2025-2026 DEPARTMENT – ADMINISTRATION – EMERGENCY PREPAREDNESS PLAN

Planning Goals	Departments/Areas Involved and Benefits	Action Plan: who, what, where, when, how
STAFFING – To maintain optimal staffing levels with little disruption to services	Administrator Administrative Team Clerk Greeters Benefits: Administration department continues to run effectively for all residents, employees, essential caregivers, family members, and visitors	Administration Staff: • One (1) Administrator • One (1) Administrative Team Clerk full time • Two (2) Weekend Greeters Casual • Administrator - currently in office • Administration Clerks – currently in office • Greeters – currently in office
INFECTION PREVENTION AND CONTROL (IPAC) - To ensure most up to date policies and procedures communicated and IPAC (Infection Prevention and Control) education is provided.	Administrator IPAC Lead Administrative Team Clerk Greeters Benefits: to ensure all Administrative Team are following the most current policies, procedures, and directives in accordance with Ministry of Long-Term Care and/or Public Health	Administration Manager: • Communicate all new directives given by the Administrator, IPAC Lead, Nursing Leadership Team, the Ministry, and Public Health to the Administrative Team. • Communicated through various ways including communication books, e-mails, text messages, phone calls, staff meetings, and Staff portal

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STAFFING – Cross-training throughout the Administration department	Administrator Administrative Team Clerk Greeters Benefits: All Administration staff can ensure the department runs effectively if faced with a staffing shortage	• Administrative Team Clerk and Greeters to cross-train on all day-to-day functions of the office. • On-going education and training to ensure all are updated with current procedures in the department
INFECTION PREVENTION AND CONTROL (IPAC) - Ensure proper infection prevention and control measures in accordance with the current policies, procedures, and directives in accordance with Public Health.	IPAC Lead Administrator Administrative Team Clerk Greeters Environmental Services Manager Benefits: to assist with ensuring the home is kept free of infections including COVID-19	Environmental Services Manager: • To provide proper cleaning agents and instruction on usage – providing any new cleaning procedures for future virus and/or outbreaks in accordance with Public Health guidelines Infection Prevention and Control Lead: • To inform of all current practices according to current policies, procedures, and directives in accordance with Public Health Administrative Staff: • Will perform proper cleaning of the Administrative office area frequently while on shift • Will wear appropriate PPE while on shift according to current directives • Will ensure everyone entering the home uses the tablets to sign in and out. • Will assist in IPAC measures such as Hand Hygiene audits and audits in home areas when in outbreak, if required
SUPPLIES – To ensure appropriate administration supplies are available when required (due to shortages)	Administrative Team Clerk Benefits: All Departments – requesting supplies for departmental needs	Administrative Team Clerk: • will ensure all supplies are ordered in a timely manner to ensure they are readily available for usage when needed (coloured paper for forms, extra pens, white paper for sign in sheets, laminating for infection prevention and control measures, labels for swab requisitions) etc.

Planning Goals	Departments/Areas Involved and Benefits	Action Plan: who, what, where, when, how
INFECTION PREVENTION AND CONTROL (IPAC) - Assist in mitigating risk of infectious diseases in the home	Administrator Administrative Team Clerk Greeters Benefits: reducing risk of infectious diseases entering the home	Administrative Team Clerk: • Ensuring all entering the home complete the sign in and out tool. • Ensuring current directives are followed for staff and visitors in the home. • Wearing the appropriate PPE as per current directives
ADMINISTRATION - Complete Admission Paperwork via email during the pandemic or during outbreak situations as necessary	Finance Team Clerk Administrative Clerk Benefits: decreased traffic in the home, environmentally friendly (less paper printed)	Finance Team Clerk, only if required: • Email paperwork to the Power of Attorney • Receive paperwork back same way • Phone call placed to POA to discuss admission package and any questions they may have
INFECTION PREVENTION AND CONTROL (IPAC) - Provide an option of virtual tours when the home is in outbreak or if requested	Administrative Team Clerk Benefits: A visual of the home for prospective residents – decreased traffic in the home	Administrative Team Clerk: • When requested, appointment made for time of virtual tour • Virtual tour options – FaceTime, Zoom, Skype, or Teams meeting • Allow question and answer time for potential residents and their family members