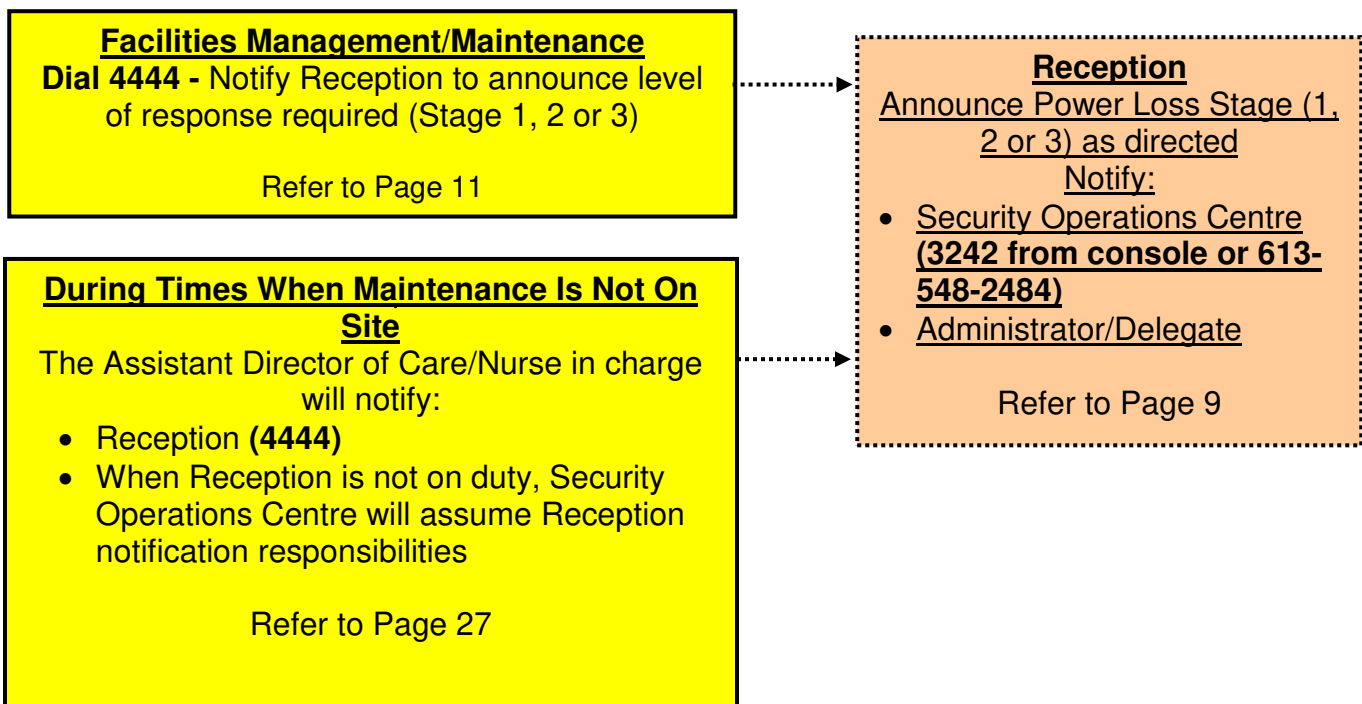


i. Outline

LOSS OF POWER

In the Event of a Loss of Power



Upon Notification of a Loss of Power

All Staff
Do Not Call Reception
 Initiate conservation measures.
 Ensure resident care equipment is plugged into a red outlet,
 where available
 Refer to Page 5

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Table of Contents

i. Outline i

1.0 General Overview 1

1.1. Code to Be Used In Case Of a Loss of Power..... 1

1.2. Definitions..... 1

1.3. Emergency Power 1

1.4. Identifying Emergency Power Sources 2

1.5. Conservation Measures 2

1.6. Elevators 2

1.7. Resuming Normal Power 2

1.8. Notification..... 2

1.9. Incident Command Centre 2

1.10. Power Outage Kits 3

2.0 All Staff 5

Response 5

2.1. If Loss of Power is Due To Failure of Any Internal Electrical Components and/or Power Distribution 5

2.2. Upon Notification That There is a Loss of Municipal Power 5

2.3. Upon Notification That There is a Loss of Emergency Generator in Conjunction with a Loss of Municipal Power 6

Recovery 7

2.4. Upon Notification That the Crisis Has Concluded 7

3.0 Reception 9

Response 9

3.1. Upon Receiving Notification of Loss of Power Due To Failure of Any Internal Electrical Components and/or Power Distribution 9

3.2. Upon Notification That There is a Loss of the Emergency Generator in Conjunction with a Loss of Municipal Power 10

Recovery 10

3.3. Upon Notification That the Crisis Has Concluded 10

4.0 Facilities Management..... 11

Response 11

4.1. If Loss of Power Is Due To Failure of Any Internal Electrical Components and/or Power Distribution 11

4.2. Upon Notification That There Is a loss of Municipal Power 11

4.3. Upon Notification That There is a Loss of Emergency Generator Power in Conjunction with a Loss of Municipal Power 12

