



DISASTER AND EMERGENCY PLAN

AUGUST 2018

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INTRODUCTION

Traverse Independence recognizes that disasters and emergencies can happen in the workplace or in the community at large. These occurrences may seriously affect our clients, staff, and volunteers and affect our ability to deliver the quality service that our clients require.

In case of an emergency or disaster, Traverse Independence will provide clear guidelines and support through an Emergency Operations Centre (EOC) if necessary, that provides employees with the required direction and information to deal with the disaster. The purpose of this information is to state the process of preparing, responding to, and recovering from any unplanned event that could have a negative effect on the organization so that we can protect the health and safety of our clients, caregivers and staff, minimize any inconvenience and minimize damage to facilities.

We will provide support to those most affected, attempt to reduce suffering and minimize loss of life, protect public health if possible, protect the environment where possible, and reduce economic and social loss. Every attempt will be made to maintain communication with employees, families and clients and the public at large. We are accountable to our clients, funders and the public for effective service and maintain effective public relations.

DEFINITION

A disaster or emergency is a situation or incident that causes or has the potential to cause great harm, trauma, or substantial loss to persons or property.

Potential emergencies

- Fire
- Power loss
- Sexual or physical assault
- Bomb threat
- Hostage taking
- Person with weapon
- Acts of God e.g. earthquake
- Extreme Weather e.g. tornado

LEVEL OF ACTIVATION

There are three levels of activation as described below. It is important to determine the level of activation to develop the scope of the response.

Level 1

Level 1 action reflects events that are normally managed by the organization or local resources. However, there is the potential for the event to escalate and it requires

monitoring only. There is little or no need for site support activation and the event will be closed in a relatively short period.

Level 2

Level 2 events are emergencies that are of a larger scale or longer duration and may involve limited evacuations, additional or unique resources or similar extraordinary support activities. If the event cannot be managed from the local site, this level may require the activation of an Emergency Operations Centre (EOC). E.g. fire at one of the sites.

Level 3

Level 3 events are of a large magnitude and/or long duration and multiple sites may be involved. The situation may involve a multi-government response or EMS response. E.g. tornado, earthquake, ice storm, massive and lengthy power outage.

PRIMARY CONTACTS

The primary contact for the disaster is the CEO or designate (in the case the CEO is not available). The secondary contact will be either the president of the board of directors or a substitute board member.

Toby Harris, CEO	t.harris@travind.ca	519 580-0767
Brian Clarke, board President	bclarke1661@rogers.com	519-594-2430

AUTHORITY AND CHAIN OF COMMAND

The authority and chain of command in a level 2 or level 3 emergency will be the following succession:

1. CEO or designate (director of Client Services, Finance or manager of HR)
2. President of the board or alternate board member.

COMMUNICATION IN THE EVENT OF AN EMERGENCY SITUATION

INTERNAL COMMUNICATION

1. If after hours, the staff person who becomes aware of the situation calls the on-call manager. If during office hours, the staff person who becomes aware contacts the site supervisor. (If they are not available the on-call manager is to be contacted.)
2. The on-call manager then assesses the level of activation. If the incident falls within a Level 2 or 3 activation, the CEO or designate must be notified immediately.

3. The CEO or designate in turn will contact the president of the board of directors.
4. The CEO or designate will contact senior management and site managers and provide them with available information and assign specific duties which would include informing employees, clients and caregivers/families of the situation as appropriate.
5. If necessary, the CEO will establish an Emergency Operations Centre (EOC) or point of contact for information and phone calls.
6. Managers will call front line staff to inform them of the situation, so that they can prepare themselves psychologically for the incident. Managers will update the staff frequently, so they have accurate information.
7. The situation may require that staff:
 - secure the scene
 - go directly to designated site and await further instructions
 - go to designated site and begin pre-assigned duties
 - stand by and await further instructions.

EXTERNAL COMMUNICATION

1. The CEO will designate one staff member to be responsible for media and public announcement strategies within the first 2-3 hours. The staff member will define and implement:
 - Public announcements
 - Media statements
 - Statements for family members
2. The staff member will maintain a media log to document names, phone numbers, and times of contact with all media representatives.
3. If applicable, the CEO or designate will debrief all the media on the nature of the occurrence through a press conference.

GENERAL PROCEDURES FOR RESCUE AND EVACUATION

The following procedure is general in nature, in order to cover the basic steps in many types of emergencies and disasters. Please note that not all steps will apply to each emergency/disaster situation. Determination will be made by CEO or designate to manage the plan specific to the disaster or emergency.

1. Upon involvement or discovery of a disaster or emergency contact 911 if required. In most cases, this would be in the case of an injury incident involving a level 2 or 3 disaster.

