

Manual:	Emergency Preparedness	Reference No.:	008090.00
Section:	Code Orange – Disaster Contingency Plans		
Subject:	<b>Withdrawal of Service / No Staff Available</b>		

**POLICY:**

It is the policy of APANS Health Services to ensure there is a plan to provide for the delivery of essential care and services in the event of withdrawal or interruption of services.

**PROCEDURE:**

In the event of a withdrawal of service / no staff available:

- Employees in the building will remain on duty until relieved or other instructions are received
- The Charge Nurse will call in the Executive Director, Director of Clinical Services and other members of the Management Team, if not already in the building; the Management Team will remain on duty during the course of the emergency or until other instructions are received

The Executive Director, or designate, will notify:

- CEO or designate of APANS Health Services
- Ministry of Health and Long Term Care (Critical Incident must be completed for essential service disruption lasting longer than 6 hours)

For an extended event of withdrawal of service / no staff available:

- The Director of Clinical Services will notify the Registered Staff to maintain their schedules and for extra help as needed; Nursing agencies will be notified and staffing patterns will be established
- Department managers will contact off duty staff (i.e. – Computerized Phone System) and arrange for them to get to work if at all possible; may entail arranging car pools or other transportation
- Physicians are notified of the situation and the Advisory Physician will assess the residents for possible discharge; Registered Staff to assist in this process
- Director of Programs and Support Services will notify volunteers; request assistance particularly with meal times
- Director of Culinary Services will assume the role of the cook; emergency procedures for dietary services will be initiated
- Human Resources Development Canada - Employment Centre or an employment agency will be contacted for workers in the kitchen, laundry and housekeeping departments
- Director of Business Services will notify families of the situation; request to have one member present to attend to the Resident or take the Resident home
- Relatives, agency personnel and volunteers are to be called if the situation warrants

If the situation warrants, Residents shall be discharged to their own families where possible. This will be determined by the Executive Director in consultation with APANS Health Services.

Refer to: Pandemic Plan