

## Notes



An equilateral triangle within a circle is the international symbol for emergency preparedness. The blue triangle represents harmony, balance and calm while the orange circle is the sign of alert and danger. EP and MLHU indicates the commitment of the Middlesex-London Health Unit to Emergency Preparedness.



For more information on  
Emergency Preparedness visit:  
[www.healthunit.com/emergency](http://www.healthunit.com/emergency)  
[emergency@mlhu.on.ca](mailto:emergency@mlhu.on.ca)

Patricia Simone  
Manager, Emergency Preparedness  
[pat.simone@mlhu.on.ca](mailto:pat.simone@mlhu.on.ca)  
519-663-5317 ext. 2371  
519-617-0571

**When an emergency strikes... we're ready! How prepared are you?**

**Middlesex-London Health Unit**  
- community partners in response -  
**When disaster strikes our part includes:**

- emergency health communications
- disease outbreak management
- immunization
- monitoring of water quality
- food safety
- home safety
- pandemic planning
- hazardous materials
- air quality
- family preparedness
- extreme weather response

**Middlesex-London EMS Paramedic AMBULANCE**

**MIDDLESEX-LONDON HEALTH UNIT**  
[www.healthunit.com](http://www.healthunit.com)

**50 King Street, London, ON N6A 5L7**  
**519-663-5317**

# EXECUTIVE SUMMARY OF EMERGENCY RESPONSE PLAN 2012

## Table of Contents

	<b>Executive Summary</b>	<b>Emergency Response Plan (2012) Section #</b>
	<b>Page #</b>	
<b>Introduction.....</b>	1	
<b>Do's and Don'ts of an Emergency.....</b>	2	
<b>Policies.....</b>	3	2
<b>Hazard Identification &amp; Risk Assessment.....</b>	4	3
<b>Community Emergency Response Volunteers...</b>	5	3
<b>Critical Incident Stress Management.....</b>	5	4
<b>Special Needs.....</b>	5	4
<b>Emergency Colour Codes.....</b>	6	4
<b>MLHU Fan-Out Chart.....</b>	8	3
<b>Municipal Evacuation Centres.....</b>	9	4
<b>Incident Management System.....</b>	11	4
<b>MLHU Fact Sheets.....</b>	12	Appendices

**This summary should be used as a guide for MLHU Staff;  
if you are in an emergency situation, CALL 9-1-1 immediately.**

## EMERGENCY PHONE NUMBERS

Accident Reporting Centre	519-661-2664	Mental Health Crisis Line	519-433-2023
Animal Control	519-685-1330	Ministry of Labour	1-800-265-1676
CANUTEC	1-613-990-2309	MOE Drinking Water Programs	519-873-5122
Canadian Food Inspection Agency	519-691-1300	MOE Evacuation Hotline	1-866-361-7817
Children's Aid	519-455-9000	MTO Winter Road Conditions	1-800-268-4686
Children's Hospital	519-685-8484	Public Services Health & Safety Assoc.	1-613-659-3962
CP Railroad	1-800-766-7912	Canadian Propane Assoc.	1-613-683.2270
CN Police	1-800-465-9239	Poison Control	1-800-268-9017
Four Counties Hospital	519-693-7111	Property Standards	519-661-2500
Lyndon Security	519-617-0546	Public Health Lab	519-455-9310
Hillside Animal Clinic	519-469-3247	Social Services	519-661-5432
Huron & Elgin Water Supply	519-661-2500 x 2714	Spills Action Centre	1-800-268-6060
Hydro One	1-416-345-4009	St. Joseph's Health Care Centre	519-646-6280
Lobo Animal Care	519-666-1632	Strathroy General Hospital	519-245-5295
London/District Catholic School Bd.	519-663-2088	Technical Standard & Safety Authority	1-877-682-8772
London Health Sciences Centre	519-685-8500	Thames Valley District School Bd.	519-452-2000
London Hydro	519-661-5555	Union Gas	1-877-969-0999
London Police Family Consultants	519-661-5636	Victim Services – Middlesex County	519-245-6660

The EMERGENCY RESPONSE PLAN contains MLHU fact sheets\* that cover:

- Air Quality Index & You
- Alcohol-Based Hand Sanitizers and Hand Hygiene Questions and Answers
- Asbestos
- Bats and Rabies
- Boil Water Advisory Recommendations
- Carbon Monoxide
- Cleaning and Disinfection of Flooded Premises
- Cold Storage of Food
- Correct Dishwashing Procedure
- Dry Ice Safety
- Emergency Detour Routes (EDR)
- Extreme Temperature Protocol
- Heat Related Illness – How to Beat/Manage the Heat
- Hypothermia Due to Overexposure
- Internal Cooking Temperatures of Food
- Mixing of Chlorine (Bleach) Solution for Disinfecting
- Public Health: Management of Disasters & Emergencies
- Rabies Awareness
- Rabies Reminder for Summer Camps
- Safe Food and Water During an Emergency
- Safe Food Handling “How to Prepare Food at Home”
- Staying Warm in an Unheated House
- Understanding the UV Index
- Well Water Disinfection
- What Do I Save and What Do I Throw Away When The Power Is Out?

#### **Childcare Centres**

- Cold Weather Alert Guidelines
- Guidelines for Child Care Centres During a Boil Water Advisory
- Guidelines for Child Care Centres During a Drinking Water Advisory
- Guidelines for Child Care Centres During a Power Outage
- Guidelines for Child Care Centres During a Water Interruption
- Heat Alert Guidelines for Child Care Centres
- Planning for a Power or Water Disruption in a Child Care Centre
- Returning to Normal Operation after a Power Outage in Child Care Centres
- Returning to Normal Operation after a Water Disruption in a Child Care Centre

#### **Long-Term Care Homes**

- Be Prepared. Power or Water Disruptions in Long-Term Care Homes
- Guidelines for Long-Term Care Homes During a Boil Water Advisory
- Guidelines for Long-Term Care Homes During a Drinking Water Advisory
- Guidelines for Long-Term Care Homes During a Power Outage
- Guidelines for Long-Term Care Homes During a Water Interruption
- Returning to Normal Operation after a Power Outage in Long-Term Care Homes
- Returning to Normal Operation after a Water Disruption in a Long-Term Care Home

## **Introduction**

This booklet has been prepared for the staff of the Middlesex-London Health Unit (MLHU) to facilitate a first response to an emergency in our community. It contains a summary of reference and contact information to inform and assist the user in responding to emergencies within our offices and/or emergencies that may occur in the community.

For further information, refer to the EMERGENCY RESPONSE PLAN hard copies are available in each service area and an electronic copy can be found on the MLHU website and on the Intranet.

The EMERGENCY RESPONSE PLAN is a basic document, while additional procedure specific plans such as these have added additional dimensions to the planning parameters:

- a) Pandemic Influenza Plan for Middlesex-London (2006)
- b) Extreme Temperature Protocol (2007)
- c) The Unique Grief Reactions of a Victim (2007)
- d) CBRN-E Incident – Public Health Management Guidelines (2008)
- e) Panic Alarm Protocol (2009)
- f) Guidelines for Handling Suspicious Packages (2009)
- g) Adverse Winter Weather Protocol (2012)

All of the above plans have been widely distributed, are posted on the intranet and are also available from the Manager of Emergency Preparedness.

Polices and procedures in the EMERGENCY RESPONSE PLAN (are designed to compliment the *County of Middlesex Emergency Response Plan (2012)* and the *City of London Emergency Response Plan (2012)*. This plan is now compliant with *Canadian Standards Association, Standard Z1600-08: “Emergency Management and Business Continuity Programs”*.

The Middlesex County Emergency Response Plan (2012) can be found at:

<http://www.middlesex.ca/living-here/emergency-planning>

The City of London Emergency Response Plan (2012) can be found at:

[http://www.london.ca/d.aspx?s=/Emergency\\_Management/plan.htm](http://www.london.ca/d.aspx?s=/Emergency_Management/plan.htm)

(See Appendix section in the EMERGENCY RESPONSE PLAN  
for the County and City Emergency Response Plans)

In the event of an emergency, families should have back-up plans in place. Children should understand where they should go, in the event of school closures or an early dismissal. Childcare arrangements at home or on the same bus route should be made in advance. Changes that have children moving to unfamiliar bus routes may cause other stresses and concerns. Pre-program cell phones to include emergency contact numbers.

