

STRATHMERE LODGE

Emergency Management Program

FLOOD EMERGENCY RESPONSE PLAN

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1. PURPOSE

The purpose of this Plan is to establish a coordinated response to flooding or significant uncontrolled water intrusion affecting Strathmere Lodge.

The Plan is intended to:

- protect residents, staff, visitors and others;
 - rapidly identify and control the source of internal flooding where safe and possible;
 - protect residents from water, electrical, structural, contamination and infection hazards;
 - protect critical building infrastructure;
 - provide for resident relocation or evacuation;
 - maintain essential resident care and services;
 - minimize damage to the Home; and
 - support safe recovery and restoration of operations.
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2. SCOPE

This Plan applies to significant flooding or water intrusion resulting from:

- burst or leaking water pipes;
- plumbing failure;
- sprinkler system discharge;
- sewer backup;
- roof or building envelope failure;
- stormwater infiltration;
- drainage system failure;
- sump pump failure;
- extreme rainfall;
- surface/flash flooding;
- riverine flooding;
- other significant uncontrolled water entry.

Minor localized leaks that can be safely managed through routine Maintenance/Environmental Services procedures do not require activation of this Plan.

RELATED EVENTS

Loss of municipal water supply: activate the applicable **Loss of Essential Services Response Plan**.

Unsafe drinking water: activate the **Boil Water / Drinking Water Advisory Response Plan**.

Evacuation: activate the **Evacuation Emergency Response Plan**.

3. FLOOD RISKS AT STRATHMERE LODGE

3.1 Internal Flood Risk

Internal flooding may result from plumbing, mechanical, drainage, sewer, sprinkler or building system failure.

Strathmere Lodge has:

- water isolation capability;
- sump/drainage systems;
- sewage/backflow protection systems; and
- building systems intended to mitigate water intrusion.

Environmental Services shall maintain and inspect these systems in accordance with applicable preventative maintenance requirements.

3.2 Basement Vulnerability

No residents reside in the basement.

However, the basement contains important building and support infrastructure, including:

- electrical equipment;
- heating/HVAC equipment;
- laundry/support equipment;
- IT/server equipment;
- storage;
- pumps and drainage equipment; and
- other building service infrastructure.

Basement flooding therefore presents a potentially significant threat to essential services even where residents are not directly exposed to floodwater.

3.3 External Flood Risk

Strathroy is within the Sydenham River watershed, and floodway/flood fringe areas are mapped within the community.

Significant rainfall has previously resulted in river and localized flooding in Strathroy.

Accordingly, Strathmere Lodge shall monitor flood advisories where conditions warrant.

Based on The Lodge's experience and available information, internal water events are considered a more immediate operational planning concern; however, external flooding remains a credible low-frequency/high-consequence hazard.

4. PLAN ACTIVATION AND INCIDENT COMMAND

4.1 Plan Activation

Any staff member discovering significant flooding shall immediately:

- protect persons from the immediate hazard;
- notify the Charge Nurse; and
- notify Environmental Services/Maintenance where available.

The **Charge Nurse (RN)** shall assume initial Incident Command after hours until relieved by the Administrator or designate.

4.2 Incident Commander

The Incident Commander shall:

- assess the location and extent of flooding;
- identify immediate resident risks;
- request Environmental Services response;
- determine whether resident relocation is required;
- ensure 911 is contacted where required;
- protect essential resident services;
- coordinate communications;
- activate related emergency plans as necessary.

Environmental Services shall provide technical leadership regarding building systems, water isolation and flood control measures.

5. IMMEDIATE RESPONSE

When significant flooding is discovered:

1. PROTECT PEOPLE

Keep residents, staff and visitors away from the affected area.

2. IDENTIFY THE HAZARD

Determine, without placing staff at risk:

- location;
- apparent source;
- rate of water entry;
- areas affected;
- whether water is clean or potentially contaminated;
- whether electrical equipment is involved;
- whether critical building systems are threatened.

