

EMERGENCY EVACUATION MANUAL

SECTION:	EVACUATION PROCEDURES	INDEX I.D.: EE-02-01
SUBJECT:	COMMUNICATION WITH STAFF (FAN-OUT PROCEDURE)	PAGE: 1 OF 1
APPROVED BY:	ADMINISTRATOR	DATE: SEPTEMBER 15, 2006
REVIEWED BY:	CEO	REVIEW DATE: 1/6/2023

COMMUNICATION WITH STAFF (FAN-OUT PROCEDURE)

A fan-out procedure has been established for normal business hours and outside normal business hours. Both provide an organized and systematic approach to notifying staff of an emergency situation and to accessing additional staff as the situation requires.

An emergency staff telephone list is maintained by the Administrative Assistant and is available in the Emergency Evacuation Manuals. Departmental managers must notify the Administrative Assistant of staff changes in telephone numbers, etc.

DURING NORMAL BUSINESS HOURS, fan-out is initiated by Administrator or designate.

OUTSIDE NORMAL BUSINESS HOURS the Charge Nurse initiates the fan-out.

EMERGENCY EVACUATION MANUAL

SECTION:	EVACUATION PROCEDURES	INDEX I.D.: EE-02-02
SUBJECT:	COMMUNICATION WITH FAMILIES	PAGE: 1 OF 1
APPROVED BY:	ADMINISTRATOR	DATE: SEPTEMBER 15, 2006
REVIEWED BY:	CEO	REVIEW DATE: SEPT. 28, 2022

POLICY

Communication shall be initiated and maintained with the families of all evacuees moved from or admitted to Chester Village in the event of a disaster.

PURPOSE

To provide current information regarding evacuees and admissions.
To relieve anxiety and concern on the part of families

PROCEDURE

The Administrator/ Delegate is responsible for delegating staff responsibility for making such contact with families.

The Administrator / Delegate may wish to confer with the City of Toronto Police Media Relations Officer before giving direction.

All communications with families will be documented.

EMERGENCY EVACUATION MANUAL

SECTION:	EVACUATION PROCEDURES	INDEX I.D.: EE-02-03
SUBJECT:	COMMUNICATION WITH THE MEDIA	PAGE: 1 OF 1
APPROVED BY:	ADMINISTRATOR	DATE: SEPTEMBER 15, 2006
REVIEWED BY:	CEO	REVIEW DATE: SEPT. 28, 2022

POLICY

Communications with the news media will be centralized through the City of Toronto Police Relations Officer in order that only current and accurate information is released.

PURPOSE

1. To provide family, friends and staff with up-to-date information.

PROCEDURE

1. The City of Toronto Police Media Relations will be responsible for establishing communications with news media personnel and maintaining a continuous flow of news releases and public information
2. In order to maintain confidentiality, the only exceptions to this shall be information released by the Chair of the Board of Directors and/or Administrator. Such communication will be done in consultation with the Police Media Relations Officer.

EMERGENCY EVACUATION MANUAL

SECTION:	EVACUATION PROCEDURES	INDEX I.D.: EE-02-04
SUBJECT:	STAFF INTERPRETER LIST	PAGE: 1 OF 1
APPROVED BY:	ADMINISTRATOR	DATE: AUGUST 29, 2008
REVIEWED BY:	CEO	REVIEW DATE: SEPTEMBER 28, 2012

POLICY

A list of staff interpreters shall be maintained by the Director of Building Services and available in all copies of the Emergency Evacuation Manual.

PURPOSE

To provide communication with those people who are unable to speak and/or understand English and require a translator.

PROCEDURE

1. A list of staff and volunteers who speak a second language shall be maintained.
2. It shall be the responsibility of each departmental manager to advise staff of this list should they wish to volunteer interpretive services.
3. Department Heads shall forward names, telephone numbers and languages spoken to the Director of Building Services in order that the list of interpreters is kept current.

