 10 Nadolny Sachs Private Ottawa, Ontario K2A 4G7	MANUAL: Emergency Preparedness and Response – Public Information	
	SECTION: Section 2 - Prepare	
	ORIGINAL	REVIEW: July 2024
	July 2023 (new)	REVIEW:
REVIEWER: Emergency Preparedness and Response Lead	APPROVER: CEO	
SUBJECT: 2.03 Roles and Responsibilities (Incident Management System/IMS)		

1.0 POLICY

The Incident Management System (IMS) was used in the development of Hillel Lodges Emergency Preparedness and Response Plan (ERP). IMS is a standardized framework designed to manage emergency incidents and ensure a coordinated efficient and effective response. A key feature of the IMS includes the identification of key roles and responsibilities associated with the effective handling of an emergency situation. The designation of the IMS responsibilities will closely relate to the role/strengths of a member of the Leadership Team that closely resembles that of the established command structure of the IMS.

2.0 SCOPE

This policy applies to all those who have been identified as key personnel in the coordination of the ERP.

- **Command structure:** establishes a clear chain of command and roles including:
 - Incident Manager (IM): the person in charge of the overall incident response.
 - Command staff: key personnel supporting the IM such as a Public Information Officer, Safety Officer and functional support personnel such as Operations, Planning, Logistics, Finance/Administration and Resource Management.
 - Communications to establish protocols to ensure information flow among all parties involved in the response.

3.0 ACCOUNTABILITY/APPROVAL/EVALUATION


The dedicated Emergency Preparedness and Response Lead for Hillel Lodge will be accountable for leading a review and evaluation of this policy annually. The CEO will be responsible for approving any changes made and ensuring the annual reviews are undertaken and completed.

4.0 COMMUNICATION/TRAINING

Training is required on the IMS structure upon the hire of new employees, including volunteers and contracted service providers, and reviewed annually thereafter. Training in the roles and responsibilities associated with emergency procedures will be undertaken, as applicable. Any changes made to the ERP policy and/or its procedures shall be communicated.

5.0 PROCEDURE

IMS has the following categories of roles which shall be assigned and made available to all staff in the

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ERP:

1. **Incident Manager:** Responsible for overall management of the home in which the emergency situation occurs (for example, the CEO/DOC/Charge Nurse). The Incident Manager will assign IMS roles that resemble everyday staff routines and responsibilities as closely as possible.
 - i. The Incident Manager may assume all of the roles/functions to meet the needs of the emergency or can designate a person or a team to a role or multiple roles;
 - ii. The designated person can assume more than one role/function at a time based on the home’s staffing complement; and
 - iii. The Incident Manager role must be assigned on all shifts.


2. The **Incident Manager** will assign the following during an emergency (if required, based on the type and severity of the emergency situation):
 - a) **PUBLIC INFORMATION OFFICER** – In consultation the CEO and Incident Manager, the Public Information Officer (i.e. Communications) is responsible for the development and release of information about an incident to the employees, residents, families, stakeholders, members of the public and the media.

 - b) **LIAISON OFFICER** – Responsible for community liaisons and advising the Incident Manager/Senior Command about issues related to external assistance and support in consultation

 - c) **SAFETY OFFICER/COORDINATOR** – Responsible for monitoring conditions and developing safety protocols for the overall health and safety of residents and staff/volunteers.
 - The Safety Officer must have the knowledge and professional experience to identify and/or reduce occupational hazards.

 - d) **INFORMATION TECHNOLOGY LEAD** – Responsible for managing IT requirements or issues during an emergency situation at the home level.
 - Liaises with the organizations IT department, as required; and
 - Provides a status report to the Incident Manager/designate.

 - e) **OPERATIONS MANAGER** – Responsible for carrying out the emergency response, evacuation, triage, containment, damage mitigation, recovery and directives of the Incident Manager/designate.
 - When required, coordinates and ensures ongoing resident care during

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emergency operations; and

- Monitors operational issues or needs including the implementation of the Emergency Response Plan.
- f) **PLANNING MANAGER** – Responsible for monitoring the incident and developing scenario and resource projections.
- Develops plan options for both short-term and long-term incident scenarios; and
 - Collects, collates, evaluates and conducts analyses of incident information for the IMS Team.
- g) **LOGISTICS MANAGER** – Responsible for providing facilities, services and materials to support the emergency situation, including:
- Maintaining physical/environmental services of the building;
 - Ensuring adequate supplies and support for incident operations; and
 - Conducting or collecting information for damage assessments of the home/office.
- h) **FINANCE/ADMINISTRATION MANAGER** – Responsible for financial and administrative support to an incident, including business processes, cost analysis, financial and administrative aspects, and ensuring compliance with financial policies and procedures.
- Provides direction and supervision to finance and administration section staff, including their organization and assignment; and
 - Ensures appropriate documentation of all incident activities and administrative support for the IMS Team leaders.

The Incident Manager may perform all the functions listed above for low to moderate risks/emergencies. For high risk or critical incidents, as determined by the Incident Manager, teams may be assigned to each function.