3. STOP WATER WHERE SAFE

Environmental Services/Maintenance shall isolate the affected water supply where appropriate.

Strathmere Lodge's ability to isolate sections of the water system should be used where practical to limit disruption to the remainder of the Home.

4. RELOCATE RESIDENTS

Move residents away from affected or threatened areas.

5. CALL 911 WHEN REQUIRED

Call immediately for:

- rapidly advancing/uncontrolled flooding;
- electrical hazards;
- structural concerns;
- trapped persons;
- significant sewage hazards;
- immediate threats to life or safety;
- any situation beyond the Home's safe capacity to manage.

Administrative authorization is not required before calling 911.

6. PROTECT CRITICAL ASSETS

Where safe and practical, protect:

- medications;
- clinical equipment;
- resident records;
- IT equipment;
- food;
- supplies;
- other essential resources.

6. INTERNAL FLOODING / WATER RELEASE

Where flooding originates within the Home:

Environmental Services/Maintenance shall:

- determine the probable source;
- isolate affected water lines where safe;
- assess drainage/sump systems;
- protect electrical and mechanical equipment;
- contact appropriate contractors;
- initiate water removal when safe;
- assess damage.

Staff shall:

- prevent residents from entering affected areas;
- relocate residents as required;
- remove movable resident belongings from threatened areas where safe;
- maintain clear emergency access;
- monitor for spread to adjoining areas or floors.

WATER FROM ABOVE

Where water is leaking through a ceiling:

- keep residents away;

- do not stand beneath visibly damaged or sagging ceilings;
 - consider electrical hazards;
 - relocate residents from the threatened area;
 - have Environmental Services assess the area.
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7. SEWAGE BACKUP

Floodwater involving sewage shall be considered **contaminated**.

Immediately:

- restrict access;
- relocate affected residents;
- notify Environmental Services;
- notify the IPAC Lead;
- avoid direct contact with sewage;
- use appropriate Personal Protective Equipment (PPE);
- prevent tracking contamination into clean areas.

Environmental Services shall contact the Municipality and/or qualified contractors as appropriate.

Strathroy-Caradoc specifically directs property owners experiencing sewer backup or overflow to contact the Municipality immediately so it can determine whether the problem originates in municipal infrastructure or the private connection.

Contaminated:

- food;
- medications;
- dressings;
- linens;
- resident care supplies;
- disposable products

shall be assessed and discarded where they cannot be safely cleaned/decontaminated.

Affected areas shall not be returned to service until appropriately cleaned, disinfected, dried and determined safe.

8. EXTERNAL / COMMUNITY FLOODING

Environmental Services/Incident Command shall monitor:

- St. Clair Region Conservation Authority flood messages;
- municipal emergency information;
- Environment and Climate Change Canada (ECCC) weather warnings;
- local road conditions;
- conditions around the Lodge property.

The St. Clair Region Conservation Authority is responsible for flood risk monitoring within the Sydenham River watershed.

Where external flooding threatens Strathmere Lodge:

- keep residents indoors and away from affected exterior areas;
- discontinue unnecessary travel;
- monitor access roads;
- protect basement/ground level infrastructure where possible;
- verify sump/drainage system operation;
- assess staffing and supply continuity;
- prepare for utility interruption;
- move critical supplies/equipment to higher locations where warranted;
- prepare for evacuation if conditions deteriorate.

IMPORTANT

Do not evacuate residents into floodwater or across unsafe flooded roads.

If evacuation becomes necessary, coordinate routes and destinations with emergency authorities and activate the Evacuation Emergency Response Plan.

9. BASEMENT FLOODING AND CRITICAL INFRASTRUCTURE

Because important infrastructure is located in the basement, any significant basement water intrusion requires **immediate Environmental Services assessment**.

Priorities include:

1. **Life safety**
2. **Electrical safety**
3. **IT/server infrastructure**
4. **Heating/cooling systems**
5. **Pumps/drainage systems**
6. **Laundry/support services**
7. **Stored supplies/equipment**

ELECTRICAL SAFETY

Staff shall **not enter standing water where energized electrical equipment may be present.**

Do not:

- touch submerged electrical equipment;
- operate electrical switches in an unsafe flooded area;
- attempt electrical isolation unless trained and authorized.

