



**Title:**

Loss of one or more essential services

**Policy no. :**

750.10

**Reviews:**

05/2018, 11/2019, 11/2022

**Effective Date:**

February 1, 2018

**Applies to:**

Supervisor of Accommodation Services, Engineering Services, Administration  
and Building Attendant

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## **1. Policy Statement**

### **1.1. Statement**

1.1.1. React quickly to the loss of one or more essential services.

## **2. Definitions**

### **2.1. Interruptions**

2.1.1. Disruption of municipal services, water, sewer and electricity.

2.1.2. Information technology related service disruption.

## **3. Policy Objective**

### **3.1. Objectives**

3.1.1. Respond quickly to ensure the safety of residents, visitors and employees.

3.1.2. Get help quickly to establish an emergency measure to reinstate the loss of one or more essential services.

## **4. Application of the policy**

### **4.1. Application**

4.1.1. This policy applies to the Supervisor of Accommodation Services, Engineering Services, Administration and Building Attendants.

## **5. Policy Requirements**

### **5.1. Requirements**

5.1.1. Risks and hazards that could result in an emergency situation affecting the safety of residents are identified and assessed through the risk management chart and discussed at the emergency measures committee.

5.1.2. Agreements with community agencies are documented and these agencies will be called upon to respond to certain emergency situations.

5.1.3. Upon receipt of a notice of loss of essential services, the staff receiving the call will take the necessary information from the Town of Hawkesbury or other valid source and advise the Administrator or designate of the information received.

5.1.4. The Administrator or designate will coordinate immediate supply arrangements to ensure the safety of the residents.

**5.1.5.** Depending on the emergency, the Engineering Department, Emergency Department, or IT Services Department is notified to take charge of the emergency situation depending on the nature.

**5.1.6.** The Residence Supervisor and Building Staff or other Residence Supervisor/Coordinator will assist departments to ensure continuity of services during the loss of one or more essential services according to the business continuity plan established by the URC Emergency Services. They ensure the procurement and availability of resources, supplies and equipment necessary to respond to emergency situations while ensuring the safety of residents.

**5.1.7.** The follow-up of the operations with the families is done if necessary by automated telephone message.

**5.1.8.** A designated person ensures that the report to the MOHLTC is made in accordance with Policy 760.06 and Appendices A, B, C and D.

**5.1.9.** Follow-up is conducted after essential services have been restored. Employees and teams who were mobilized to assist in the restoration of services, as well as employees who were affected by the loss of one or more essential services, are invited to participate in the follow-up meeting to provide any information that will be used to revise the emergency response plan.

**5.1.10.** This policy is tested once a year.

## **6. Responsibilities**

### **6.1. Employees**

**6.1.1.** Employees should be aware of this policy.

## **7. Legislative authority**

**7.1.1.** *Long-Term Care Recovery Act of 2021*

**7.1.2.** Regulation 246/22

## **8. References**

**8.1.1.** Accreditation Qmentum Program

**8.1.2.** Policy ADM-008 Use of Computer Systems

**8.1.3.** Emergency Services Contingency Plan

**8.1.4.** Business continuity plan

**8.1.5.** Emergency plan for supply chain disruption

**8.1.6.** List of external suppliers

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Prescott  
*Russell*

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