2. If safe to do so, prevent further danger and call for assistance, remain to assist, reassure and give first aid if required.
3. If a client, caregiver or employee needs to go to the hospital emergency department ensure hospital and/or police have necessary information and awareness of services offered by Traverse Independence. If the client requires communication assistance or behavioural support, an employee should accompany them if possible.
4. Contact site manager as soon as possible or next designated management person.
5. Evacuate remaining clients if appropriate. Await support from 911 personnel as required, for instance in a fire.
6. Remember to take the following items with you when you evacuate:
 - Disaster and Emergency binder
 - Site emergency box
 - Site keys
 - Site cell phone if applicable.
7. Staff who evacuate must report the evacuation as soon as possible to their manager or on-call manager. The manager will then contact other management staff and/or the CEO, depending on the level of activation of the occurrence.
8. Employee provides the following information to their manager: name of person calling, time, and nature of disaster, location, and contact phone number.
9. If necessary, the CEO or designate will notify the Waterloo Wellington Local Health Integration Network, the Ministry of Health and the Ministry of Labour.

STEP BY STEP RESPONSE

INITIAL RESPONSE – 1 TO 3 HOURS POST DISASTER OR EMERGENCY

- If necessary, determine with first responders, the extent of the emergency, danger, and damage. Staff will only assist as directed by the emergency response services, i.e. police or fire department.
- If necessary or ordered, activate the evacuation to move clients to their alternate accommodation. Arrange for family care, temporary services/personal care or any assistance for those affected by the disaster.
- Notify affected families and/or caregivers.
- Management will cooperate with local authorities to provide access to client files or employee files upon request.

ONGOING RESPONSE – 3 TO 12 HOURS

The CEO or designate will:

- Determine necessity of new worksite or headquarters and inform clients, staff, families, volunteer and the board of directors. Develop plan and implement.
- Contact the Waterloo Wellington Local Health Integration Network and MOH.
- Contact legal counsel.
- Contact insurance company regarding liability.
- Ascertain need for assistance from other agencies, e.g. Red Cross, counselling agencies.
- Conduct an employee meeting to ensure that all employees are aware of the situation; know what is expected of them and what supports are available.
- Identify staffing needs and design new staffing schedule to meet client needs.
- Complete a staff planning exercise to review staff resources, schedules, and employee lists, volunteers, purchase service opportunities, etc.
- Determine need for clothes, blankets, medication, equipment, and staffing levels. Consult the Emergency Contacts List for resources. Maintain records of all used/borrowed equipment; dates to be returned, costs, etc. Contact Red Cross for blankets and equipment. Locate equipment as required.
- Activate employee supports as deemed appropriate for the situation.
- Initiate planning for return to the affected site.
- Debrief clients, families and caregivers as appropriate.

POST-DISASTER REVIEW

- Prepare an analysis and written summary of the overall response. Recommend any improvements to response.
- Conduct an analysis of support provided to staff throughout management of the occurrence. Recommend changes and highlight any gaps.
- Prepare an analysis of public relations response.
- Engage with staff, clients, families and caregivers for post-disaster feedback.
- Review the Disaster Manual for possible quality improvements.
- Complete Key Contacts Log (Appendix).

LOCATION OF EMERGENCY EQUIPMENT

To ensure immediate supplies are available to staff in the event of an emergency or black-out and to support the safety of all employees, clients and caregivers, Traverse Independence recognizes the importance of immediate supplies available to staff. In the event of a power outage or emergency/disaster, staff may be without power or supplies for a length of time.

Alarm systems and fire extinguishers are maintained and tested on an annual basis by an external vendor.

Supervisor Responsibilities:

- To maintain an emergency and first aid kit that are easily accessible to all employees in the site office.
- To inspect or assign someone to inspect the emergency and first aid kit and equipment quarterly.
- To maintain an emergency and first aid kit inspection log and keep it attached to both kits.

Each site emergency kit should include the following items:

- Bottled water
- Flashlight and extra batteries
- A whistle to signal for help
- Dust masks
- Garbage bags and moist towelettes
- Toilet paper and paper towels
- Hand sanitizer.

GENERAL PROCEDURES FOR RESCUE AND EVACUATION

Some emergencies/disasters may require the evacuation of the site. The CEO or designate will direct evacuation. Additional employees may be called in to assist in the event of an evacuation.

DEFINITIONS

- Crisis Evacuation: Employees are not responsible for crisis evacuations if the evacuation places them in jeopardy. This is the responsibility of the emergency

authorities such as the police and fire department. In cases of jeopardy, employees are responsible for their own evacuation only.

- Precautionary Evacuation: Precautionary evacuations are performed when the safety at the location is uncertain. In a precautionary evacuation, external conditions are likely to endanger people's health and safety. Emergency authorities such as police, fire officials, utility personnel, or the manager may order a precautionary evacuation.