NAME	DEPARTMENT	LANGUAGE SPOKEN	TELEPHONE #
Anna Lei, ADOC	Management	Mandarin, Cantonese	416-666-0016
Joyce Jui, O.M.	Management	Cantonese	647-713-9799
Sorin Tarbujaru	Management	Romanian	647-706-6996
Magdalena Czajkowski	Management	Polish	905-626-8474
Carlos Azevedo	Maintenance	Portuguese	647-287-5158
Jasmine Boisvert	Nursing Unit Clerk	French	647-636-6498
Thupten Jamyang	PSW	Tibetan, Hindi	647-895-6111
Kedar Deshpande	Activation	Hindi	249-989-1676
Muna Neupane	RPN	Nepali	647-575-9841
Sivajokam Ramalingam	PSW	Tamil, Malay	647-209-3185
Sri Sivagnanam	Environmental	Tamil	647-891-2167
Marilyn Tejada	PSW	Tagalog, Ilocano	647-983-4817
Yamuna Udugamage	PSW	Sinhala	647-823-5138
Sharon Chang	PSW	Cantonese, Malay	647-377-7643

EMERGENCY EVACUATION MANUAL

SECTION:	EVACUATION PROCEDURES	INDEX I.D.: EE-02-05
SUBJECT:	EMERGENCY TELEPHONE LIST & SERVICE PROVIDERS	PAGE: 1 OF 5
APPROVED BY:	ADMINISTRATOR	DATE: AUGUST 29, 2008
REVIEWED BY:	OFFICE MANAGER	REVIEW DATE: SEPTEMBER 28, 2022

POLICY

An emergency phone list shall be maintained of key staff, as well as, support agencies and contractors, which may be called in the event of an emergency.

PURPOSE

To provide means of alerting staff and volunteers to an emergency situation, and to obtain assistance from support agencies and contractors in the event of physical plant failure.

PROCEDURE

1. The Director of Building Services shall be responsible for maintaining the emergency telephone list.
2. All Managers shall be responsible for notifying the Director of Building Services of service providers.
3. The phone list shall be maintained and be available for reference in all Managers' copies of the Emergency Evacuation Manual. They shall also be kept in their respective offices.
4. The Director of Building Services is responsible for maintaining a telephone list of support agencies and contractors.

EMERGENCY EVACUATION MANUAL

SECTION:	EVACUATION PROCEDURES	INDEX I.D.: EE-02-05
SUBJECT:	EMERGENCY TELEPHONE LIST & SERVICE PROVIDERS	PAGE: 2 OF 5
APPROVED BY:	ADMINISTRATOR	DATE: AUGUST 29, 2008
REVIEWED BY:	OFFICE MANAGER	REVIEW DATE: SEPTEMBER 28, 2022

Emergencies requiring immediate response: (Police, Fire Dept, Ambulance, Paramedics)

- DIAL 911**
- State the nature of emergency
 - That you are calling from Chester Village 3555 Danforth Avenue.
 - Your name and phone number – (416) 466-2173

Emergencies not requiring immediate response

Police - 41 Division	416-808-4100
Ambulance	416-489-2111
Fire Dept	416-338-9000
Alzheimer Wandering Patient's Registry	416-977-0700
Ministry of Health (AFTER HOURS)	1-888-999-6973
LTC Behavior Support Outreach Team	416-554-9986
PHYSIOGERIATRIC Resource Consultant	416-420-7380
Clinical Nurse Specialist Palliative I-LTC Program	416-469-6580 X 3157
Specialized Dementia Unit Toronto Rehab	416-597-3422 X3041
PUBLIC HEALTH	416-338-7492
Coroner	416-314-4100
McKinnon & Bowes (Morgue)	416-465-7508

Service Contractors:

COMPUTER PROBLEMS	Careworx	416-907-3597 Ext. 1
Major Electrical Problems	Bernie Electric	905-569-1818
PREVENTATIVE MAINTENANCE	Laser Heating & AC	905-793-0771
Air Conditioning, Heating, Ventilating		
DHW Boiler		
Air Filter and Duct Cleaning	Filtrex	905-738-8745
Carpet Cleaning	Cintas Services	416-743-5070
Diesel Generator	Total Power	905 670 1535
Door Swipe	Chubb Edwards (GE Security)	905-678-7650 x383
	Jim (Access Cards)	416-550-5047
	AFTER HOURS EMERGENCY	416-866-9673

EMERGENCY EVACUATION MANUAL

SECTION:	EVACUATION PROCEDURES	INDEX I.D.: EE-02-05
SUBJECT:	EMERGENCY TELEPHONE LIST & SERVICE PROVIDERS	PAGE: 3 OF 5
APPROVED BY:	ADMINISTRATOR	DATE: AUGUST 29, 2008
REVIEWED BY:	OFFICE MANAGER	REVIEW DATE: SEPTEMBER 28, 2022

