

Assistance		
FLTCA	The home has consulted with entities that may be involved in or provide emergency services in the area where the home is located including, without being limited to, community agencies, health service providers as defined in the Connecting Care Act, 2019, partner facilities and resources that will be involved in responding to the emergency, and keep a record of the consultation:	ADDRESS: 399 Bob Street, Lucknow, Ontario N0G 2H0 CALL 911 First For IMMEDIATE ASSISTANCE FROM FIRST RESPONDERS For Police - Fire - Ambulance
1	911 FIRST	Coordinates: 43.95624oN, 81.51039oW
2	On Call Manager	CALL: 519-440-6567
3	The POLICY provides step by step procedures for all Emergency Situations	Emergency Preparedness and Response Manual , the Binder is Red in the Main Floor Communications Room
4	First On Scene	Will call 911, then the On Call Manager who will call the Executive Director and direct if the Fan Out List should be initiated. First on scene to pull specific incident policy and check list from the manual. Hard Copy of POLICIES are located in the Communication Room Main Floor
5	MOHLTC HOT LINE NOTIFICATION 1-855-819-0879 Received information to be provided to ED who will share with Internal and External Response teams as per policy.	Executive Director: Lisa Stroeder - 519-901-0236 Director of Care: Sarah Inglis - 365-886-8728 On call Manager: 519-440-6567 Regional Manager: Tanya Adams - 226-748-3145 Clinical Consultant: Lauren Gracey - 226-755-2183 Southbridge Care VP of Long Term Care Andrea Loft 289 244 2297 Southbridge Care VP of Operational Excellence Judy Plummer 647 539 3953 Public Health : Grey Bruce Public Health - 519-376-9420 Medical Director: Dr Damian Gunaratne - 613-868-9030 Hospital: Wingham District Hospital: Christine Reye - 519-357-3210 South Bruce Grey Health Centre-Kincardine: Mandy Dobson - 519-396-3331 Public Health Medical Director: Dr Brittany Graham - 519-376-9420
6	Other community agencies and health service providers	1 CareRX - 1-866-773-1354 2 Armstrong Monitoring (Fire Alarm Monitoring - 1-800-561-5433 (account # 70-01-0165) 3 Fire Dispatch - 519-842-2481 4 Police - OPP non-emergency - 1-888-310-1122 5 Ambulance - non-emergency - 1-800-265-1868
	Hazards And Risk The home will ensure that hazards and risks that may give rise to an emergency impacting the home are identified and assessed, whether the hazards and risks arise within the home or in the surrounding vicinity or community.	HIRA is Completed and Posted in the home: Yes The document is posted on the Occupational Health and Safety Bulletin Board Consultation with Resident and Family Council related to hazards and risks has taken place: July 7, 2026 (Planned)
7	Emergency Plans and Policy The home has emergency plans provide for dealing with emergencies, including, without being limited to the following: Outbreaks of a communicable disease, outbreaks of a disease of public health significance, epidemics and pandemics - Pandemic Plan Fire - Code Red Violent outbursts - Code White Bomb threats - Code Black Medical emergencies - Code Blue Chemical spills - Code Brown Situations involving a missing resident - Code Yellow Loss of one or more essential services, this includes hydro, communication, telephone, call bells, et al. Every licensee of a LTC home shall ensure that the home has access to reliable communications equipment, including for the purpose of obtaining emergency assistance, at all times including in the event of a power outage. - Code Grey Evacuation - Code Green Hostage Situation - Code Purple Active Assailant - Code Silver Natural disasters and extreme weather events - Code Orange Floods - Code Orange Boil water advisories - Code Orange Gas Leak - Code Orange Community Disasters - Code Orange	Pandemic Plan has been educated and practiced - March 26, 2026 Code Red has been educated and practiced, Most recent: June 30, 2026 monthly Code White has been educated and practiced, August 14, 2026 scheduled Code Black has been educated and practiced, March 19, 26, 31 Code Blue has been educated and practiced, July 31, 2026 Code Brown has been educated and practiced, July 31, 2025 Code Yellow has been educated and practiced, February, 26, 2026 Code Grey has been educated and practiced, June 29, 2026 Code Green has been educated and practiced, January 15, 2026 Code Purple has been educated and practiced, September 22, 2025 Planned September 2026 Code Silver has been educated and practiced, September 17, 2025 Planned September 2026 Code Orange has been educated and practiced, May 11, 2026
8	Review Requirements Planned evacuations must take place at least once every three years, and licensees must keep a record of the test and any changes made to improve the plan In the event that an emergency happens, plans are to be evaluated and updated within 30 days of the event. CIS for the event would be required. Note Outbreaks would include the Debriefing Document. Entrance Binder Is Completed and reviewed Contingency Staffing Plan Is Completed	15-Sep-24 1. CIS IS Completed NA to date for 2026 2. Home Specific Emergency Plan has been review following an event November 2025 1. Completed: January 25, 2026 Most recent review: June 13, 2026 1. Completed: February 6, 2026 Most recent review: June 13, 2026