SUCCESSIVE STAGES OF EVACUATION

Staff will follow these stages of evacuation:

- Site Evacuation: Remove persons from the threatened area to an area of safety.
- Horizontal Evacuation (same floor, different place): Move persons along a corridor and beyond a fire door to a place of safety on the same floor. This may only be possible in buildings with designated fire zones. Move persons from the affected area of the floor or building to the opposite side, furthest from the danger.
- Vertical Evacuation (from one floor in a building to different floor): Move persons from the affected floor of the building to the building's lobby or outside to await further instructions.
- Total Evacuation: Move persons from the affected building. This may be outside or to another building depending on severity and location of the situation, available time, weather conditions, and other facilities ready to receive persons.

TRAINING AND PRACTICING OF EVACUATIONS

Evacuation plans are to be shared with new staff and clients during their orientation to the program. This is the responsibility of the site manager.

The evacuation plan is to be presented to all staff once annually by the site manager. This will be done in conjunction with the Health and Safety Committee.

The evacuation plan is to be reviewed with all clients at least on an annual basis. Some clients may need the plan reviewed more often due to cognitive impairments.

Evacuations at Tagge Street, Opportunity Centre, and Stanley Ave are to be practised in conjunction with fire drills monthly.

Evacuations at Union Lane, Strasburg, Fergusson, and Head Office are to be practised in conjunction with fire drills at a minimum of once annually.

SHELTER IN PLACE PLAN

- In the event that relocation of clients is necessary, they will be relocated to the Opportunity Centre or the Tagge Street Group Home basement level. The Group Home

basement can only be used if the elevator is in working order or if the clients affected can walk down the stairs. Fergusson Place clients would be located to the Best Western Hotel.

- In this event the manager or on-call manager will contact the manager of the Traverse Independence Day Programs and Tagge Street Group Home to advise of the situation:

ASSEMBLY SITES

The address and contact information for the assembly sites are as follows:

The Opportunity Centre
Driftwood Plaza
450 Westheights Drive, Suite 18A
Kitchener, ON N2N 2B9
Tel. 519-741-5845 ext. 2401 or 2502

ABI Group Home
120 Tagge Street
Kitchener, ON N2K 3V9
Tel. 519-741-5845 ext. 2401

Best Western Hotel
830 St David Street North
Fergus, ON N1M 2L2
Tel. 519-843-2100

Contracted transportation providers can be contacted to relocate clients if required

SPECIFIC SITE EVACUATIONS

General Area of Refuge

Ensure clients, staff, and visitors to the house are evacuated from the building or if exit is not possible, to area of refuge - front foyer and lower landing beside the elevator. If necessary clients will be relocated to the Opportunity Centre Day Program, Tagge Street Group Home or the Best Western. Each fire plan designates a site-specific meeting place in the case of an emergency.

Community Partners

Emergency personnel, WWLHIN, MOH, Best Western Hotel Fergus

1. HEAD OFFICE

Procedure

If you detect smoke, fire, or unknown odour, pull the fire alarm.

1. Exit the building through the front door or exit at back of office - whichever is closer and safest.
2. If not in personal jeopardy, staff will take the Disaster and Emergency binder and the visitor log sheet out of the building (located on credenza of front reception).
3. Call 911, once you are outside of the building.
4. Everyone is to meet across the parking lot on sidewalk in front of building
5. Staff will inform emergency response services (fire department, police, and ambulance) of the location of any person(s) still in the building.

If exits are blocked:

1. Remain calm and call 911.
2. Stay in room you are currently in or find a room where you can go in and close the door. Once in the room, close door and block the area underneath the door to prevent smoke from coming in.
3. Remain calm. Wait for fire department, police, and ambulance to arrive.

If someone in bathroom or other office area:

1. If not in personal jeopardy, assist them to exit the bathroom and the building.
2. Once outside, call 911
3. If you cannot assist them to exit due to safety, tell them to remain there until fire department arrives.
4. If personal safety allows, put a fire blanket on floor in front of door to keep smoke out.
5. Exit building and wait for emergency services to arrive and inform them that someone is in the bathroom.

Area of Refuge

The grassy area across the parking lot from the main entrance

Community Partners

Emergency personnel, WWLHIN, MOH

Practice Schedule

Once per year

2. TAGGE STREET

In case of fire and if personal safety is not in jeopardy staff are to initiate evacuation.

Sequence of Evacuation

1. Clients in room where fire is located
2. Clients in room(s) next to and opposite the location of the fire
3. The remainder of clients in building

Things to consider

- Always evacuate ambulatory clients and those already in mobility devices (wheelchairs, scooters, commode chairs, etc.) first.
- Clients requiring transfers should be evacuated only if personal safety permits. (Alternative is to make client as safe as possible by closing doors and windows - inform client that fire fighters will assist them). Staff to exit building to meet fire fighters to inform them of the location of the client.
- Use the elevator to evacuate clients in the basement only if the fire is not in the elevator shaft.
- If basement evacuation is not possible, gather the clients in area of refuge and inform them that firefighters will assist them. Staff is to exit building and meet fire fighters.
- If fire is in area of refuge, gather clients in area by back door and inform them that firefighters will assist them. Exit building and meet emergency personnel.

