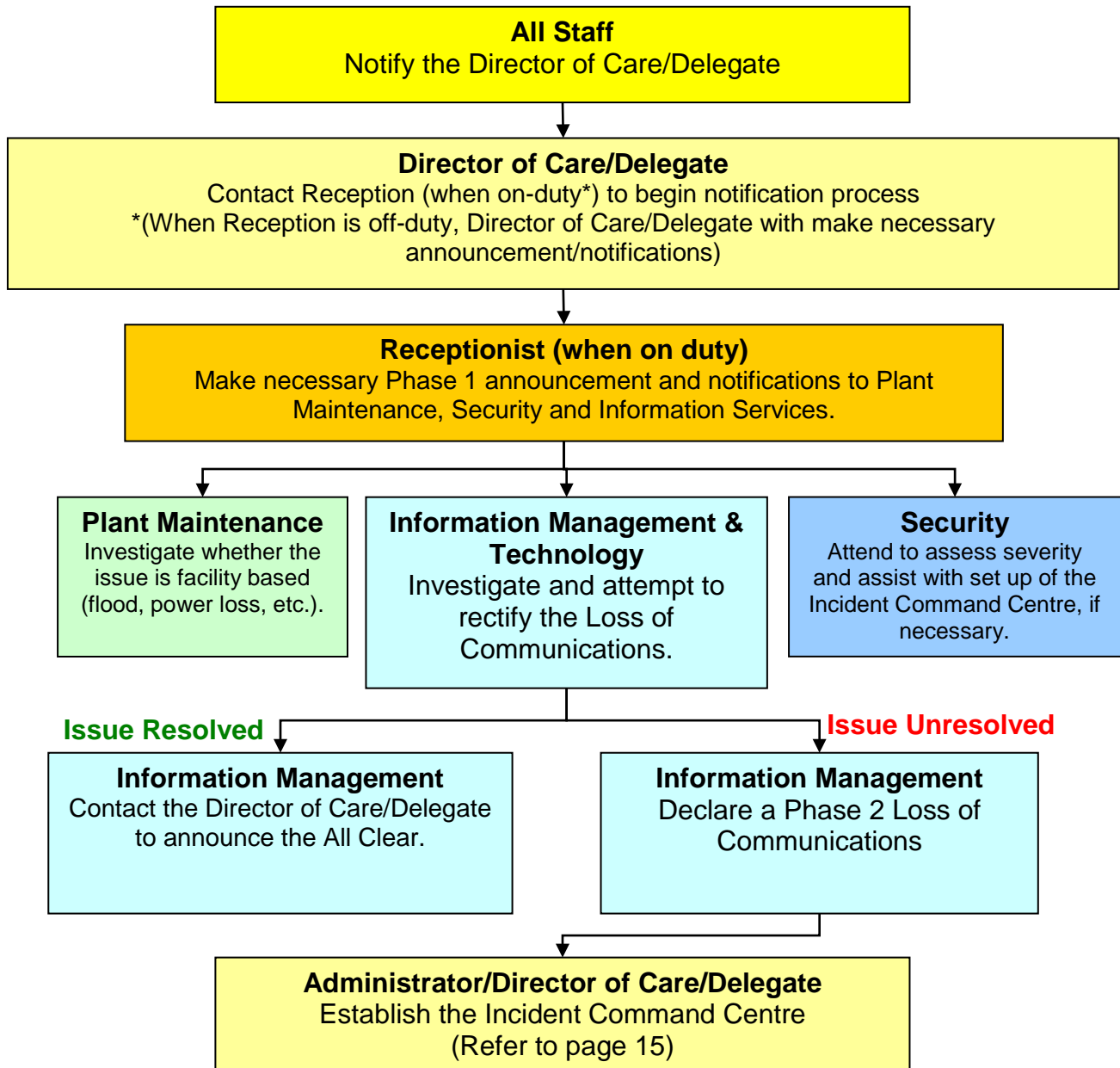


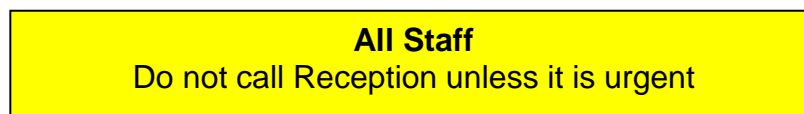
i. Outline

LOSS OF COMMUNICATIONS

Upon Discovery of a Loss of Communications



Upon Hearing a Loss of Communications Announced Overhead



ii. **Home phone line numbers**

For Emergency Codes:

Call Reception at 613-549-3568 (back up cell phone 613-453-6076)

When Reception is off duty, call the Nurse-in-Charge at 613-541-8017

Available Phone Line Listing

| Area/Title | Phone # |
|--|-----------------------------------|
| Reception | 613-549-3568 |
| | Back up cell phone - 613-453-6076 |
| Nurse-in-Charge | 613-541-8017 |
| Information Management & Technology On-Call | 613-331-1173 |
| Sydenham Resident Home Area Clerk | 613-214-9873 |
| Montreal Resident Home Area Clerk | 613-561-1759 |
| Nurse Cell Phone (not always used) | 613-541-8014 |
| Nurse Cell Phone (not always used) | 613-541-8015 |
| Plant Maintenance | See the On-Call List |
| | |

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1.0 General Overview

1.1 Plan to Be Used In Case of a Loss of Communications

This plan will be utilized if there is a loss of the Home's internal communications (telephone, overhead paging) system whether by loss of municipal telephone service or otherwise.

1.2 Authority to Declare Loss of Communications

The authority to declare that there is a loss of communications is the responsibility of the Director of Care/Delegate¹. The Director of Care/Delegate is responsible for notifying Reception of the level of response required during a loss of communications. If Reception is off duty, the Director of Care/Delegate will announce the level of response required and provide necessary notifications via the Reception job action list on page 5.

1.3 Emergency Communications

If the Home's internal communications system has failed, cellular telephones may be the only means of communication. Two way radios will be available from Protection Services/Security if cellular communication systems are not functioning.

1.4 Conservation Measures

During times of communications failure, any calls should be limited to emergencies only.

1.5 Resuming Normal Communications

In the event of a large-scale communications loss, precautionary steps may need to occur before transitioning back to 100% normal communications. In these cases, you may notice communication blips.

1.6 Notification

All areas will be notified whenever the Home must assume emergency communications. In case of non-emergency, or testing, this will be done in advance by e-mail, or hard copy and by phone to identified critical areas. In emergency cases, notification will be made through the overhead public address system, if available, or via runners designated by Incident Command.

Prior to and upon completion of non-emergency shut downs, or testing, Information Management & Technology will notify Providence Manor of the identified critical areas that are required to switch to emergency communications or to return to normal communications.

1.7 Incident Command Centre

In the event of a Home communications loss, the Incident Commander is the Administrator/Delegate². The Incident Command Centre will be set-up in the Sydenham

¹ Delegate refers to the next level of appointed authority. In this case, it would be the Assistant Director of Care or the Nurse-in-Charge

² Delegate refers to the next level of appointed authority. In this case, it would be the Director of Care or the Nurse-in-Charge

2 Board Room. The Incident Commander is the direct contact for the Providence Care Emergency Operations Center (if active).

1.8 Definitions

Phase 1 – Loss of Communications Short Term

Loss of communications expected to last less than 2 hours. The decision to activate Phase 1 will rest with the Director of Care/Delegate.

Phase 2 – Loss of Communications Long Term

Loss of communications expected to last more than 2 hours. The decision to activate Phase 2 will rest with Information Management.

1.9 Overhead Paging

In the event the standard overhead paging system is not working, the Receptionist/Director of Care/Delegate may use the “All Call” feature on the main fire alarm system enunciator panel on Sydenham 2 to make overhead pages.

In the event that the “All Call” feature does not work, the Receptionist/Director of Care/Delegate can use a cell phone for communication and inform all Resident Home Areas of the loss of communications.

Reception Emergency Land Line: **613-549-3568**

Reception Emergency Cell Phone: **613-453-6076**

Nurse-in-Charge Cell Phone: **613-541-8017**

1.10 4444 Emergency Number

If the internal communication system fails, the 4444 number will be unavailable. If an emergency occurs you will need to dial **613-549-3568 (or emergency cell phone line 613-453-6076)** to inform the Receptionist. When Reception is off-duty, call the Nurse-in-Charge Cell Phone (**613-541-8017**) of the emergency and provide details.