Recovery	12
4.4. Upon Notification That the Crisis has Concluded	12
5.0 Protection Services	15
Response	15
5.1. If Loss of Power is Due to Failure of Any Internal Electrical Components and/or Power Distribution	15
5.2. Upon Notification That There is a Loss of Municipal Power	15
5.3. Upon Notification That There Is a Loss of Emergency Generator in Conjunction with Loss of Municipal Power	17
Recovery	17
5.4. Upon Notification That the Crisis Has Concluded	17
6.0 Incident Command Centre	19
Response	19
6.1. Upon Notification That There Is a Loss of Power Due to Failure of Any Internal Electrical Components and/or Power Distribution	19
6.2. Upon Notification That There is a Loss of Municipal Power	19
6.3. Upon Notification That There Is a Loss of Emergency Generator Power in Conjunction with a Loss of Municipal Power	22
Recovery	23
6.4. Upon Notification that the Crisis has Concluded	23
7.0 Providence Manor Administrator/Delegate	25
Response	25
7.1. Upon Notification of Loss of Power Due to Failure of Any Internal Electrical Components and/or Power Distribution	25
7.2. Upon Notification That There is a Loss of Municipal Power	25
7.3. Upon Notification That There is a Loss of Emergency Generator in Conjunction with a Loss of Municipal Power	25
Recovery	25
7.4. Upon Notification That the Crisis Has Concluded	25
8.0 Assistant Director of Care/Nurse in Charge	27
Response	27
8.1. Upon Receiving the Loss of Power Notification	27
Recovery	27

- 8.2. Upon Notification That the Crisis Has Concluded 27
- 9.0 Hildegard Centre..... 29**
 - Response 29
 - 9.1. Upon Receiving the Loss of Power Notification 29
 - 9.2. Upon Notification That the Crisis Has Concluded 29
- 10.0 Appendix A: Loss of Power Assessment Form..... 31**
- 11.0 Appendix B: Maintenance Power Loss Checklist..... 33**
- 12.0 Appendix C: Emergency Power Cart Instructions..... 35**

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1.0 General Overview

1.1. Code to Be Used In Case Of a Loss of Power

The loss of incoming power to the resident home area may be isolated (loss of power due to a failure of an internal electrical component such as a breaker) or generally affecting all resident home areas. In the event of a power loss, this plan should be used as a guide to assist with the continuity of resident care and services during the power loss, and for the effective restoration of normal power.

1.2. Definitions

Stage 1 – Loss of Power Due to Failure of Any Internal Electrical Components and/or Power Distribution

Loss of power is due to the failure of any electrical components and/or power distribution panel, and only affects a specific area of the resident Home. There is no interruption of municipal power to the Home. *This may or may not affect the emergency outlets (identified as red) or essential equipment.*

Stage 2 – Loss of Municipal Power

In this stage, there has been a complete loss of municipal power to the Home. Resident home area emergency power is supplied by one generator.

Stage 3 Occurs in Conjunction with a Loss of Municipal Power

Stage 3 – Loss of Emergency Generator(s) (Code Green)

In the event the resident home area lost the use of its generator, in conjunction with a loss of municipal power and no replacement generator is available, the Incident Command Centre/Emergency Operations Centre may initiate a Code Green (Evacuation), if necessary.

1.3. Emergency Power

The resident home area has one emergency generator. In the event municipal power is lost, the emergency generator will start-up providing a continued service for resident care, and other essential areas within the Home. The generator will start up within approximately 15 seconds and will provide emergency power.

If one resident home area or wing has a loss of power, the generator will NOT provide backup emergency power. The generator will **only** provide emergency power if the **entire Home loses power.**

24 hours' worth of generator fuel will be kept on site, with more to be delivered as required. Maintenance staff will be on site to monitor fuel levels.

There is an emergency power cart on Montreal 1 (1-1048) that can be taken to Resident Home Areas (RHAs) to assist with lowering/raising beds for resident care. Refer to Appendix C of this plan for usage instructions.

1.4. Identifying Emergency Power Sources

Red outlets indicate emergency power service. These outlets should be used to maintain essential resident care services during a **municipal** power outage.

1.5. Conservation Measures

Conservation measures should be taken any time emergency power is engaged to ensure a continuous power supply. This includes limiting the use of non-essential electrical devices (radios, coffee makers, air conditioners, etc.).

1.6. Elevators

While operating under emergency power conditions, only one designated elevator will continue to operate. In these cases, Security or delegated staff will control traffic of the designated elevator (Sydenham Street elevator under normal conditions) to ensure the continuation of resident transfers and deliveries of meals.

Maintenance staff have a process to transfer the power to the elevator required.¹ Power to the emergency backup elevator would be turned off to accommodate putting power on a different elevator, as only one elevator may be powered at a time

1.7. Resuming Normal Power

In the event of a large-scale power loss, precautionary steps may need to occur before transitioning back to 100% normal power. In these cases you may notice power “blips”. Once normal power is restored, plant equipment will be restarted, e.g. (heating, ventilation, etc.).

1.8. Notification

All areas will be notified whenever the resident home area must assume emergency power. In cases of non-emergency use, or testing, this will be done in advance by e-mail or hard copy and/or by phone, identifying critical areas. In emergency cases, notification will be made through the overhead public address system, or by phone. Prior to and upon completion of non-emergency shut downs, or testing, Maintenance will notify the identified critical areas to verify that it is safe to switch to emergency power.

