

EMERGENCY RESPONSE

CONTINGENCY PLANS

LOSS OF SERVICES



INSTRUCTIONS

Emergency Response practice is important for staff to properly respond to emergency situations. In the face of emergencies, people often look on and to others on how to respond. The objective of the emergency response scenario's practice is when faced with a similar situation, staff will respond accordingly thus minimizing the impact of the emergency. Make sure that you have your company's emergency code plans (to reference), sign-in sheet and debriefing sheet. Present the scenario and walk through the response using the following discussion questions. Be sure to encourage discussion by being open to all answers and opinions from participants.

DISCUSSTION QUESTIONS

1. What are the first things that need to be addressed?
2. What things do you need to be aware of?
3. Once the situation is under control, what steps need to happen following the emergency?

SCENARIOS

SCENARIO 1

There is a massive power outage in the city that has affected your centre. The power outage is expected to last several hours and has made using the elevators impossible. The residents at the centre have limited mobility and rely on the elevators to get around especially to the main-floor dining room. The power outage happened right at the start of the lunch service which typically all residents come to. Now the residents are trapped on their floors unable to come down to eat and are starting to become grumpy.

SCENARIO 2

It is the middle of the summer and there is the typical wild weather outside along with quite the spectacular light-show. During the storm, a lightning strike hit your facility, causing a small fire. The next morning, while you are dealing with the aftermath from the fire, staff let you know it seems like there is heat coming from the vents, which is odd since the air condition should be going instead. As you investigate with the maintenance staff, it appears the furnace system had reset to the default heat settings. Maintenance tries to reset the program but after a bit, it seems that the lightning strike fried the furnace's electrical system, and you will have to wait several days for a replacement. Staff are complaining about the heat, saying that it is difficult to work in.

SCENARIO 3

The main kitchen has had a sewage backup. This has closed the kitchen for service for the whole centre while the clean-up takes place. The centre has smaller kitchens on each of the units, but this will not accommodate making meals for the entire centre.