2.0 Response & Recovery – All Staff

Response

2.1 Upon Receiving Notification of Communications Loss

Do Not Call Reception/Nurse-in-Charge Unless It Is Urgent

Phase 1 – Loss of Communications Short Term

All Home Staff

- Advise residents and visitors that the Home's communication system is temporarily unavailable
- If available, utilize cell phones for communication only when necessary. Two-way radios may also be available to Resident Home Areas
 - For a list of available cell phones see page ii
- For emergencies call Reception at **613-549-3568 (or emergency cell phone line 613-453-6076)** or Nurse-in-Charge Cell Phone: **613-541-8017**, when Reception is off duty.

Phase 2 – Loss of Communications Long Term

All Home Staff

- Return to your area of work to assist with the area response
- Advise residents and visitors that the Home's communication (telephone) system is temporarily unavailable
- If available, utilize your cell phone for communication only when necessary Two-way radios may also be available to Resident Home Areas
- For a list of available cell phones see Appendix B
- For emergencies, call Reception at **613-549-3568 (or emergency cell phone line 613-453-6076)** or Nurse-in-Charge Cell Phone: **613-541-8017**, when Reception is off duty.
- Await further instruction from the Incident Command Centre

Recovery

2.2 Upon Notification That the Crisis Has Concluded

- Resume normal duties
- Advise residents and visitors that the Home's communication (telephone) system is available
- Refer any media inquiries to the Providence Care Communications office

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3.0 Response & Recovery – Reception

Response

3.1 Upon Receiving Notification of a Communications Loss

When Reception is on-duty

Director of Care/Delegate will contact the Receptionist of a Phase 1 communications loss. The decision to activate a Phase 2 communication loss rests with Information Management.

When Reception is off-duty

The Nurse-in-Charge will make all necessary notifications. The decision to activate a Phase 2 communication loss will be made by Information Management

Phase 1 – Loss of Communications Short Term

Contact:

- Information Management & Technology (Help Desk)
 - 613-548-7222 ext. 2550** Regular hours
 - On-Call (**613-331-1173**)
- Supervisor of Plant Maintenance/Delegate, if not already aware
- Director of Care on call (check on-call schedule), if not already aware
- Administrator/Providence Care Administrator On-Call
- Kingston Hospitals' Security Operations Centre **via 3242 from Reception Console or 613-548-2484 from an external line. In the event of a communication loss at KGH use the "auxiliary" phone number – (613)-548-8819**
- Announce overhead three times "Phase 1 Communications Loss – Refer To Loss Of Communications Plan"

Phase 2 – Loss of Communications Long Term

- Announce overhead three times "Phase 2 Communications Loss – Refer To Loss Of Communications Plan"
- When authorized by the Incident Commander contact the Kingston Hospitals' Security Operations Centre **via 3242 from Reception Console or 613-548-2484 from an external line** to initiate the fan out procedure. **In the event of a communication loss at KGH use the "auxiliary" phone number – (613)-548-8819**
- Refer any media inquiries to the Providence Care Communications Department office

3.2 In The Event of an Overhead Paging Failure

- Utilize the “All Call” feature of the main fire alarm system enunciator panel on Sydenham 2 to make the required overhead announcement
- In the event the “All Call” feature is not operational:**
 - Contact all Resident Home Areas via cell phone or two-way radio to inform them of the communication loss

Recovery**3.3 Upon Notification That the Crisis Has Concluded**

- Announce over the public address system three times, “***Communications Loss, All Clear***”
- Refer any media inquiries to the Providence Care Communications Department office

4.0 Response & Recovery - Plant Maintenance

Response

4.1 Upon Notification of A Loss of Communications

Manager of Plant Maintenance & Environmental Services/Delegate

- Upon notification that an area in the resident home is without communications, report to that area and assess the cause of the communications outage and determine if it is due to a facility based issue (loss of power, flooding, etc.).