Door – Back Door of building	Door Wizards	416-439-8144
Elevator (Bldg. ID # FAX443222)	Otis	1-800-233-6847
Fire Alarm System	Chubb/GE Security	905-678-7606
Fire Alarm Monitoring - System #0330058	GE Monitoring	1-800-569-7311
Fire Extinguishers & Kitchen Hoods	Safety First	905-738-4999
Gas leak	Enbridge 24-hour Emergency	416-447-4911 or 1-866-763-5427
Grease trap cleaning	Grease Trap Services	416-818-8377 Chris 416-491-4394
Hydro emergency service	Toronto Hydro	416-542-8000
Laundry/Housekeeping	Diversey	1800-668-7171 Ext.4498
(OVERHEAD PAGING) Intercom PA Watchmate	Austco Marketing Service Austco Marketing Service	905-731-1830 905-731-1830
Kitchen Equipment & Hot Cart - Dishwasher, Booster - Hood Repairs - Hot Water & Coffee Dispensers	R.G. Henderson Diversey-Mik Gaylord Ventilators Mother Parker Repair	416-423-4357 1-800-668-7171 905-791-2605 1-88-478-3626
Laundry Equipment	Harco	905-890-1220
Landscaping	Toronto J. Landscaping Nick	416-677-6699 416-409-1410 416-467-8637 (fax)
Lifts	ARJO	905-238-7880 1-800-665-4831
Locksmith	Davies Lock (Jeff Davies)	416-492-8933
Maglocks	GE Security	905-678-7650 x311
Nurse Call System	Austco Marketing Service	905-731-1830 416-317-7573 Paul

EMERGENCY EVACUATION MANUAL

SECTION:	EVACUATION PROCEDURES	INDEX I.D.: EE-02-05
SUBJECT:	EMERGENCY TELEPHONE LIST & SERVICE PROVIDERS	PAGE: 4 OF 5
APPROVED BY:	ADMINISTRATOR	DATE: AUGUST 29, 2008
REVIEWED BY:	OFFICE MANAGER	REVIEW DATE: SEPTEMBER 28, 2022

PAGERS	Austco	905-731-1830
Pest Control	Rentokil	416-226-5880 x16232 1-800-665-4361
Plumbing	City Pro Plumbing	416-856-1990 416-990-6477
Refrigerator / Freezer - walk in	Advance Commercial LTD R&G Henderson	647-7200339 416-422-5580
Roof Repair	Acuseal	416-699-2007
Fire Alarm System	Safety First	905-738-4999
Sliding Doors (Hunter Automatic)	Jack	416-674-8880
Snowplowing	Toronto J. Landscaping Nick	416-467-4618 416-677-6699 416-409-1410 416-467-8637 (fax)
Sprinklers/Irrigation	Solujan	800-432-5739 905-726-3116
Taxi	Beck	416-751-5555
Telephone	Bell Canada	611
Telephone/Voice Mail Issues	TCS	416-635-1234
Time Clock	Staff Schedule Care	905-773-9600 1-888-758-5810
Window Glass Repair	Mt. Pleasant	416-486-9762
Water Emergencies (City of Toronto)		416-392-7737
Waste Disposal	Wasteco	416-787-5000 x238 416-702-2814

EMERGENCY EVACUATION MANUAL

SECTION:	EVACUATION PROCEDURES	INDEX I.D.: EE-02-05
SUBJECT:	EMERGENCY TELEPHONE LIST & SERVICE PROVIDERS	PAGE: 5 OF 5
APPROVED BY:	ADMINISTRATOR	DATE: AUGUST 29, 2008
REVIEWED BY:	OFFICE MANAGER	REVIEW DATE: SEPTEMBER 28, 2022

		416-435-9000 (cell)
Watchmate		905-206-9008
Wheel Trans		416-393-4222
Washer/Dryer (Home Areas)	Appliance Services	416-693-9900

Administration Personnel:

		Cell Number	Home Number
CEO	Cynthia Marinelli	647-388-7012	
Director of Care	Gina Santos	416-786-6504	905-471-0146
Assistant Director of Care	Anna Lei	416-666-0016	905-477-6288
RAI Coordinator	Joy Loro	416-887-9004	416-519-9453
Environment Services Manager	Sorin Tarbujaru	647-706-6996	
Food Services Manager	Magdalena Czajkowski	905-626-8474	
Activation Manager	Morgan Geast	647-200-6115	
Volunteer Coordinator	Andrea Macina	416-523-3526	416-269-9493
Family & Community Coordinator	Lynda Southwick	416-543-7670	
Financial Coordinator	Joyce Jui	647-713-9799	
Scheduling Manager	Kelly Rheaume	416-690-4064	
Office Manager/Payroll	Joyce Jui	647-713-9799	