Qualified personnel shall assess electrical hazards.

If flooding compromises critical building systems, activate the applicable **Loss of Essential Services Response Plan.**

10. RESIDENT RELOCATION AND EVACUATION

Resident movement should generally escalate as follows:

LEVEL 1 – LOCAL RELOCATION

Move residents away from the immediate affected room/area.

LEVEL 2 – RESIDENT HOME AREA RELOCATION

Relocate residents to an unaffected portion of the Resident Home Area where safe.

LEVEL 3 – INTERNAL RELOCATION

Move residents to another safe area/Resident Home Area within Strathmere Lodge.

LEVEL 4 – PARTIAL EVACUATION

Evacuate the affected portion of the Home.

LEVEL 5 – FULL EVACUATION

Evacuate Strathmere Lodge where continued occupancy cannot safely be maintained.

At Levels 4–5, activate the **Evacuation Emergency Response Plan**.

Resident accountability shall be maintained throughout relocation.

11. ROLES AND RESPONSIBILITIES

Charge Nurse / Incident Commander

- Activate the Plan.
- Protect residents.
- Coordinate relocation.
- Ensure 911 notification when required.
- Maintain resident care.
- Notify leadership.
- Activate related Emergency Response Plans (see plans on Lodge web page, or in binder on Hickory Woods)

Environmental Services Manager / Maintenance

- Assess source and extent.
- Isolate water where appropriate.
- Assess sump/drainage systems.
- identify electrical/mechanical hazards;
- protect critical infrastructure;
- coordinate contractors and municipal services;
- oversee water removal and building recovery.

Director of Resident Care

- Coordinate resident care requirements.
- Support resident relocation.
- Ensure clinical continuity.
- assess staffing implications.

Registered Staff

- Identify residents requiring priority assistance.
- Maintain medications/treatments.
- assess residents exposed to floodwater or environmental hazards;
- maintain clinical documentation.

PSWs

- Assist residents with relocation.
- provide reassurance and supervision;
- protect resident belongings where directed and safe;
- report hazards immediately.

IPAC Lead

Particularly where sewage/contaminated water is involved:

- assess infection risks;
- determine PPE requirements;
- advise on cleaning/disinfection;
- advise regarding contaminated supplies/equipment;
- support safe reoccupation.

Dietary

- Protect food and potable water supplies.
- assess food contact areas/equipment;
- discard contaminated food where required;
- maintain safe meal/fluid service.

All Staff

- Stay out of restricted areas.
- Do not enter unsafe floodwater.
- Follow Incident Command direction.
- Report changes immediately.

12. ESSENTIAL SERVICES AND BUSINESS CONTINUITY

Flooding may disrupt:

- electrical power;
- heating/cooling;
- water;
- sewer;
- elevators;
- IT/communications;
- laundry;
- Dietary;
- resident care areas.

The Incident Commander shall assess each affected service.

Where disruption becomes significant, activate the applicable **Loss of Essential Services Response Plan**.

Priority shall be given to:

resident safety → clinical care → medications → food/fluid → sanitation → environmental control → communications.

13. COMMUNICATIONS

Provide appropriate communication to:

- residents;
- Substitute Decision Makers (SDMs)/families;
- staff;
- volunteers/students;
- Residents' Council;
- Family Council;
- external organizations as required.

Communication should explain:

- what has occurred;
- areas affected;
- resident relocation;
- operational changes;
- significant changes in status;
- when the emergency has ended.

Only confirmed information shall be communicated.

14. RECOVERY AND REOCCUPATION

Flooded areas shall not automatically return to service when visible water has been removed.

Environmental Services, IPAC and qualified external professionals as appropriate shall consider:

- electrical safety;
- structural integrity;
- sewage/biological contamination;
- drying;
- mould risk;
- cleaning/disinfection;
- HVAC impact;
- damaged finishes;
- damaged equipment;
- potable water safety.