1.9. Incident Command Centre

In the event of a complete power loss to the Home, the Incident Commander is the PM Administrator/Delegate². Incident Command will be set-up in the Sydenham 2 South Boardroom. The Incident Commander is the direct contact for the Providence Care Emergency Operations Center at Providence Care Hospital.

¹ All elevators are capable of operating on emergency power but only one elevator can be operated at a time.

² Delegate refers to the next level of appointed authority; in this case, the Director of Care, Assistant Director of Care, Nurse in charge or other delegate authority (Director of Protection Services, Mobile Patrol Supervisor, etc.).

1.10. Power Outage Kits

In the event of a major power loss, magnetic “puck” lights are available in the Assistant Director of Care’s (ADOC) office on Montreal 4 (1-4062). These lights should be distributed to RHAs to assist with lighting critical areas. The ADOC is responsible for checking the “puck” lights on a monthly basis to ensure they remain functional. Security, when available, will patrol non-resident care areas and supply emergency lighting as needed.

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2.0 All Staff

Response

2.1. If Loss of Power is Due To Failure of Any Internal Electrical Components and/or Power Distribution

Stage 1

Do Not Call Reception, unless it is urgent

A Stage 1 power loss is due to the failure of any internal electrical components and/or power distribution, such as a breaker. It is possible during these times that the **red** emergency outlets and essential equipment will not work.

- Assess the impact of the power loss on your area (Refer to Appendix A – Loss of Power Assessment Form)
- Notify Maintenance by way of Reception of any areas **critical to functionality** that are without power. If Maintenance is not on duty, contact the Assistant Director of Care or Nurse in Charge
 - Request the emergency power cart be delivered to your Resident Home Area if needed to assist with raising or lowering beds. Refer to Appendix C of this plan for usage instructions
- Move any residents with critical care equipment, that is not working, to another area where power is operational

Notification:

When Reception is off duty

- Assistant Director of Care/Nurse in charge will notify:
 - Maintenance on-call
 - Security Operations Centre (613-548-2484)
 - Director of Care
 - Administrator on-call
- Assistant Director of Care/Nurse in charge refer to page 27 (8.0 Response & Recovery - Assistant Director of Care/Nurse in charge)

2.2. Upon Notification That There is a Loss of Municipal Power

Stage 2

All services not on the emergency power generator will be suspended until the return of municipal power. All resident care staff are asked to report back to their units, all ancillary staff (Environmental Services, Nutrition, etc.) are to report to their departments.

- Ensure any critical resident care equipment is plugged into a **red** outlet. There may be a 15 second delay until generator power is established. If the equipment is not functional, it is not on generator power)
- All Managers/Charge Staff evaluate impact of power loss on your area** (Refer to Appendix A – Loss of Power Assessment Form)
- Staff should assist residents when moving through darkened areas
- Notify Maintenance by way of Reception of any areas **critical to functionality** that are without power. If Maintenance is not on duty, contact the Assistant Director of Care or Nurse in Charge
- Initiate contingency plans to accommodate functions not served by emergency power
- Unplug any equipment not needed for resident care
- Shut off all ceiling fans and window air conditioners
- Await further instruction from Facilities Management & Maintenance
- Prepare for response should the power loss be upgraded to Stage 3

Notification:

When Reception is off duty

- Assistant Director of Care/Nurse in charge will notify:
 - Maintenance on-call
 - Security Operations Centre (613-548-2484)
 - Director of Care
 - Administrator on-call
- Assistant Director of Care/Nurse in charge refer to page 27 (8.0 Response & Recovery - Assistant Director of Care/Nurse in charge)

2.3. Upon Notification That There is a Loss of Emergency Generator in Conjunction with a Loss of Municipal Power

Stage 3

- Complete job actions from section **2.2 Upon Notification That There is a Loss of Municipal Power**

If there is no generator capacity to provide power, and is no option to defend in place, then the evacuation (Code Green) decision may be made by the Incident Command Centre/Emergency Operations Centre and Code Green plan implemented

- Advise residents and visitors to remain where they are until advised to move elsewhere
- Prepare for response should evacuation (Code Green) be required as per EOC decision

Notification:**When Reception is off duty**

- Assistant Director of Care/Nurse in charge will notify:
 - Maintenance on-call
 - Security Operations Centre (613-548-2484)
 - Director of Care
 - Administrator on-call
- Assistant Director of Care/Nurse in charge refer to page 27 (8.0 Response & Recovery - Assistant Director of Care/Nurse in charge)

Recovery**2.4. Upon Notification That the Crisis Has Concluded**

- Advise residents and visitors that the crisis is over
- Refer any media inquiries to the Providence Care Communication office
- Resume normal duties

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3.0 Reception

When Reception is not on duty, Assistant Director of Care/Nurse in charge will assume Reception notification duties

Response

3.1. Upon Receiving Notification of Loss of Power Due To Failure of Any Internal Electrical Components and/or Power Distribution

Stage 1

Notify:

- Maintenance
- Kingston Hospitals' Security Operations Centre (3242 from console or **613-548-2484**, (alternate **613-548-8819**))
- Providence Manor Administrator/Delegate
- Director of Care/Delegate