Households should have a 72 Hour Emergency Kit, which contains enough essentials for all members of the family (including pets). Typically these items would include non-perishable food, water, changes of warm clothing and hygiene supplies. Dressing in a manner appropriate for the weather is essential.

### WHAT TO DO IN AN EMERGENCY:

- ✓ **CALL 9-1-1** and Yell for Help!
- ✓ Keep calm. Somebody will assist you.
- ✓ Make sure you are not in any danger.
- ✓ Call the appropriate staff member and/or to inform them of the event.
- ✓ Ask a staff member to assist you in making and receiving calls in order to ensure that important information is communicated as quickly as possible.
- ✓ Refer to the EMERGENCY RESPONSE PLAN Keep an event log to track important details and communications. Be sure to clarify any requests for assistance, noting important timelines/deadlines for decision-making.
- ✓ Pass along all information you may have to the Manager of Emergency Preparedness and the Office of the Medical Officer of Health.

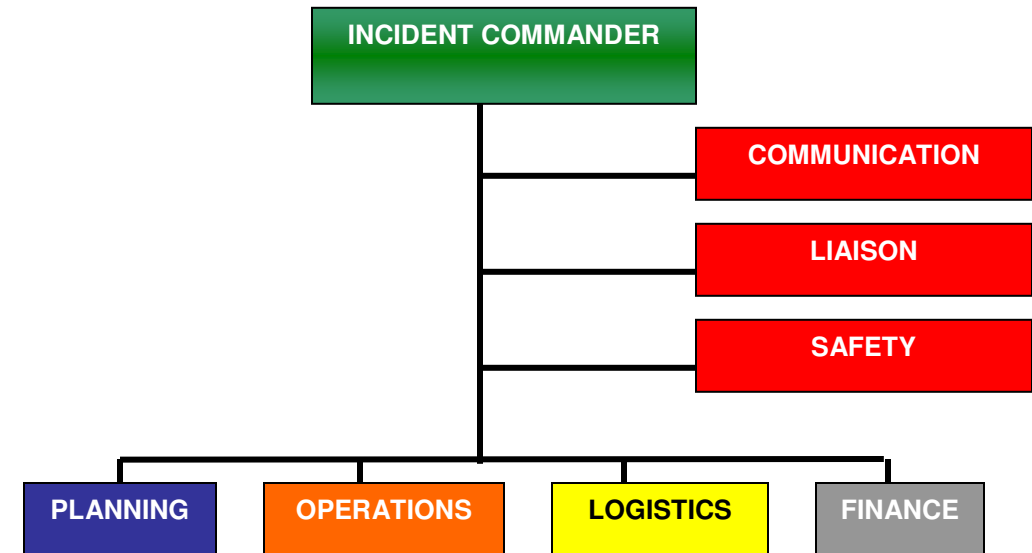
### WHAT NOT TO DO IN AN EMERGENCY:

- ✗ Do not panic!
- ✗ Do not answer public, municipal or media inquiries. Take down the caller's information and advise the Manager of Communications.

Update your supervisor with any information you may have regarding the emergency, including information on:

- type of event;
- location;
- residents impacted;
- health;
- environmental/safety issues;
- any other details available.

## Incident Management System



The MOHLTC endorses the use of an Incident Management System (IMS) to direct, control, and coordinate operations during and after an emergency. The MLHU now implements the system as well.

IMS is a widely recognized, interdisciplinary, systematic approach for establishing a command and control system at an incident.

### Did you know?

Room 3A at 50 King Street is designated as the MLHU's Incident Operations Centre.  
Alternate sites: 1) Board Room in Middlesex County Building  
2) Meeting room at 201 Queens Ave.

## Municipal Evacuation Centres

The **CITY OF LONDON** has determined these sites will be their designated reception centres when an evacuation is ordered:

- Carling Heights Optimist Community Centre (Pool) - Central/East  
650 Elizabeth Street (Adelaide and Oxford), London
- Western Fair Grounds  
316 Rectory Street, London
- Kinsmen Recreation Centre (Arena) - Central  
20 Granville Ave (Wharncliffe Road North), London
- South London Community Centre  
1119 Jalna Blvd, London

**Alternates:**

If necessary, Community Services would designate an alternate site.



