

<b>MANUAL:</b>	<b>Emergency</b>
<b>SECTION:</b>	<b>COMMUNICATION PLAN</b>
<b>SUBJECT:</b>	<b>Community Agencies, Partner Facilities &amp; External Resources</b>

## **POLICY & SCOPE**

It is the policy of Schlegel Villages to ensure that Community Agencies, Partner Facilities, External Resources, Resident Council and Family Council, if any, are consulted in creating emergency plans. Any arrangements or agreements made with them will be updated, tested and/or checked, at least annually.

## **DEFINITIONS**

### **Community Agencies**

May be called upon to respond to an emergency situation and may include but are not limited to the following:

1. Police, Fire or Ambulance Services
2. Utility Providers
3. Home and Community Care Support Services
4. Hospitals and Clinics

### **Partner Facilities**

May be called upon to provide temporary shelter, accommodation and support for residents during an emergency situation and may include but are not limited to the following:

1. Other Retirement or Long-Term Care facilities
2. Hotels/Motels
3. Community Centres
4. Churches
5. Hospitals and Clinics

### **External Resources**

May be called upon or used in emergency situations and may include but are not limited to the following:

1. Pharmacy provider
2. Temporary workers/Agency
3. Generator rental or fuel provider



## **PROCEDURE**

### **Consultation**

1. The director of facilities and environmental services will consult with governing bodies, relevant acts, regulations and codes as well as best practices in creating global emergency plans and policies for Schlegel Villages.
2. If any portion of the emergency plan involves the participation of a local community agency, partner facility or external resource, it should be reviewed with them by the local Village leadership to:
  - a. ensure they understand their role
  - b. ensure what is written in the plan matches the service they can provide
3. The local Village will review the emergency plan with Resident Council and Family Council, if any, to answer questions, concerns and gain feedback for improvement.
4. Any records of consultation should be attached to this policy and may include but are not limited to: letters, memos, meeting minutes, and summary of meetings
5. Any recommendations for changes to the emergency plan may be made locally for Village specific plans or sent to the director of facilities and environmental services for global policy changes.

### **Contact Lists and Agreements**

1. Each Village will create a contact list for all Community Agencies, Partner Facilities and Resources and attach it to this policy. All contacts will be contacted at least annually to ensure all information is up to date and services or resources are still available. This list will be updated at least annually and include the following:
  - a. Name of organization
  - b. Service or resource provided
  - c. Contact person name, phone, email
2. All agreements for services, resources or accommodation will be checked and updated as needed at least annually.