

Home Name:	Forest Heights
Home Specific Emergency Preparedness Plan	
Every licensee of a long-term care home shall ensure that the emergency plans for the home are recorded in writing.	
Last Reviewed:	7/3/2026

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;	CALL 911 First For IMMEDIATE ASSISTANCE FROM FIRST RESPONDERS For Police - Fire - Ambulance Forest Heights LTC is located at 60 Westheights Drive in Kitchener, ON. N2N 2A8. Closest main intersection is Fisher Hallman and Queen Street
1	911 FIRST	Coordinates: 43.4286856, -80.5300437
2	On Call Manager	226-339-3320 to initiate additional supports.
3	The POLICY provides step by step procedures for all Emergency Situations	Emergency Preparedness and Response Manual , the Binder is RED and located behind the Main Floor Front Entry Desk.
4	First On Scene	First on scene to call 911, then the On Call Manager who will call the Executive Director and direct if the the Fan Out list should be initiated. Then pull specific incident policy and check list from the manual. Hard Copy of POLICY Manuals located at the Main Floor Front Entry Desk, labeled Emergency Preparedness
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 Work Cell - Nancy Longley 519-301-7934 Director of Care Work Cell - Kamaljit Dhillon 519-590-0499 On Call Manager 226-339-3320 Regional Director - Tanya Adams - 226-748-3145 Regional Nursing Consultant - Jaclyn Gross 519-239-8545 Southbridge Care VP of Long Term Care Andrea Loft 289 244 2297 Southbridge Care VP of Operational Quality and Excellence Judy Plummer 647 539 3953 Public Health - 519-575-4400 Medical Director - Jessica Seibel 226-929-7978 Hospital 519-749-4300 and 519-744-3311 Public Health Medical Director - Dr Hsiu-Lu Wang, 519-575-4400, Regionalinquiries@regionofwaterloo.ca
6	Other community agencies and health service providers	1 Kitchener Utilities 519 - 741-2541 2 Kitchener Wilmont Hydro 519-745-4771 and 519-745-4771 3 Total Power 1-905-670-1535 4 Security Monitoring 519-679-7370 5 Ontario Poison Control 1-416-5900
	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: Family Feb 2, 2026, Residents Jan 23, 2026
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, August 29, 2025 scheduled Augst 2026 Code Red has been educated and practiced, MONTHLY, 3x per month fire drills Code White has been educated and practiced, October 24, 2025 scheduled October 2026 Code Black has been educated and practiced, March 23, 2026 Code Blue has been educated and practiced, June 26, 2026 Code Brown has been educated and practiced, July 24, 2025 scheduled July 2026 Code Yellow has been educated and practiced, February 23, 2026 Code Grey has been educated and practiced, June 23, 2026 Code Green has been educated and practiced, March 21, 2026 Code Purple has been educated and practiced, September 25, 2025 scheduled September 2026 Code Silver has been educated and practiced, September 25, 2026 scheduled September 2026 Code Orange has been educated and practiced, April 25, 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	Scheduled September 2026. 1. CIS is Completed for Code Red May 1, 2026 2. Home Specific Emergency Plan has been review following an event: May 1, 2026 1. Completed: January 30, 2026 Most recent review: March 29, 2026 1. Completed: January30, 2026 Most recent review: March 29, 2026