<b>CBRN-E</b>	<i>Chemical, Biological, Radiological, Nuclear (Explosive)</i>
<b>COOP</b>	<i>Continuity of Operations Plan</i>
<b>DART</b>	<i>Disaster Assistance Recovery Team</i>
<b>DND</b>	<i>Department of National Defense (Canadian Forces)</i>
<b>EMAT</b>	<i>Emergency Medical Assistance Team</i>
<b>EMU</b>	<i>Emergency Management Unit (Ministry of Health and Long-Term Care)</i>
<b>EOC</b>	<i>Emergency Operations Centre</i>
<b>HAZMAT</b>	<i>Hazardous Materials</i>
<b>HUSAR</b>	<i>Heavy Urban Search and Rescue</i>
<b>MNR</b>	<i>Ministry of Natural Resources</i>
<b>MOE</b>	<i>Ministry of the Environment</i>
<b>ODRAP</b>	<i>Ontario Disaster Relief Assistance Program</i>
<b>PERT</b>	<i>Provincial Emergency Response Team</i>
<b>R &amp; I</b>	<i>Registration &amp; Inquiry Service</i>
<b>SAR</b>	<i>Search and Rescue</i>

## Policies

**MLHU Administration Policy Manual policies relevant to emergencies:**

<b>Policy Number</b>	<b>Policy Title</b>
Policy 5-035	Vulnerable Sector Screening
Policy 7-40	Responding to Fridge Alarms at MLHU
Policy 8-051	Respirator Protection – Fit-testing
Policy 8-20	Employee Injury/Incident
Policy 8-21	Non-Employee Injury/Incident
Policy 8-22	Critical Injury and Fatality
Policy 8-23	First Aid Requirements
Policy 8-25	Workplace Violence
Policy 8-40	Workplace Hazardous Materials Information Systems (WHMIS)
Policy 8-50	Infection Control
Policy 8-60	Immunization and TB Skin Testing Recommendations for Staff
Policy 8-70	Personal Safety
Policy 8-80	Inclement Weather
Policy 8-90	Office Closure due to Inclement Weather
Policy 8-110	Fire Plan
Policy 8-120	Emergency Response to External Disaster
Policy 8-130	Safe Driving



## Hazard Identification and Risk Assessment (HIRA)

**Middlesex County** and the **City of London** have identified in their **Community Risk Profile** the potential of experiencing an emergency based on any of these circumstances:

### Middlesex County

- Winter storms (snow storms, blizzards, ice and sleet storms, hail storms);
- Wind storms/tornadoes;
- Snow storms, lightening storms, hail storms, ice storms;
- Hazardous material – fixed sites;
- Energy emergencies;
- Critical infrastructure failure;
- Hazardous materials/transportation incidents;
- Transportation incident (road, air);
- Petroleum/gas pipeline emergencies;
- Animal disease;
- Human health emergencies and epidemics;
- Agriculture and food emergencies;
- Water quality emergencies;
- Floods;
- Fog.

### City of London

- Heat/cold winter storm emergencies;
- Severe weather incidents (fog, hailstorms, lightning storms);
- Windstorms and tornadoes;
- Hazardous materials: fixed site;
- Hazardous materials: transportation emergency;
- Explosions/fires;
- Flooding;
- Human health epidemics;
- Energy supply emergencies.

All documents pertaining to Middlesex County have been copied on pink paper.  
All documents pertaining to City of London have been copied on blue paper.

## Municipal Evacuation Centres

The **COUNTY OF MIDDLESEX** has determined these sites will be their reception centres when an evacuation is ordered:

### Adelaide-Metcalf

- Strathroy District Collegiate Institute, 361 Second Street, Strathroy - Primary
- W. G. MacDonald Public School, 29059 School Road, R. R. #5 Strathroy

### Lucan-Biddulph

- Lucan Memorial Community Centre, 263 Main Street, Lucan
- Wilberforce Public School, 340 Beech Street, Lucan

### Middlesex Centre

- Bryanston Community Centre, 15321 Plover Mills Rd., Ilderton
- Ilderton Community Centre, 13168 Ilderton Rd, Ilderton

### North Middlesex

- North Middlesex District Community Centre, 225 McLeod Street, Parkhill
- Ailsa Craig Recreation Centre, 155 AnnieAda Shipley Street, Ailsa Craig

