

West Neighbourhood House	
Policy Title:	Emergency Response Policy
Approved by:	West Neighbourhood House Board of Directors
Approval date:	January 2004 as Unpredictable Events Policy
Revision dates:	December 2010 / March 2013 / March 2014 / April 2017 /

Policy Statement

West Neighbourhood House is committed to minimizing risk and protecting the health and safety of staff, participants and community members during an emergency. The goal of this policy is to balance risk with the service needs of the community, especially essential services.

With the occurrence of an emergency, West Neighbourhood House commits to:

- Making every reasonable effort to maintain provision of essential services even when West Neighbourhood House locations need to be closed temporarily
- Endeavouring to have programs and services available open during regular scheduled hours as appropriate to the circumstance
- Providing service availability status updates to the public and program participants
- Responding to a community crisis as as appropriate and reasonably practicable
- On a case by case basis, Management will determine the closure of West Neighbourhood House locations and/or services

Accompanying this policy is the West Neighbourhood House Emergency Response Plan (ERP) which outlines West Neighbourhood House's procedural document for organizing, coordinating and directing available resources toward the mitigation, preparedness, response and recovery in the event of an emergency.

Applicability

- Staff
- General public
- Program participants, Clients, Members
- Volunteers
- Students
- Community groups who utilize West Neighbourhood House space for events
- Contractors

Definitions

Emergency: a condition or circumstance which constitutes a danger that could result in serious harm to persons or substantial damage to property that is caused by the forces of nature, disease or other health risk, an accident or an intentional act or otherwise.

Essential Services

We consider all West Neighbourhood House programs important services; however, some programs are deemed “essential services”. These are:

- Home Support Services
- Home at Last
- Meals-on-Wheels
- Supportive Housing/Assisted Living
- The Meeting Place

In addition, payroll is a high priority and is also considered an essential service.

Management’s Role

Ensure delivery of commitments outlined in this Policy by managing activities and outcomes to the procedures outlined below.

Ensure that appropriate emergency preparedness, response awareness and emergency preparedness training activities are scheduled annually.

Employees’ Role

Support and enable West Neighbourhood House in delivering on the commitments outlined in this Policy and in the ERP. Operate as per the procedures outlined below and refer questions to their Supervisor.

All Other Individuals’ Role

Follow the direction provided by West Neighbourhood employees during an emergency.

Procedures

Early Departure for Employees

Should an emergency occur during the workday, staff may be allowed to leave early at the discretion of their Unit Director or designate, who after taking into account, for example, the particular situation being faced, distance to be travelled, mode of transportation, or conditions likely to be encountered, may decide to send some or all employees home early. Barring exceptional circumstances Employees may not leave without prior approval from their Unit Director or designate and will be expected to make up any lost time or use compensatory or vacation time off to cover the time.

Absence Due To An Emergency

- (a) Employees should make every reasonable effort to arrive at work for programs normal start times:

During times of inclement weather and other emergency circumstances, West Neighbourhood House will endeavour to remain open and deliver programs as usual. Therefore, it is the expectation that all employees to make every reasonable effort to arrive for work at their normal starting time, unless specifically contacted and instructed otherwise. Each Unit Director shall also exercise discretion in setting flexible work arrangements for their employees, (for example: work at home, later start times, etc.), if the program can support these arrangements.

- (b) Notify your supervisor if an unexpected delay or absence occurs

Should employees encounter unexpected delays or not be able to get in to work, they must notify their supervisor at the first available opportunity of their circumstances. Staff will be expected to make up any lost time and arrangements to do so should be made with their supervisor at the earliest opportunity upon their return to work. Alternatively, employees may elect to use compensatory or vacation time off to cover the absence. Occasionally, due to a high volume of calls, employees may encounter difficulty in reaching their supervisor. In this case, the expectation is that employees will continue to attempt to make contact with West Neighbourhood House to advise of their situation.

Outlined below is the procedure for contacting your supervisor by telephone or electronic communication:

- Contact your Supervisor or designate
- If you are unable to reach your supervisor contact your Unit Director.
- If you are unable to reach your Supervisor or your Unit Director contact another Supervisor / Unit Director (including those who work at different locations)
- If you are unable to reach any of the above people, leave a message with Reception at 248 Ossington, 588 Queen or 1033 King.

A list of phone numbers for West Neighbourhood House locations and the general West Neighbourhood House email address is included at the end of this policy. A more detailed list is included in the ERP.

Declaring an Emergency

The Executive Director or delegate in consultation with the Management Team has the sole authority to declare an Emergency. The President of the Board will be informed as soon as possible after an emergency is declared. Once an emergency is declared, the ERP will be activated.

Essential Services

During times of emergencies, any available employees may be reassigned to provide assistance in order to keep these programs operational. In the case where a prolonged circumstance is encountered this could include making arrangements to stay overnight, within walking distance to West Neighbourhood House.

West Neighbourhood House Closure

Only the Executive Director or designate may make the decision to close West Neighbourhood House and internal notification of House closure is as follows:

1. The Executive Director notifies Unit Directors and Managers
2. Unit Directors and Managers notify Coordinators and Team Leaders
3. Coordinators and Team Leaders notify staff via regularly updated staff phone lists

The Executive Director or designate will also notify the following of West Neighbourhood House closure:

- The President of the Board of Directors
- Various media and ask that they report that the West Neighbourhood House is closed
- Funders and partner agencies
- Program participants and let them know that West Neighbourhood House is closed using methods including:
 - o Updating voicemail messages at all West Neighbourhood House locations
 - o Updating the West Neighbourhood House website and issuing appropriate social media alerts

West Neighbourhood House Location Phone Numbers

248 Ossington Avenue	416-532-4828
588 Queen Street West	416-532-4828
1033 King Street West	416-848-7980
1497 Queen Street West	416-536-1234
Unit 103 (Parkdale Programs)	
Westlodge	416-537-3553
Springhurst	416-533-6994

General West Neighbourhood House Email: info@westnh.org