Area of Refuge

Ensure clients, staff, and visitors to the house are evacuated from the building or if exit is not possible, to area of refuge - front foyer and lower landing beside the elevator. If necessary, clients will be relocated to the Opportunity Centre Day Program space.

Community Partners

Emergency personnel, WWLHIN, MOH

Practice Schedule

Once per month as per the fire plan

3. STANLEY AVENUE

Procedure

1. Remove client(s) from the immediate location of the fire.
2. Activate the fire alarm system by using the nearest pull station.
3. In the event that the power to the alarms is not working, notify all occupants of the fire by going around as much of the building as you can safely and yelling "FIRE" as loud as you can.
4. Call 911.
5. If personal safety is not jeopardized, try to extinguish the fire with ABC extinguisher.
6. If personal safety is not jeopardized, initiate building evacuation.

Sequence of Evacuation

1. Clients in room where fire is located
2. Clients in room(s) next to and opposite the location of the fire
3. The remainder of clients in building

Things to Consider

- Always evacuate ambulatory clients and those already in mobility devices (wheelchairs, scooters, commode chairs, etc.) first.
- Clients requiring transfers should be evacuated only if personal safety permits. (Alternative is to make client as safe as possible by closing doors and windows - inform client that fire fighters will assist them). Staff to exit building to inform firefighters where clients are located
- If evacuation is not possible, gather the clients in area of refuge and inform them that firefighters will assist them. Staff are to exit building and meet fire fighters
- Insure that clients, staff, and visitors to the house are evacuated from the building or if exit is not possible, to area of refuge. (2 separate kitchens on each level)
- The manager or designated staff person will obtain the Emergency Medical Binder if safety permits.
- The manager or designated staff person will ensure that no one re-enters the house until directed to do so by the Fire Department.
- Staff will notify fire chief of client(s) locations within the house and wait for further
- Instructions from the fire fighters.

- Staff will notify the on-call Program manager using the on-call manager cell number.

Carbon Monoxide Alarm Procedure:

1. If alarm sounds, call 911.
2. Evacuate all clients, employees, and visitors immediately.
3. Do not ventilate the area. The Fire Department will need to investigate the source of the carbon monoxide leak.
4. Do not re-enter the premises until notified by the Fire Department that it is safe to do so.
5. Notify the program manager.

Area of Refuge

The front corner of the property (Stanley Ave and Tagge Street)

Community Partners

Emergency personnel, WWLHIN, MOH

Practice Schedule

Once per month as per the fire plan

4. DAY PROGRAM

The procedures apply to staff and clients of The Opportunity Centre and Beginnings day program.

1. Remain calm.
2. If you detect smoke, fire, or unknown odour, exit the building immediately as follows:
 - Mobile clients should use rear door and move to grassy area at between parking lot and church.
 - Persons using wheelchairs should use front door and move to far left end of plaza sidewalk.
3. Staff will assist with persons using wheelchairs. Staff will aid evacuation as noted on the attached diagram/floor plan.
4. If not in personal jeopardy, staff will take the Disaster and Emergency Preparedness binder, the daily sign in book, and visitor sign in sheet.
5. The fire suppression system will alert the Fire Department; there is no need to call 911.
6. Staff will inform emergency response services (Fire Department, police, and ambulance) of location of clients still in the building.

7. If exits are blocked:

- Remain calm, as the alarm will alert the Fire Department.
- Stay in the room you are in, or if in the common area or kitchen, move to a room where you can close the door. Close the door and block the area underneath the door to prevent smoke from coming in.
- Remain calm while waiting for emergency response services.

8. If someone is in the bathroom:

- If not in personal jeopardy, assist them to exit the bathroom and the building.
- If you cannot assist them to exit due to safety risks, tell them to remain there until the Fire Department arrives.
- If personal safety allows, put a fire blanket on the floor in front of the door.

Area of Refuge

If exiting the front door staff and clients are to meet on the sidewalk and if exiting by the back door, employees are to meet in the church parking lot. If instructed by management, and after everyone has been accounted for, staff will contact family/caregivers of clients to pick them up and take them home. Clients, who cannot go home immediately, can be transported to the ABI Group Home for temporary refuge in the basement area.

ABI Group Home
120 Tagge Street
Kitchener, ON N2K 3V9
Tel. 519-741-5845 ext. 2401

Mobility Plus can be contacted to transport clients if required.