Phase 1 – Loss of Communications Short Term

Manager of Plant Maintenance & Environmental Services/Delegate

- Assume role of Operations Officer in the Incident Command Centre – **refer to page 13**
- Liaise with and provide status updates to the Incident Commander on the response to the incident

Plant Maintenance Staff

- Report to the Plant Maintenance department for required response to communications loss
- Respond to affected areas based on priority need as designated by Manager of Plant Maintenance & Environmental Services/Delegate

Phase 2 – Loss of Communications Long Term

Manager of Plant Maintenance & Environmental Services/Delegate

- Assume role of Operations Officer in the Incident Command Centre – **refer to page 13**
- Liaise with and provide status updates to the Incident Commander on the response to the incident

Plant Maintenance Staff

- Report to the Plant Maintenance department for required response to communications loss
- Respond to affected areas based on priority need as designated by Manager of Plant Maintenance & Environmental Services/Delegate

4.2 In The Event of an Overhead Paging Failure

- In the event there is a failure of both the standard overhead paging system and the “All Call” feature of the main fire alarm system enunciator panel on Sydenham 2

- Communication will be provided by cell phone or two-way radio

Recovery

4.3 Upon Notification That the Crisis Has Concluded

Manager of Plant Maintenance & Environmental Services/Delegate

- Prepare for a debriefing with Plant Maintenance staff

Plant Maintenance Staff

- Participate in a debriefing session
- Resume normal duties

5.0 Response & Recovery – Information Management & Technology

Response

5.1 Upon Notification of a Loss of Communications

Director Information Management & Technology/Delegate

- Upon notification that an area in the resident home is without communications, ensure Plant Maintenance has investigated the cause of the communication loss and that it is not due to a facility based issue (i.e. power loss, flooding, etc.)

Phase 1 – Loss of Communications Short Term

Director Information Management & Technology/Delegate

Notify:

- Bell Canada (611)
- Take necessary steps to rectify the communications loss
- Assume role of Planning Officer in the Incident Command Centre – **refer to page 13**
- Liaise with the Incident Commander and provide status updates on the response to the incident

Phase 2 – Loss of Communications Long Term

If it has been determined that the loss of communications will be a long term event, notification must be made to ensure staff are aware. Authority to declare a Phase 2 Loss of Communications rests with Information Management

Director Information Management & Technology/Delegate

Notify:

- Bell Canada (611)
 - Providence Manor Reception, to announce Phase 2 Communications Loss.
 - When Reception is off-duty**, Providence Manor Nurse-in-Charge. **613-541-8017**
- Take necessary steps to rectify the communications loss
- Assume role of Planning Officer in the Incident Command Centre – **refer to page 13**
- Liaise with Incident Commander and provide status updates on the response to the incident

5.2 In the Event of an Overhead Paging Failure

- In the event there is a failure of both the standard overhead paging system and the “All Call” feature of the main fire alarm system enunciator panel on Sydenham 2
- Communication will be provided by cell phone, or two-way radio

Recovery

**5.3 Upon Notification That the Crisis Has Concluded
Director of Information Management & Technology/Delegate**

- Notify Reception to announce an All Clear
- Ensure all areas have communications
- Arrange debrief session

6.0 Response & Recovery – Protection Services

Response

6.1 Upon Receiving Notification of a Communications Loss Kingston Hospitals' Security Operations Centre

If not already aware, notify:

- Director of Protection Services/Delegate³
- Mobile Patrol Supervisor

Mobile Patrol Supervisor

- Collect extra radios for use by the site for the duration of the loss of communications
- Report to the site to assess level of severity and assist Director of Care/Delegate⁴ with the set-up of the Incident Command Centre
- Provide two-way radios, if available, to areas without other means of communication (cell phones, etc.)
- Collect Loss of Communication Assessment Forms from reporting areas
- If you are contacted with information pertinent to any risk issues notify the Incident Commander immediately

6.2 Upon Notification of an Overhead Paging Failure

- In the event there is a failure of both the standard overhead paging system and the "All Call" feature of the main fire alarm system enunciator panel on Sydenham 2
- Communication will be provided by cell phone and two-way radio

Recovery

6.3 Upon Notification That the Crisis Has Concluded

- Kingston Hospitals' Security Operations Centre** If not already aware, notify:
 - Director of Protection Services/Delegate
 - Mobile Patrol Supervisor

Mobile Patrol Supervisor

- Ensure that all documentation is collected for debrief preparation
- Ensure the return and proper storage of all search kits
- Notify Manager of Emergency Management, Parking and Security Operations Centre regarding the need to update maps, checklists and supplies in each search kit, if necessary
- Ensure that a comprehensive occurrence report is filed immediately
- Participate in a debriefing session