Stage 2

- Announce overhead three times **"Stage 2 Power Loss"**

Notify:

- Maintenance
- Kingston Hospitals' Security Operations Centre (3242 from console or **613-548-2484**, (alternate **613-548-8819**))
- Providence Manor Administrator/Delegate
- Director of Care/Delegate
- Refer any media inquiries to the Providence Care Communications office
- *Make public announcement**

***0700 - 2030 Announce the following: "Your attention please – the Home is experiencing difficulties with its main power supply. Residents, please get assistance from staff when accessing darkened areas."**

When notified by the Incident Commander that the Incident Command Centre has been established, get the following information:

- Location:** _____
- Telephone extension:** _____
- Confirm an announcement should be made to notify staff that the Incident Command Centre has been established**

3.2. Upon Notification That There is a Loss of the Emergency Generator in Conjunction with a Loss of Municipal Power

Stage 3

- Upon notification of a Stage 3 power loss, announce overhead three times “Stage 3 Power Loss”

Notify:

- Maintenance
- Kingston Hospitals’ Security Operations Centre (3242 from console or **613-548-2484**, (alternate **613-548-8819**))
- Providence Manor Administrator/Delegate
- Director of Care/Delegate
- Refer any media inquiries to the Providence Care Communications office

Recovery

3.3. Upon Notification That the Crisis Has Concluded

- Announce over the public address system three times, “Power Loss, All Clear”

Notify, if not already aware:

- Maintenance
- Kingston Hospitals’ Security Operations Centre (3242 from console or **613-548-2484**, (alternate **613-548-8819**))
- Providence Manor Administrator/Delegate
- Director of Care/Delegate
- Refer any media inquiries to the Providence Care Communications office

4.0 Facilities Management

Response

Facilities Manager/Delegate

- Upon notification that an area in the resident home is without power, report to that area and assess the cause of the power outage and determine the level of response required

4.1. If Loss of Power Is Due To Failure of Any Internal Electrical Components and/or Power Distribution

Facilities Manager/Delegate

- Notify affected Area Manager and/or Director of Care/Delegate of locations affected
- Complete checklist in Appendix B of this plan

4.2. Upon Notification That There Is a loss of Municipal Power

Stage 2

Facilities Manager/Delegate

- Notify Reception of Stage 2 Power Loss
- Assume the role of Operations Officer in the Incident Management System and report to the Sydenham 2 South Boardroom to provide/receive initial update to/from the Incident Commander
- Notify any additional available Maintenance staff to assist
- Notify the PM Administrator
- Complete checklist in Appendix B of this plan
- Monitor and adjust building systems, loads, plant equipment, infection control systems, and life safety systems as required
- Monitor generator and emergency power status
- Provide regular reports to the PM Administrator in the Incident Command Centre at ext. **3131** (Sydenham 2 South Boardroom)
- Refer to Incident Command Centre section of plan for further instructions – Page 19**

Director of Facilities Management/Delegate

- Assume the role of Planning Officer in the Incident Management System and report to the Providence Manor Sydenham 2 South Boardroom
- Update the Director of Protection Services/ Delegate on the status of the incident

- Liaise with Security Services in the Incident Command Centre to prioritize areas affected by the loss of power and dispatch Maintenance response
- Determine the expected length of municipal P.U.C power loss, where possible
- Refer to Incident Command Centre section of plan for further instructions – Page 19

Maintenance Staff

- Report to the Maintenance department for required response to power loss
- If Facilities Manager is not onsite, complete checklist in Appendix B of this plan
- Proceed to the RHAs to check for issues
- Respond to affected areas based on priority need as designated by Facilities Manager/Delegate

4.3. Upon Notification That There is a Loss of Emergency Generator Power in Conjunction with a Loss of Municipal Power**Stage 3****Director of Facilities, Maintenance & Engineering**

- Contact an external agency to provide a replacement generator(s) equivalent in size and power to provide functionality for the Home
- Complete any required steps from section 4.2, Stage 2 response

Facilities Manager/Delegate

- Complete any required steps from section 4.2, Stage 2 response
- Prepare for the arrival of the replacement generator(s)

Recovery**4.4. Upon Notification That the Crisis has Concluded****Stage 1****Facilities Manager/Delegate**

- Notify Reception to announce an All Clear
- Conduct a debriefing with Maintenance staff

Maintenance Staff

- Participate in a debriefing session with Facilities Manager
- Resume normal duties

Stage 2**Facilities Manager/Delegate**

- Ensure transfer from generator power back to Municipal power has occurred
- Ensure all home areas have power

- Conduct a debriefing with Maintenance staff

Stage 3

Facilities Manager/Delegate

- Ensure all home areas have power
- Ensure generator repairs or replacement has occurred
- Conduct a debriefing with Maintenance staff

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5.0 Protection Services

Response

5.1. If Loss of Power is Due to Failure of Any Internal Electrical Components and/or Power Distribution

Stage 1

Kingston Hospitals' Security Operations Centre Operator

- Notify Mobile Patrol Supervisor of Stage 1 power loss and location, if not already aware

