, vertical, or total) (Code Green)
- Medical emergencies (Code Blue)
- Missing residents or community program participants (Code Yellow)
- Violent situations (Code White)
- Hazardous or chemical spills (Code Brown)
- Infrastructure disruptions or failures (Code Grey)
- External disasters (Code Orange)
- Bomb threats (Code Black)
- Hostage situations (Code Purple)
- Active assailant incidents (Code Silver)
- Emergency events, including:
 - Pandemic plans
 - Natural disasters and extreme weather events
 - Secure Home

Villa Colombo Toronto's emergency plans encompass systematic evacuation procedures equipped with mechanisms to account for the whereabouts of residents, clients, staff, and other individuals during relocations.

EMERGENCY PREPAREDNESS

To ensure preparedness, Villa Colombo Toronto maintains emergency supplies, equipment, and resources necessary to support emergency response and continuity of operations. These plans also outline collaboration with external entities, detailing communication channels, hierarchical authority structures, and designated responsibilities for staff members. To sustain the effectiveness of these plans, Villa Colombo Toronto undertakes regular evaluations and updates on an annual basis, which include the integration of current contact information for all relevant parties involved.

Emergency plans include procedures for:

- Resident, staff, and visitor safety
- Communication and notification processes
- Evacuation and relocation
- Resident accountability during evacuations
- Continuity of essential resident care and services
- Coordination with external partners and authorities

Villa Colombo Toronto collaborates with external emergency services, healthcare partners, community agencies, and other stakeholders as appropriate to support emergency preparedness and response activities.

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TRAINING, DRILLS, AND TESTING

The organization emphasizes training and communication for staff members, regularly disseminating updates and procedural modifications through diverse communication channels. All staff receive education and training on emergency procedures upon hire and on an ongoing basis in accordance with legislative and organizational requirements. Mandatory fire and evacuation training education is provided annually and underscores Villa Colombo Toronto's commitment to staff preparedness for potential emergencies. Monthly tabletop training sessions and fire drills across all shifts facilitate practice and provide valuable feedback for continuous enhancement. To ensure ongoing compliance and relevance, Villa Colombo Toronto conducts annual reviews of all codes.

At Villa Colombo Toronto, the unwavering focus on safety is evident. The meticulously structured emergency plans mirror the organization's steadfast dedication to safeguarding the well-being of its residents, clients, and staff members.

REQUIRED DOCUMENTATION DURING ANY EMERGENCY

During emergency situations, Villa Colombo Toronto will maintain appropriate documentation to support:

- Emergency response coordination
- Regulatory and reporting obligations
- Communication and tracking activities
- Evaluation and quality improvement
- Insurance and cost recovery processes where applicable

Clear information tracking during emergencies serves multiple critical purposes. It documents processes for effective response, generates reports for government and insurers, safeguards against unfounded claims, aids cost recovery, and enables outcome evaluation for future improvements.

REQUIRED DOCUMENTS:

- Situation Report - EM-95-2011_A2_Situation Report_2023
- Incident Tracking Sheet - EM-95-2011_A3_Incident Tracking Sheet_2023
- EMERGENCY CODE-SPECIFIC JOB ACTION CHECKLISTS – Use Emergency Code Job Action Checklists for their assigned functions during an emergency.

COMPLIANCE

Villa Colombo Toronto is committed to maintaining emergency preparedness practices that support the safety, security, and well-being of all residents, staff, and visitors while meeting all applicable legislative and regulatory requirements.