³ "Delegate" is the next level of appointed authority. In this case the Protection Services On-call Person

⁴ "Delegate" is the next level of appointed authority. In this case, the Nurse-in-Charge

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7.0 Response & Recovery – Incident Command Centre

Response

7.1 If Loss of Internal Telephone Communications Occurs

Phase 1 – Loss of Communications Short Term

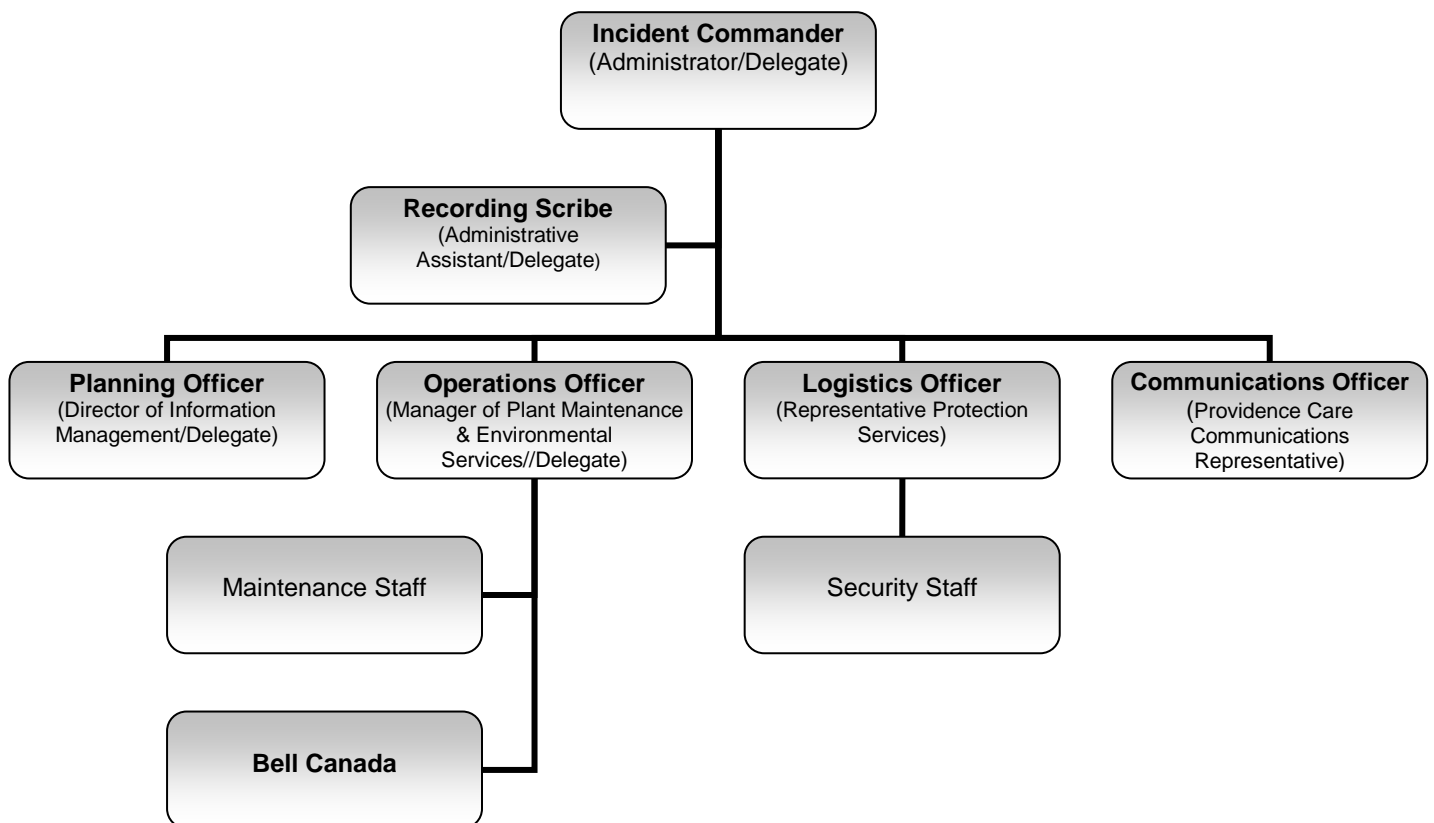
Director of Care/Delegate

- Authorize Reception/Delegate to announce overhead “**Phase 1 Communications Loss – Refer to Loss of Communications Plan**”
- Notify Information Management & Technology and request assistance
 - (613-548-7222 ext. 2550) regular hours
 - On-Call 613-331-1173
- Determine expected length of communications loss
- Prepare for response should the communications loss be upgraded to Phase 2
- Provide regular reports to the Incident Commander