Mobile Patrol Supervisor

- Ensure Maintenance has been notified
- Report to Providence Manor and assess the severity of the power outage and determine the level of response required
- Advise staff to ensure that essential equipment is plugged into red outlets
- Determine if emergency lighting needs to be/has already been distributed throughout the Home (magnetic "puck" lights are available in the Assistant Director of Care's (ADOC) office on Montreal 4 (1-4062))
- Search risk areas, which may have been impacted by the power loss (e.g., elevators, stairwells, vestibules, areas without emergency power)
- If required, control traffic of designated elevator (Sydenham Street elevator under normal conditions) to ensure the continuation of resident transfers and deliveries of meals. If required, contact On-call Manager to approve calling in additional security staff to operate the elevator

After Reception is off duty

- During the absence of the Administrator and Director of Care, liaise with the Assistant Director of Care or Resident Home Area RNs
- Prepare to transfer command to a higher authority and respond as directed

5.2. Upon Notification That There is a Loss of Municipal Power

Stage 2

Security Operations Centre Operator

Notify:

- Director of Protection Services/On-call Manager
- Mobile Patrol Supervisor

- If authorized by the Incident Commander to activate EOC call back (request location for EOC):
 - Activate the Providence Care EOC through notification via Call-Em-All Providence Manor First Response contacts. Advise EOC members there has been a loss of power at Providence Manor and to report to the location provided by Incident Commander, with identification
- If you are contacted with ongoing information concerning the loss of power, notify the Incident Commander at (PM ext. 3131) when the Incident Command Centre is established

Mobile Patrol Supervisor

- Ensure the announcement of Stage 2 Power Loss has occurred
- Assume lead responsibility in the absence of the Director of Care/Assistant Director of Care
- Report to the generator room and verify that the generator is running
- The following departments/on-call managers must be notified:
 - Maintenance(Facilities Management)
 - Director of Care/Delegate
 - Administrator On-Call
 - Food and Nutrition Services (refrigerators may be down)
 - Providence Care Help Desk (due to effect on computer network)
 - Director of Community & Personal Support Programs (if Hildegard Centre is affected)
- Advise staff to ensure that essential equipment is plugged into red outlets
- Search risk areas, which may have been impacted by the power loss (e.g., elevators, stairwells, vestibules, areas without emergency power)
- If required, control traffic of designated elevator (Sydenham Street elevator under normal conditions) to ensure the continuation of resident transfers and deliveries of meals. If required, contact On-call Manager to approve calling in additional security staff to operate the elevator.
- Prepare to transfer command to a higher authority and respond as directed
- If you are contacted with information pertinent to any risk issues notify the Manager of Emergency Management, Parking and Security Operations Centre, who will notify the Incident Command Centre
- As soon as possible, survey all sites to determine the extent of the power loss at each site and any changes regarding power loss

Director of Protection Services/Delegate

- Assist with set up of Incident Command Centre, as required
- Refer to Incident Command Centre Section of Plan on page 19 for further instructions

Manager of Emergency Management, Parking, and Security Operations Centre/Delegate

- Report to the Sydenham 2 South Boardroom
- Refer to Incident Command Centre Section of Plan on page 19 for further instructions

Manager Security, Life Safety & Access Control/Delegate

- Ensure the continuation of Security Mobile Patrol functions for all sites
- Call in extra staff if required
- Ensure Mobile Patrol Supervisor surveys all sites to determine the extent of the power loss at each site and any changes regarding power loss
- Report all sites level of power loss to the Incident Commander and provide site updates regarding changes in power loss

5.3. Upon Notification That There Is a Loss of Emergency Generator in Conjunction with Loss of Municipal Power

Stage 3

Director of Protection Services/Delegate

- Complete any required steps from section 5.2, Stage 2 response
- Report to the EOC located at Providence Care Hospital to assume the role of Emergency Management/Liaison Officer
- Provide update to EOC
- Prepare for the possibility of an evacuation (Refer to Code Green Plan)

Manager of Emergency Management, Parking and Security Operations Centre/Delegate

- Complete any required steps from section 5.2, Stage 2 response
- Distribute extra flashlights as needed
- Ensure the EOC is appropriately informed of any identified risk issues
- Prepare for the possibility of an evacuation (Refer to Code Green Plan)

Recovery

5.4. Upon Notification That the Crisis Has Concluded

Director of Protection Services/Delegate

- Prepare for team debriefing

Manager of Emergency Management, Parking and Security Operations Centre/Delegate

- Ensure that all documentation is collected for debrief preparation
- Ensure the return and proper storage of all search kits
- Update maps, checklists and supplies in each search kit, if necessary
- Ensure that a comprehensive occurrence report is filed immediately
- Dismantle the EOC/ICC and update supplies as needed
- Participate in a team debriefing
- Resume normal duties

Manager of Security, Life Safety & Access Control/Delegate

- Participate in a team debriefing
- Provide direction to Mobile Patrol Supervisor
- Resume normal duties

Mobile Patrol Supervisor

- Participate in a team debriefing
- Resume normal duties

Kingston Hospitals' Security Operations Centre

- Prepare documentation for debriefing
- Participate in a team debriefing
- Resume normal duties

6.0 Incident Command Centre

Response

6.1. Upon Notification That There Is a Loss of Power Due to Failure of Any Internal Electrical Components and/or Power Distribution