Community Partners

Emergency personnel, WWLHIN, MOH

Practice Schedule

Once a month

5. UNION LANE

Procedure

Staff, upon discovery of fire at a Union Lane supportive housing site, will:

1. Remain calm and ensure fire alarm has been activated.

2. Call 911 - Fire Department and leave area immediately.
3. If required and safe to do so, relocate client to opposite safe zone beyond the fire separation doors.
4. If safe to do so, staff proceeds down the stairwell to the front parking lot.
5. The staff person with the staff cell phone will:
 - Provide building manager and/or fire chief with vital information such as client apartment numbers, who is at home, etc.
 - Inform the manager on-call of the situation
 - Inform Lifeline of the emergency.
 - Staff will follow the instructions of the fire chief at all times.

Staff, upon hearing fire alarm at a Union Lane supportive housing site, will:

1. Remain calm. Staff in the office must immediately proceed to the front lobby via the closest safe stairwell. DO NOT USE ELEVATORS when exiting the building.
2. Staff who are with a client secure the client, shut all doors and windows, and proceed to the front lobby. DO NOT USE ELEVATORS when exiting the building.
3. Staff carrying cell phone will gather the emergency client box and the client fire checklist and proceed to the front parking lot, as outlined above.
4. In the event of a false alarm, staff will immediately inform all clients of the false alarm.
5. Staff carrying the staff cell phone will inform Lifeline and on-call manager of the situation.

Fire Drill Schedule:

A fire drill will be completed annually at Union Lane.

Community partners:

Emergency personnel, WWLHIN

Area of Refuge

After the initial evacuation, all staff and clients will meet in the parking lot area closest to Lancaster Street. Traverse Independence has arranged for all residents to be housed at the Opportunity Centre. United Taxi will be contacted for their accessible vans.

The Opportunity Centre
450 Westheights Drive, Unit 18A

Kitchener ON
N2N 2B9

Phone: 519-741-5845 ext. 2502

Fire Drill Schedule:

A fire drill will be completed annually at Union Lane.

6. EVACUATION OF STRASBURG ROAD

Procedure

Staff, upon discovery of fire at a Strasburg Rd. supportive housing site, will:

1. Remain calm and ensure fire alarm has been activated.
2. Call 911 - Fire Department and leave area immediately.
3. If required and safe to do so, relocate client to opposite safe zone beyond the fire separation doors.
4. If safe to do so, staff proceeds down the stairwell to the front parking lot.
5. The staff person with the staff cell phone will:
 - Provide building manager and/or fire chief with vital information such as client apartment numbers, who is at home, etc.
 - Inform the manager on-call of the situation
 - Inform Lifeline of the emergency.
 - Staff will follow the instructions of the fire chief at all times.

Staff, upon hearing fire alarm at a Strasburg Rd. supportive housing site, will:

6. Remain calm. Staff in the office must immediately proceed to the front lobby via the closest safe stairwell. DO NOT USE ELEVATORS when exiting the building.
7. Staff who are with a client secure the client, shut all doors and windows, and proceed to the front lobby. DO NOT USE ELEVATORS when exiting the building.
8. Staff carrying cell phone will gather the emergency client box and the client fire checklist and proceed to the front parking lot, as outlined above.
9. In the event of a false alarm, staff will immediately inform all clients of the false alarm.
10. Staff carrying the staff cell phone will inform Lifeline and on-call manager of the situation.

Fire Drill Schedule:

A fire drill will be completed annually at Strasburg Rd.

Community partners:

Emergency personnel

Area of Refuge:

In the case of an evacuation, all staff and clients will meet in the parking lot closest to Strasburg Road. Traverse Independence has arranged for all residents to be housed at the Opportunity Centre. United Taxi will be contacted for their accessible vans.

The Opportunity Centre
450 Westheights Drive, Unit 18A
Kitchener ON
N2N 2B9

Phone: 519-741-5845 ext. 2502

Fire Drill Schedule:

A fire drill will be completed annually at Strasburg Rd.

7. EVACUATION OF FERGUSSON PLACE

Procedure

Staff, upon discovery of fire, will:

1. Remain calm and ensure fire alarm has been activated.
2. Call 911 - Fire Department and leave area immediately.
3. Go to front lobby. If with a client, assist him or her out of the building, if not safe assist client to their apartment, close all windows and doors. The client will wait in his or her apartment to be rescued. Staff proceeds to the front lobby.
4. Provide building manager and/or fire chief with vital information such as client apartment numbers, who is at home, client locations, etc.
5. Inform the site supervisor and CEO.
6. Staff will follow the instructions of the fire chief at all times.
7. Staff will take the emergency access box with them.

Staff, upon hearing fire alarm at Fergusson Place, will:

1. Remain calm. Staff in the office must immediately proceed to the front lobby.

2. Staff who are with a client secure the client, shut all doors and windows, and proceed to the front lobby.
3. In the event of a false alarm, staff will immediately inform all clients of the false alarm.
4. Designated staff will inform the on-call manager of the situation.

Fire Drill Schedule:

A fire drill will be completed annually at Fergusson Place.