Phase 2 – Loss of Communications Long Term

7.2 Incident Management System

The location of incident command will be the Sydenham 2 Board Room.



Incident Commander – Administrator/Delegate

- Establish the Incident Command Centre (Sydenham 2 South Board Room)
- Be prepared to transfer command to a higher authority (e.g. VP Community Programs and Long-Term Care)
- Appoint the following positions, only if the regular assigned persons are not available
 - Operations** _____
 - Planning** _____
 - Logistics** _____
 - Recording Scribe** _____
- Authorize Reception to announce overhead **“Phase 2 Communications Loss – Refer to Loss of Communications Plan”**
- Regularly assess risk and make recommendations on length of communications loss and any special needs
- Ensure Loss of Communication Assessment Forms (Appendix A) have been collected from reporting areas
- Prepare to provide a situational report to the CEO
- Liaise with Vice President of Community Programs and Long-Term Care and assess the need to activate the Corporate Emergency Operations Center (EOC) at Providence Care Hospital
 - If required, notify the Kingston Hospitals’ Security Operations Centre Operator **(613-548-2484)** to call Providence Care Corporate EOC members and have them report to the EOC via a fan out using “Call-Em-All” for Providence Manor and Providence Care Hospital Primary Contacts
- Notify the Providence Care Communications office
- If required, authorize Providence Manor staff fan-out lists in consultation with Program Directors/Managers
- Ensure the EOC is appropriately informed of any identified risk issues, if active

Planning Officer – Director of Information Management & Technology/Delegate

- Provide progress updates to the Incident Commander
- Provide liaising between Bell Canada and the Incident Command Centre
- Initiate the recall of off-duty Information Management & Technology personnel, as required
- Ensure the continuation of Information Management & Technology functions in the remainder of the home

Operations Officer – Manager of Plant Maintenance & Environmental Services/Delegate

- Take necessary steps to ensure the loss of communications is not due to a facility based issue (power loss, flooding, etc.)
- Provide assistance to Information Management & Technology by allocating and deploying staff as necessary to manage loss of communications and to assist with the resumption of normal communications
- Liaise with Information Management & Technology and Bell Canada to monitor the response efforts and provide regular updates to the Incident Commander

Logistics Officer – Representative of Protection Services Department

- Liaise with the Incident Commander to determine if additional security staff are required, and source if needed
- Consider whether a search of the home should be conducted to account for areas affected by the loss of communications
- Gather and prepare search team kits, if required
- Contact available staff to prepare to assist in the search of the facility, if required
- Be prepared to coordinate search teams, and security staff actions, if required
- Provide radio communication as necessary to Incident Command Centre
- Prepare for the termination of the emergency and any debriefing requirements
- Ensure the continuation of Security functions in the remainder of the facility

Recording Scribe

- Document response actions and communication within the Incident Command Centre

Communications Officer

- Discuss options for communicating loss of the telephone system to the community or resident family members
- Determine options for keeping internal staff aware of the response status to the loss of communications

Recovery**7.3 Upon Notification That the Crisis Has Concluded****Incident Commander – Administrator/Delegate**

- Upon notification that communications has been restored authorize Switchboard to announce an “All Clear”
- Conduct a debriefing with Incident Command members and Bell Canada

- Conduct a debriefing with Incident Command Centre and Emergency Operations Centre, if activated
- Instruct staff to resume normal duties
- Review legislative requirements for reporting of incident
- Notify Vice President of Community Programs and Long-Term Care

Planning Officer – Director of Information Management & Technology/ Delegate

- Prepare for a debriefing with the Incident Command Centre

Operations Officer – Manager of Plant Maintenance & Environmental Services/Delegate

- Prepare for a debriefing with Plant Maintenance staff
- Debrief staff on lessons learned and procedural/equipment changes needed
- Instruct staff to resume normal duties