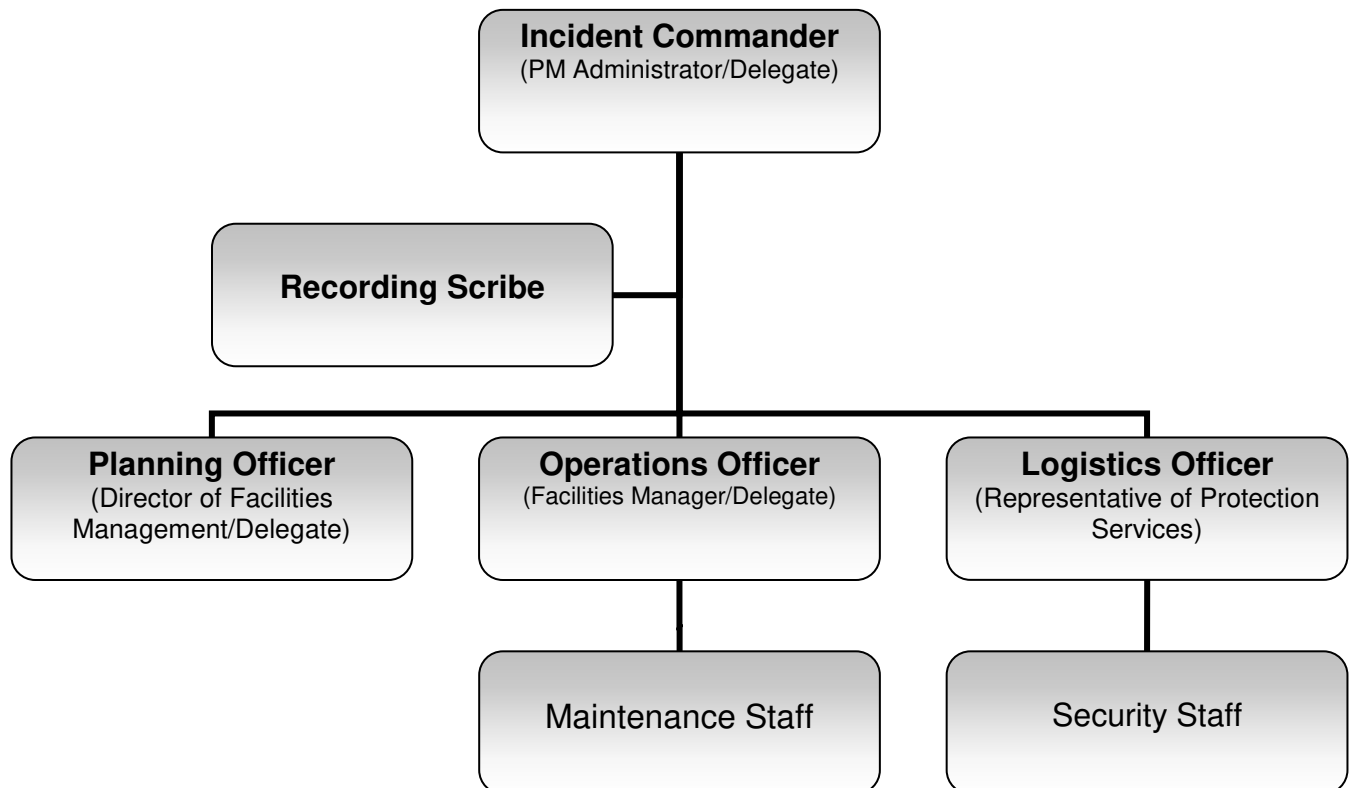
Stage 1

During Stage 1 Loss of Power there is, usually, no need to establish an Incident Command Centre, unless the isolated area of the power loss is critical to Home functions. The Facilities Manager/Delegate will act as Incident Commander of the incident.

6.2. Upon Notification That There is a Loss of Municipal Power

Stage 2

Incident Management System



Incident Commander – PM Administrator/Delegate

- Establish the Incident Command Centre (Sydenham 2 South Boardroom)
- Request an overhead announcement that Incident Command has been established in the Sydenham 2 South Boardroom
- Appoint the following positions, only if the regular assigned persons are not available:

Planning _____

Logistics _____

Operations _____

Recording Scribe _____

- Ensure all elevators are checked for entrapment
- The following departments/on-call managers must be notified:
 - Maintenance (Facilities Management)
 - Director of Care/Delegate
 - VP Community Programs and Long Term Care
 - Providence Care Administrator On-Call
 - Food and Nutrition Services (refrigerators may be down)
 - Director of Community & Personal Support Programs (if Hildegard Centre is affected)
 - Help Desk/Director of Information Management & Technology/Delegate
- Check status of vaccines in Occupation Health Nurse office refrigerator
- Receive status report/discuss initial action plan with required positions
- Contact Providence Care Communications office to assist with internal and external messaging
- Liaise with VP Community Programs and Long Term Care\Delegate and assess the need to activate the corporate Emergency Operations Center (EOC) and call back of the senior leadership team
 - If required, notify Security Operations Centre Operator to call Providence Care Corporate EOC members, and have them report to the EOC at Providence Care Hospital, if appropriate
- Request Reception to make an overhead announcement regarding a reduction of water pressure on levels 5 and 4 due to the loss of power
- Discuss welfare check of Sisters' Residence