### Southwest Middlesex

- Glencoe & District Memorial Arena, 138 Mill Street, Glencoe
- Glencoe District High School, 3581 Concession Street, Box 370, Glencoe

### Strathroy-Caradoc

- Gemini Sportsplex, 667 Adair Boulevard, Strathroy
- Caradoc Community Centre, 565 Lions Park Drive, Mount Brydges
- Strathroy District Collegiate Institute, 361 Second Street, Strathroy

### Thames Centre

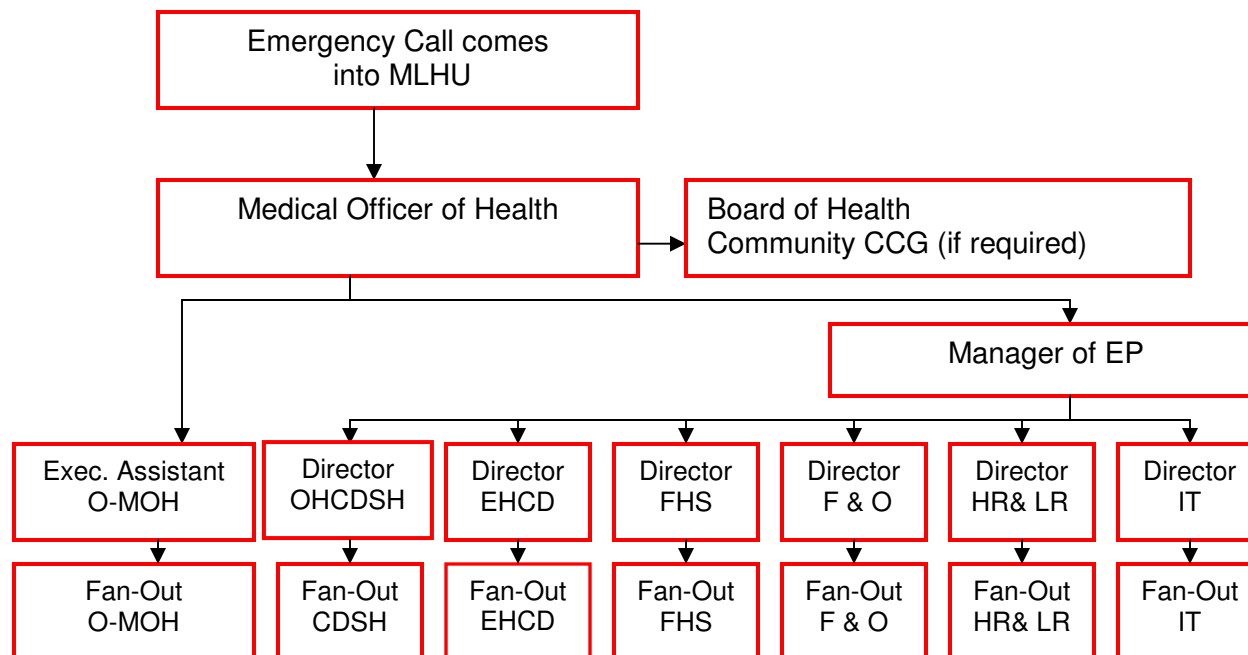
- Dorchester Community Centre, 2066 Dorchester Road, Dorchester
- Thorndale Community Centre, 21737 Fairview Road, Thorndale

### Newbury

- Mosa Central Public School, 22741 Pratt Siding Road, R. R. #3, Newbury
- Glencoe District High School, 3581 Concession Drive, Glencoe



## MLHU Fan-Out



### What is the role of Emergency Management Ontario (EMO)?

Emergency Management Ontario (EMO) is responsible for the development and implementation of emergency management programs throughout Ontario. EMO provides advice and assistance to community officials, while coordinating the provincial response.

Web: <http://www.emergencymanagementontario.ca/>

Phone: 1-866-314-0472



## Community Emergency Response Volunteers (CERV)

**CERV** is an acronym for **Community Emergency Response Volunteers**, which is a province-wide program to improve safety and security in Ontario Communities – large or small, urban or rural. The Middlesex-London Health Unit is the first public health unit in Ontario to have its own CERV team!