Community partners:

Emergency personnel

Area of Refuge:

In the event of a full evacuation, staff and clients are to meet in the parking lot in front of the main entrance of the building. Traverse Independence has arranged for all residents to be housed at the Best Western Hotel in Fergus, which is only ½ block away from the building. The majority of residents would be able to go to the hotel independently.

Fire Drill Schedule:

A fire drill will be completed annually at Fergusson Place.

WARNING SYSTEM

Traverse Independence does not have a formal emergency broadcast system. Traverse Independence does however; provide cell phones to all staff who work in the community, site employees, and management. Employees use the weather app and utilize the early warning systems, such as storm warnings or tornado warnings.

Internally, management uses BBM as a messenger system for emergency discussions.

All sites and community staff have email addresses. If IT systems are working, these can be used for emergency notifications.

PROCEDURE FOR ANNUAL REVIEW AND UPDATE

- The disaster and emergency plans for Traverse Independence are reviewed and updated annually by the JOHSC. Sections of it will be reviewed and updated as listed below:
- The Emergency Accommodation will also be discussed and confirmed where possible on an annual basis.
- The Emergency Contacts List in the Appendix will be updated as required.

DISTRIBUTION OF DISASTER POLICY AND DISASTER BINDER

Title	Number of Copies
President, Vice President, Secretary/Treasurer	3
CEO	1
Manager of Human Resources	1
Director of Finance	1
Director of Client Services	1
Program managers	4
Head Office - executive assistant	1
Union Lane Office	1
Fergusson Place Office	1
Strasburg Road Office	1
Tagge Street Office	1
Day Programs Office	1
Stanley Ave. Office (incl. Outreach)	1

APPENDIX A – EMERGENCY CONTACT NUMBERS FOR SENTINEL EVENTS OR SERIOUS OCCURRENCES

On-Call Manager	Cell: 519-580-3996
CEO, Toby Harris	Office: 519-741-5845, Ext. 2103 Work Cell: 519-580-0767
In the absence of the CEO: Andrea Vlasata, director of Finance	Office: 519-741-5845 Ext. 2104 Work Cell: 226-747-7375
In the absence of the CEO and director of Finance: Brian Clarke, board president	Cell: 519-594-2430

APPENDIX B – EMERGENCY CONTACTS

Fire, police, Ambulance, Security:

Emergency (Ambulance, Fire Dept., police)	911
Kitchener Fire Dept., Administration	519-741-2496
Direct Detect (Tagge St. Monitoring System)	519-741-2494
police (Non-Emergency), Kitchener, Waterloo and Cambridge	519-653-7700
O.P.P. (Non-Emergency), Wellington County	519-846-5930
O.P.P. Communication Centre	1-888-310-1122
Regional Telecom (Security System)	519-465-5942

Management:

on-call manager	Cell	519-580-3996
CEO, Toby Harris	Office	519-741-5845, Ext. 2103
	Work Cell	519-580-0767
In the absence of the CEO: Brian Clarke, President of the board	Cell	519-594-2430
In the absence of the CEO and the President Andrea Vlasata, director of Finance	Office:	519-741-5845 Ext. 2104
	Work Cell	226-747-7375

Emergency Supplies

Supplies: Canadian Red Cross, KW Branch	519-742-2785
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Transportation/Roads:

Mobility Plus - same day booking	519-744-8570
Grand River Transit	519-585-7555
Regional Road Closures, Traffic and Parking	519-575-4587
For Kitchener: United Taxi – Account # 80960	519-888-9999
For Kitchener: City Cabs	519-747-7777
For Fergus: United Taxi – Account # 80960	519-843-2424
For Fergus: Green Taxi – Account # Traverse Independence 001	519-820-4343

Hospitals/Medical/Mental Health:

Grand River Hospital, Switchboard	519-742-3611
St. Mary's General Hospital, Switchboard	519-744-3311
Cambridge Memorial Hospital, Switchboard	519-621-2330
Groves Memorial Hospital, Switchboard	(519) 843-2010
Guelph General Hospital, Switchboard	(519) 822-5350
Poison Information Centre, Ontario Region	1-800-268-9017
Telehealth Ontario	1-866-797-0000
Mobile Crisis Team	519-744-1813
Community Care Access Centre	519-748-2222
Here 24/7	1 844-437-3247

City of Kitchener /Utilities:

Regional Municipality of Waterloo (all departments)	519-575-4400
Kitchener Utilities (Gas, Water, Sewer Service)	519-741-2626

Municipal and Provincial Services:

Bruce Lauckner, Waterloo-Wellington LHIN	519-650-4472 Ext. 205
Miriam Johnston , MOH	Miriam.Johnston@ontario.ca
Ministry of Labour, Occupational Health and Safety Branch	1-800-268-8013

APPENDIX C – KEY CONTACTS LOG

Key contacts are internal or external individuals or organizations for which ongoing communication throughout the management of the disaster/emergency is required.