- Check status of gardens and any residents inside. Any residents in gardens would need to be escorted to Sydenham elevator (#4)
- Authorize staff fan-out lists as required in consultation with Management Team
- Prepare to provide a situational report to the VP Community Programs and Long Term Care/President & CEO/Delegate
- Ensure the EOC is appropriately informed of any identified risk issues
- Be prepared to transfer command to a higher authority (i.e. CEO)
- Be prepared to activate the Loss of Communications plan if telephones are affected
- Prepare for response should the power loss be upgraded to Stage 3

Planning Officer – Director of Facilities Management /Delegate

- Continue communication regarding municipal P.U.C. updates
- Regularly assess risk and make recommendations on length of power loss and any special needs including the shutting down of specific equipment as part of energy conservation
- Provide regular reports to the Incident Commander
- Prepare for response should the power loss be upgraded to Stage 3
- Initiate the recall of off-duty Maintenance personnel, as required
- Ensure the continuation of Maintenance functions in the remainder of the resident home

Logistics Officer – Representative of Protection Services

- Prepare for the search of the home to identify areas affected by the loss of power
 - Gather and prepare search team kits, if required
 - Source staff to prepare to assist in the comprehensive search of the Home, if required, and unplug any non-essential power draw
 - Be prepared to coordinate search teams, including appointing search team leaders
 - Notify the Facilities Manager of the areas affected by the loss of power for Maintenance response
- Be prepared to provide provisions for the Incident Command Centre in the event of an extended emergency (i.e. food, water, etc.)
- Provide radio communication as necessary to Incident Command Centre
- Assess the need for extra flashlights and source, as required
- Prepare for the termination of the emergency and any debriefing requirements

Operations Officer – Facilities Manager/Delegate

- In conjunction with PM Administrator/Delegate, initiate the reduction of non-essential services to reduce power demand
- Assign someone to the generator room and monitor emergency power status
- Allocate and deploy staff as necessary to manage loss of power and to assist with the resumption of normal power
- Arrange for a replenishment of the generator's fuel supply
- Assess impact of power loss of network and communication systems and report to the Incident Commander

Recording Scribe

- Answer phone in the Incident Command Centre (Sydenham 2 South Boardroom ext. 3131)
- Document all actions within the Incident Command Centre
- Prepare for the termination of the emergency and any debriefing requirements (i.e. paper, pens, location, etc.)

6.3. Upon Notification That There Is a Loss of Emergency Generator Power in Conjunction with a Loss of Municipal Power**Stage 3****Incident Commander – PM Administrator**

- Complete Section 6.2 Stage 2 actions, as required
- Advise the Emergency Operation Centre, if active, of the loss of the generator
- Authorize Reception to announce overhead "Stage 3 Power Loss"
- Ensure Providence Care Communications office has been contacted to assist with internal and external messaging
- Consider whether the Home can defend in place or prepare for the possibility of an Evacuation (Code Green)

Planning Officer - Director of Facilities Management

- Complete Section 6.2 Stage 2 actions, as required
- Contact an external agency to provide a replacement generator(s) equivalent in size and power to provide functionality for the Home
- In the event the replacement generator is unable to power the entire Home ensure generator power is maintained in areas that provide essential Home functions

Operations Officer - Facilities Manager/Delegate

- Complete Section 6.2 Stage 2 actions, as required
- Prepare for a response should the power loss continue for an extended time

- Prepare for the arrival of the replacement generator(s)

Logistics Officer - Representative of Protection Services

- Complete Stage 2 actions, as required
- Prepare to receive any risk issues from Security Officers
- Be prepared to assume role of Incident Commander of the Incident Command Centre when the Emergency Operations Centre is activated

Recovery**6.4. Upon Notification that the Crisis has Concluded****Stage 1****Facilities Manager/Delegate**

- Prepare for a debriefing with Maintenance staff and the PM Administrator

Stage 2**Incident Commander**

- Upon notification from the municipal P.U.C. that the municipal power has been restored authorize Reception to announce an All Clear
- Participate in a debriefing session with Incident Command Centre staff
- Prepare for a debriefing with the EOC, if it was established
- Instruct staff to resume normal duties

Planning Officer

- Participate in a debriefing session with Incident Command Centre staff
- Debrief with the Facilities Manager and Maintenance staff
- As needs decrease in the response, deactivate positions and return Maintenance staff to their usual functions in a phased manner

Operations Officer

- Participate in a debriefing session with Incident Command Centre staff
- Debrief staff on lessons learned and procedural/equipment changes needed
- In conjunction with Director of Facilities Management, instruct staff to resume normal duties

Logistics Officer

- Participate in a debriefing session with Incident Command Centre staff
- Ensure replacement of search kit supplies if utilized
- Compile any reports for debriefing

Stage 3**Incident Commander**

- Upon notification from the municipal P.U.C. that the municipal power has been restored, assess the level of restored power and authorize an All Clear
- Prepare for a debriefing with the EOC
- Participate in a debriefing session with Incident Command Centre staff
- Instruct staff to resume normal duties

Operations Officer

- Ensure power has been restored to all home areas
- Participate in a debriefing session with Incident Command Centre staff
- Debrief staff on lessons learned and procedural/equipment changes needed
- Instruct staff to resume normal duties