**CERV** provides support to municipalities by administering volunteer emergency response. When someone volunteers for **CERV**, special skills are not necessarily the first priority. A willingness to step up to the challenge when members of the community need help is just as important. These volunteers are trained in: basic search and rescue, community emergency management, critical incident stress management, emergency and disaster response skills, emergency exercise training, emergency first aid and CPR certification, fire safety and prevention, pandemic planning and infection control, personal and family emergency preparedness, public awareness and education, reception centre assistance, registration and inquiry, volunteer health and safety.

More information can be found at: <http://healthunit.com/CERV.aspx>

## Critical Incident Stress Management (CISM)

Critical incident stress is a condition that occurs when someone experiences a stressful or traumatic situation. Emergency Management Ontario (EMO) has identified this issue as one that needs to be addressed in emergency plans. When reality does not equal expectations, the result will be increased stress levels.

It will be the responsibility of all employees to be aware of the concerns of fellow employees after the crisis has been resolved. Signs of stress could be verbal or non-verbal and could include increased absenteeism, etc. Staff members are encouraged to consult with their manager and/or Human Resources as soon as possible if they are concerned about other staff as well as their own issues.

## Special Needs

The MLHU is a facility open to the public, and on any given day, there may be people with special needs attending our offices for services. Therefore it is critical for all staff to be aware of the special needs of some people. People with disabilities who are self-sufficient under normal circumstances may have to rely on the help of others in a disaster. Fire Services personnel will be directed to assist with the evacuation of those with impaired mobility. However, in the event of, and during an emergency, the MLHU has a responsibility to respond to the particular evacuation requirements of person(s) with special needs.

# KNOW THE CODE

## CODE YELLOW: MISSING PERSON

1. Time is critical, immediately conduct a search, checking your service area.
2. **CALL 9-1-1.**
3. Secure doors to prevent persons entering or leaving the office until police arrive.
4. **Notify a supervisor, reception and the Office of the MOH.**
5. Write down as many details of the incident as possible.

## CODE ORANGE: DISASTER

1. If you are involved or a witness, **CALL 9-1-1 IMMEDIATELY.**
2. MOH will initiate a fan-out of information to the incident management team.

## CODE RED: FIRE

1. **CALL 9-1-1.**
2. If possible, remove all occupants from the area of danger.
3. **DO NOT RUN**, if safe to do so, stop for personal belongings you may need in the next 24 hours.
4. **DO NOT USE ELEVATOR.**
5. Loudly, notify managers, co-workers and reception staff.

## CODE WHITE: VIOLENT/BEHAVIOURAL SITUATION

1. **CALL 9-1-1.**
2. **Notify a supervisor, reception and the Office of the MOH**
3. Pull alarm mechanism found in reception, travel clinic, and sexual health clinic or the resource room.

## CODE BLUE: MEDICAL EMERGENCY

1. Begin Cardiopulmonary Resuscitation (CPR), if certified to do so and alert others to **CALL 9-1-1.**
2. If not certified, yell for someone to assist you, reassure patient and those in the vicinity of the patient.

## CODE GREEN: PRECAUTIONARY EVACUATION

1. **CALL 9-1-1.**
2. Evacuate to designated spots away from the building.
3. Attempt to account for all co-workers.

## CODE PINK: MEDICAL EMERGENCY (INFANT/CHILD)

1. **CALL 9-1-1.**
2. If child or infant is not responding, the ABC's of basic life support are followed: airway, breathing and circulation.

## CODE BROWN: IN FACILITY HAZARDOUS SPILL

1. **CALL 9-1-1** for large spills and evacuate.
2. Safely evacuate persons from the affected area and perform first aid if required.
3. Prevent the spread of fumes by closing doors, if possible.
4. Report spill to a Manager and to the Director of Finance and Operations.

## CODE PURPLE: HOSTAGE TAKING

1. **CALL 9-1-1.**
2. Restrict staff response to hostage taking.
3. Evacuate all clients, visitors, and staff from the immediate area, if safe to do so.

## CODE BLACK: BOMB THREAT

1. **CALL 9-1-1.**
2. Do not touch any suspicious object or device. Report it immediately.
3. Evacuate.

## CODE GREY: INFRASTRUCTURE LOSS OR FAILURE

1. Close external windows and doors of offices.
2. All Heating, Ventilation and Air Conditioning (HVAC) must be shut down.
3. Remain indoors until emergency responders give **"ALL CLEAR"**.