Please indicate those contacts made during the event by ticking in the appropriate box.

Immediate Contacts:

- Traverse Independence board Chairperson
 - Ministry of Labour
 - Insurer
 - Legal Council
 - Waterloo Wellington Local Health Integration Network
 - WSIB
 - Other:
-

Internal Contacts:

- Employees
- Clients
- Family members/caregivers
- board Members
- Volunteers

External Contacts:

- Purchase Service Agencies
 - Suppliers
 - Landlords/Resident Manger
 - Others:
-
-

APPENDIX D – CONTACT INVENTORY

Contact Inventory		
Non-profit Status Information	By-laws	Safe Head Office
	Policy Book	Office Executive Assistant
	Minute Book	Office Executive Assistant
	Corporate seal	Safe Head Office
	Articles of Incorporation	Safe Head Office
	Mission Statements	Website
Chartered Accountant/Auditor	Name	Edward M. Simon CA
	Phone number	(519) 744-1650
	Email address	simon@simoncorp.ca
Bank	Name	ScotiaBank
	Account number(s)	678760099015
	Branch representative(s)	Robyn Waites Transit 44362, 1144 Courtland Ave E, Kitchener N2C2H5 Robyn.waites@scotiabank.com
		Barbison Scott 101 Frederick Street Suite 700, N2H6R2, 519-571-6402 scottj.barbison@scotiabank.com
	Authorized cheque signers	CEO, Director of Finance, Board Treasurer, Board President, Board Vice-President
	Who has combination of office safe	Director of Finance, Payroll and Benefits Administrator, Accounts Payable Clerk
Payroll	Company name	Quadrant (QHR)
	Account number	4160
	Payroll representative	General Support
	Phone number	1-866-363-2246
	Email address	servicedesk@ccim.on.ca
	Company name	Advanced Tracker
	Account number	Bus No. 89385 3630

TRAVERSE INDEPENDENCE DISASTER AND EMERGENCY PLAN

	Payroll representative	General Support
	Phone number	1-888-531-3774
	Email address	support@advancedtracker.com
	Human resources information	Electronic - Access Database - QHR Files - Human Resources storage files Head office
	Personnel information location	Electronic - QHR, Advanced Tracker Files - Payroll & Benefits Administrator's office Archive 695 Strasburg Road
Benefits	Company name	See "Insurance" below
Financial Information Location	Employer/business number	Great Plains accounting Program. Sign in Accounts Payable Accounting Assistant, Accounting and Payroll Assistant, Payroll and Benefits Administrator
	Corporate filings list	File Retention schedule in Accounting Share/Filing
	Budget	CAPS with LHIN as per MSAA
	Financial statements current	Sent to Treasurer
	Financial statements previously audited	March 31, 2016
	Tax exemption certificates	
	Blank cheques	Accounts Payable Accounting Assistant
	Computer passwords	Director of Finance, Payroll and Benefits Administrator
	Donor records	Office Accounting and Payroll Assistant
	Client records	Electronic records on server - Paper files with Supervisors - Old clients Archive 695 Strasburg Rd. Insurance records with Director of Finance and Accounting and Payroll Assistant
	Employee records	Director of HR, HR Coordinator and HR and Payroll Assistant
	Vendor records	Office Executive Assistant
	Financial information	Director of Finance
Funding Sources	Name(s)	LHIN, MOHLTC - monthly automatic

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		deposit
	Renewal date(s)	According to MSAA every 3 years or as according to other funding resources
	Restrictions or service agreements	
	Name(s)	
	Renewal date(s)	
	Other Funding resources	Insurance files are filed by Client and detailed Financial information is with Accounts Receivable and Director of Finance.
	Name(s)	
	Renewal date(s)	
Investments	Broker/Financial Planner	ScotiaMcLeod
	Representative's name	Joe Scollard
	Phone number	519-763-0371
	Email address	Joe.scollard@scotiamcleod.com
	Who is authorized to make transfers	Treasurer, Finance Manager with CEO (board pre-approved)
	Who is authorized to make wire transfers	Treasurer, Finance Manager with CEO (board pre-approved)
	Are there alternatives	
Legal Counsel		
Corporate	Firm	Amy, Appleby & Brennan
	Name	David Amy, Lawyer
	Phone number	(519) 884-7330
	Email address	aab-lawoffice@rogers.com
Management Labour and Employment	Firm	Crawford Chondon & Partners
	Name	Kelsey Orth
	Phone number	905-874-9343 ext. 225
	Email address	korth@ccpartners.ca
Internet Provider	Name	Packetworks
	Phone number	1-866-723-7703