Logistics Officer

- Participate in a debriefing session with Incident Command Centre staff
- Ensure replacement of search kit supplies if utilized
- Compile any reports for debriefing
- Resume normal duties

Planning Officer

- Participate in a debriefing session with Incident Command Centre staff
- Debrief with the Facilities Manager and Maintenance staff
- As needs decrease in the response, deactivate positions and return Maintenance staff to their usual functions in a phased manner

7.0 Providence Manor Administrator/Delegate³

Response

7.1. Upon Notification of Loss of Power Due to Failure of Any Internal Electrical Components and/or Power Distribution

Stage 1

- Contact the Maintenance and request status report
- Determine the need to set up the Incident Command Centre

7.2. Upon Notification That There is a Loss of Municipal Power

Stage 2

- Report to Sydenham 2 South Boardroom and set up Incident Command Centre
- Assume role of Incident Commander. Refer to page 19
- Receive status report/discuss initial action plan with required positions, refer to page 19
- Prepare for response should the power loss be upgraded to Stage 3

7.3. Upon Notification That There is a Loss of Emergency Generator in Conjunction with a Loss of Municipal Power

Stage 3

- Report to Sydenham 2 South Boardroom and set up Incident Command Centre
- Assume role of Incident Commander. Refer to page 19
- Assess the extent of the emergency within the area and if there is no option to defend in place and consider activating Code Green

Recovery

7.4. Upon Notification That the Crisis Has Concluded

- Arrange for a debrief session between Incident Command and the corporate Emergency Operations Centre, if activated
- Arrange for a debrief session with involved staff

³ Delegate refers to the next level of appointed authority; in this case the Director of Care or the Administrator on-call

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8.0 Assistant Director of Care/Nurse in Charge

Response

8.1. Upon Receiving the Loss of Power Notification

- In the absence of the Administrator or Director of Care, assume command until relieved by a higher authority. Refer to page 19
- Determine the impact of the loss of power on Resident Home Areas
- Assess the needs of the Resident Home Areas for staff and supplies if power loss continued for a number of hours (Appendix A – Loss of Power Assessment Form can be utilized for this)
- Ensure that response is completed for nearby areas which may not be staffed

Recovery

8.2. Upon Notification That the Crisis Has Concluded

- Participate in a debriefing session with involved staff
- Upon hearing the “All Clear” advise staff to resume normal operations
- Refer any media inquiries to the Providence Care Communications office

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9.0 Hildegarde Centre

Response

9.1. Upon Receiving the Loss of Power Notification

Refer to All Staff (page 5) section for further information

- Assess the impact of the power loss on your area (Refer to Appendix A – Loss of Power Assessment Form)
- Notify Maintenance by way of Reception of any areas **critical to functionality** that are without power. If Maintenance is not on duty, contact the Assistant Director of Care or Nurse in Charge
- Notify Director of Community & Personal Support Programs
- Move any residents with critical care equipment, that is not working, to another area where power is operational
- Where possible, contact family members to inform them of the power loss and arrange pick up of clients

9.2. Upon Notification That the Crisis Has Concluded

- Advise clients, residents and visitors that the power loss is over
- Refer any media inquiries to the Providence Care Communication office
- Resume normal duties

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11.0 Appendix B: Maintenance Power Loss Checklist

Mag Lock Reset Located Level 2 Lobby Fire Panel Room

Date: _____





Name: _____

Item	Location	Checked
Generator P.M	Lower Mechanical Room Level 1 to 0	
Generator Fuel Level	Lower Mechanical Room Level 1 to 0	
Fan AHU4	Lower Mechanical Room Level 1 to 0	
DHW Basement	Lower Mechanical Room Level 1 to 0	
Steam Boiler	Lower Mechanical Room Level 1 to 0	
Chiller	Lower Mechanical Room Level 1 to 0	
Compressor	Level 0 @ Maintenance	
Automation Display	Level 1 Maintenance Office	
Fan AHU6	Level 1 in Stores	
Garden Gate Mag Lock	Haughian Garden	
Fan Coil Units 1 & Return Fan	Interstitial level 2	
Fan Coil Units 2 Fan	Interstitial level 2	
Fan Coil Units 4	Interstitial level 2	
Elevator 4	Level 2 Sydenham	
DHW Penthouse	Penthouse 1	
Fan AHU1	Penthouse 1	
Fan AHU2	Penthouse 2	
Boilers 1	Penthouse 2	
Boiler 2	Penthouse 2	
Boiler 3	Penthouse 3	
Boiler 4	Penthouse 3	
Fan AHU3	Penthouse 3	
Fan AHU5	Penthouse 3	
HVAC Serv 1	Roof Sydenham	
HVAC Serv 2	Roof Montreal	

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12.0 Appendix C: Emergency Power Cart Instructions

Location: Providence Manor Supply Room Montreal 1 - Room 1-1048

Visual	Description
   	<p>Emergency power receptacle. (Cart must be plugged in here when not in use)</p> <p>Power on switch, Toggle switch up to turn on unit.</p> <p>Receptacle port. Plug electric bed in here.</p> <p>Cart back in its location and plugged in to Emergency power receptacle. Ensure power on switch is in the OFF position (Down).</p>

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