Communications Officer

- Provide communication to community/resident family members that the loss of communications is resolved
- Participate in for a debriefing with the Incident Command Centre

Logistics Officer – Representative of Protection Services Department

- Ensure replacement of search kit supplies if utilized
- Compile any reports for debriefing

Recording Scribe

- Document recovery actions and communication within the Incident Command Centre

8.0 Response & Recovery – Director of Care/Delegate

Response

8.1 Upon Receiving Notification of a Communications Loss

- ENSURE RECEPTION IS AWARE AND HAS ACTIVATED THE EMERGENCY CELL PHONE

If you are notified of an emergency code

- Inform the Kingston Hospitals' Security Operations Centre **(613-548-2484)** for Security response
 - Auxiliary number: (613)-548-8819

After normal working hours, weekends, and holidays

Phase 1 – Loss of Communications Short Term

Notify:

- Reception advising of the level of response and authorization of the overhead announcement; **“Phase 1 Communications Loss – Refer to Loss of Communications Plan”**
- If Reception is not on-duty provide the overhead announcement yourself and begin necessary notifications.
 - Announce overhead three times **“Phase 1 Communications Loss – Refer To Loss Of Communications Plan”**

Contact:

- Information Management & Technology (Help Desk)
 - 613-548-7222 ext. 2550** Regular hours
 - On-Call (613-331-1173)**
- Manager of Plant Maintenance & Environmental Services//Delegate, if not already aware
- Director of Care on call (check on-call schedule), if not already aware
- Administrator/Providence Care Administrator On-Call
- Kingston Hospitals' Security Operations Centre **(613)-548-2484**. **In the event of a communication loss at KGH use the “auxiliary” phone number – (613)-548-8819**

Phase 2 – Loss of Communications Long Term

Notify:

- Reception advising of the level of response and authorization of the overhead announcement; **“Phase 2 Communications Loss – Refer to Loss of Communications Plan”**
- If Reception is not on-duty provide the overhead announcement yourself and begin necessary notifications.
 - Announce overhead three times **“Phase 2 Communications Loss – Refer To Loss Of Communications Plan”**
 - When authorized by the Incident Commander contact the Kingston Hospitals’ Security Operations Centre **(613)-548-2484** to initiate the fan out procedure. **In the event of a communication loss at KGH use the “auxiliary” phone number – (613)-548-8819**
- Assist Security in establishing the Incident Command Centre in the Sydenham 2 South Board Room
- Assume role of Incident Commander – see Subject: Response & Recovery – Incident Command Centre – Page 13 – until relieved by Administrator/Delegate

8.2 Upon Notification of an Overhead Paging Failure

- Utilize the “All Call” feature of the main fire alarm system enunciator panel on Sydenham 2 to make the required overhead announcement
- In the event the “All Call” feature is not operational:**
 - Contact all Resident Home Areas via cell phone to inform them of the communication loss or delegate runners to provide the notification

Recovery

8.3 Upon Notification That the Crisis Has Concluded

- If not already aware, notify Reception to announce **“Communication Loss – All Clear”**
- Participate in a debriefing session

9.0 Response & Recovery – Administrator/Delegate

Response

9.1 Upon Receiving Notification of a Communications Loss

Phase 1 – Loss of Communications Short Term

- Prepare for response should the communications loss be upgraded to Phase 2
- Liaise with Information Management & Technology/Bell Canada for repair progress updates

Phase 2 – Loss of Communications Short Term

- Establish the Incident Command Centre in the Sydenham 2 South Board Room
- Assume role of Incident Commander – see Subject: Response & Recovery – Incident Command Centre – Page 13
- Assess the extent of the emergency within the area and consider activating further response as necessary (e.g. establishing corporate Emergency Operations Centre)

9.2 Upon Notification of an Overhead Paging Failure

- In the event there is a failure of both the standard overhead paging system and the “All Call” feature of the main fire alarm system enunciator panel on Sydenham 2, communication will be provided by cell phone or delegate runners to provide notification

Recovery

9.3 Upon Notification That the Crisis Has Concluded

- Implement a course of action to manage a major disruption of Home routine, if necessary
- Arrange for a debrief session between Incident Command and the Emergency Operations Centre, if required

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