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	Email address	support@packetworks.net
Hosted Back-up	Name	Glenbriar
	Phone number	519-743-2444
	Email address	gti-waterloo@glenbriar.com
Network IT	Name	Sumo Technologies - Paul Simcox
	Phone number	519-998-0164
	Email address	paul@sumotechnologies.ca
Phone System Provider	Name	Network Telecom
	Phone number	519-502-9573 Dan Finn
	Email address	Cathy Waddle: cathy@network-telecom.
Website Host	Name	e Solutions
	Phone number	519-884-3352
	Contact name	Alison Carden
	Email address	acarden@esolutionsgroup.ca
	Renewal date	January 1, 2017
Domain Name Registration	Name	Execulink
	Phone number	1-877-393-8254
	Email address	support@execulink.com
	Renewal date	March 31, 2018
Facilities Information	Office lease or building deed	Files with Director of Finance
	Location	Files with Director of Finance
Building Management		
Head Office	Company name	Clair Hills Development Inc.
	Contact name	Carroll Gagnon
	Phone number	(519) 576-8650 ex 201

TRAVERSE INDEPENDENCE DISASTER AND EMERGENCY PLAN

	Email address	cg.kruselawson@hotmail.com
	Superintendent	Roger Moore
	Superintendent phone number	(519) 725-0841
	Superintendent cell	(519) 504-9126
Strasburg Rd.	Company name	Cypriot Homes
	Property Manager	Main Office – Marcela Peana
	Phone number	519-579-1792
	After hours emergency 5pm-8am Mon-Fri and every other weekend	Luba Ziga 226-929-3520
	Emergency on alternate weekends	Tel number is posted in the building office window
Union Lane	Company name	Kitchener Housing
	Contact name	Michelle Lehmann
	Phone number	519-744-6655 ext. 202
	Email address	Michelle.lehmann@kitchener.ca
	Business hour emergency	Call Michelle Lehmann at Kitchener Housing
	After hour emergency	Call Bestell Message Centre at 519-749-3813 – leave message – they will contact the on-call person for Kitchener Housing
Opportunity Centre and Beginnings	Contact name	Mohammed Ghaddar, Building Manager
	Phone number	905-902-0707
	Email address	contact@mohammedghaddar.com
	Contact name	Hussein Ghaddar, Building Manager
	Email address	hussein-ghaddar@hotmail.com
	Contact Name	Ahmed Ghaddar
	Phone number	905-902-0210
Fergusson Place	Company name	County of Wellington
	Contact name	Lynne Johnson, Property Services Officer
	Phone number	519-824-7822 ext 4150
	Email address	lynnej@wellington.ca

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	Key tenant	Francis Shortill
	Key tenant phone number	226-979-6205
	Maintenance contact	Arthur Ash
	Maintenance phone	519 824 7822, ext. 4370
	Email address	arthura@wellington.ca
Office Security System	Company name	Regional Telecom
	Contact name	Myron Holst
	Phone	519-465-5942
	Email	info@regionaltelecom.ca
Insurance Information		
General liability/Commercial	Company	Marsh Canada Limited
	Policy	HOC-10 Certif. 124
	Representative	Marto, Teresa
	Phone	416-349-4380
	Email	Teresa.marto@marsh.com
Directors/Officers Liability	Company	Marsh Canada Limited
	Policy	HOC-10 Certif. 124
	Representative	Marto, Teresa
	Phone	416-349-4380
	Email	Teresa.marto@marsh.com
Employment Insurance	Company	Service Canada
	Policy	None
	Representative	None
	Phone	1-800-367-5693
	Email	None
Workers' Compensation	Company	WSIB
	Policy	4587030
	Representative	None
	Phone	1-800-387-0750

TRAVERSE INDEPENDENCE DISASTER AND EMERGENCY PLAN

	Email	None
Health Insurance	Company	Empire Life
	Policy	GB883-001
	Phone	1-800-267-0215
	Email	group.csu@empire.ca
Dental Insurance	Company	Empire Life
	Policy	GB883-001
	Phone	1-800-267-0215
	Email	group.csu@empire.ca
Life Insurance	Company	Empire Life
	Policy – salary	GB883-001
	Phone	1-800-267-0215
	Email	group.csu@empire.ca
Pension/Retirement Plan	Company	Sun Life Financial (all employees)
	Policy	V2V-01-66052
	Representative	Larry Manecas
	Phone	1-800-561-5910 ext 335-2785
Disability short-term	Company	Empire Life
	Policy - salary	GB883-001
	Phone	1-800-267-0215
	Email	group.csu@empire.ca
Disability long-term	Company	Empire Life
	Policy - salary	GB883-001
	Phone	1-800-267-0215
	Email	group.csu@empire.ca
Union	Company	Unifor
	Policy	Local 1106
	Representative	Bill Gibson

TRAVERSE INDEPENDENCE DISASTER AND EMERGENCY PLAN

	Phone	519-893-4873 ext. 2225
	Email	bill.gibson@unifor.org