Residents shall return only when the area is considered safe.

Following significant flooding:

- document damage;
- arrange remediation;
- replace contaminated supplies;
- restore essential services;
- communicate the all-clear;
- debrief affected persons;
- identify corrective actions.

15. DOCUMENTATION AND REPORTING

Document:

- date/time discovered;
- source where known;
- affected areas;
- resident relocations;
- 911/emergency response;
- water isolation;
- essential service disruptions;

- injuries/exposures;
- contractors/municipal contacts;
- communications;
- recovery actions;
- reoccupation authorization.

Resident-specific impacts shall be documented in the health record.

The Administrator/DRC shall determine whether Ministry of Long-Term Care, Public Health, occupational health and safety, insurance or other reporting requirements apply.

16. TRAINING, TESTING AND REVIEW

Where appropriate to their responsibilities, staff shall receive education regarding:

- flood recognition/reporting;
- resident protection;
- water isolation;
- electrical hazards;
- sewage contamination;
- relocation/evacuation;
- staff responsibilities.

The Flood Emergency Response Plan shall be tested in accordance with the requirements of O. Reg. 246/22 and the Home's emergency exercise schedule.

A particularly useful Strathmere Lodge scenario might be:

At 2:00 a.m., a major water line fails in the basement. Water is rapidly accumulating and threatening electrical, IT and HVAC equipment. Maintenance is not initially on site.

APPENDIX A – FLOOD QUICK RESPONSE GUIDE

WATER / FLOODING DISCOVERED

1. PROTECT

Keep residents and staff away.

2. NOTIFY

Charge Nurse + Environmental Services/Maintenance

3. ASSESS FROM A SAFE LOCATION

Source? → Spread? → Sewage? → Electricity? → Residents? → Critical systems?

4. STOP / ISOLATE

Environmental Services isolates water where safe and possible.

5. CALL 911 IF

- rapidly advancing;
- electrical danger;
- structural concern;
- trapped person;
- significant sewage hazard;
- beyond safe internal capacity.

6. RELOCATE

Immediate Area → Resident Home Area → Other Home Area → Partial Evacuation → Full Evacuation

7. PROTECT

Residents → medications → clinical equipment → IT → essential supplies

8. DO NOT

Enter standing water with possible electrical hazards.

9. RECOVER

Remove water → dry → clean/disinfect → assess → authorize reoccupation.

APPENDIX B – FLOOD RESPONSE MATRIX

Flood Event	Immediate Priority	Key Response Actions
Burst Pipe or Plumbing Failure	Control the water source and prevent further spread.	Control: Isolate the affected water line where safe. Protect: Relocate residents from affected or threatened areas. Recover: Begin water removal when safe.
Roof or Stormwater Leak	Protect residents and address electrical hazards.	Protect: Relocate residents and restrict access. Assess: Check the ceiling, electrical risks, and building condition.
Basement Flooding	Protect critical infrastructure and essential services.	Safety: Assess electrical hazards before entry. Systems: Check pumps, drainage, HVAC, IT, and utilities. Continuity: Activate the applicable essential services plan if systems are compromised.
Sewage Backup	Control contamination and apply IPAC precautions.	Isolate: Restrict access and relocate affected residents. Protect: Use appropriate PPE and prevent cross-contamination. Notify: Contact the IPAC Lead, Municipality, and qualified contractors as required.
External or Community Flooding	Maintain safe access and protect the building.	Monitor: Follow St. Clair Conservation Region advisories, municipal, weather, and road condition updates. Prepare: Verify drainage systems and protect vulnerable infrastructure. Plan: Assess staffing, supplies, utilities, and evacuation readiness.

Flood Event	Immediate Priority	Key Response Actions
Major or Rapidly Advancing Flooding	Protect life and move people out of danger.	Call: Contact 911 immediately. Relocate: Move residents to a safe area or evacuate as required. Command: Activate Incident Command and related emergency response plans.