

# **Yee Hong Centre for Geriatric Care – Scarborough Finch**

## **Communications Plan in response to Fire Incident**

*Submitted by Anna V. Wong, Director of Communications on Dec 16, 2011*

This document is designed as a toolkit in response to the communications needs emerging from the fire incident at the Finch. The same messages as specified below are to be used to staff members, family members of residents, residents, government agencies and the public/media. Any questions are to be referred to Tilda Hui, Executive Director of the centre, who will then redirect the media related ones to Anna V. Wong, Director of Communications.

### **PROCESS**

1. ED will address any questions with Ministry
2. ED will communicate with relevant staff members regarding logistic plans
3. ED will use the key messages in this document to communicate with residents and families
4. ED and DoC will work together to ensure ongoing communication updates are provided in a timely manner to all relevant stakeholders.
5. Any questions are to be referred to Tilda Hui, Executive Director of the centre, who will then redirect the media related ones to Anna V. Wong, Director of Communications.

### **QUESTIONS & ANSWERS**

#### **1. What happened?**

- A nursing staff member at 6/F of the Yee Hong Centre – Scarborough-Finch responded to a call by the resident of room 603 noting fire from the washroom light fixture at approximately 1:15 a.m. on December 9, 2011.
- Smoke detector detected the smoke and activated the sprinkler in the room.
- Staff promptly activated a pull station.
- The fire department responded to the call and arrived within 10 minutes to investigate the fire and to shut off the sprinkler system.
- While the case has preliminarily been identified as a “small electrical fire”, the fire department is still finalizing the cause investigation.
- Electrician has also been retained to assist with investigation and to ensure ongoing safety.

#### **2. What are the consequences of this fire?**

- The water from the sprinkler system has caused water damage in the northeast wing of all nursing floors from the 2<sup>nd</sup> to the 6<sup>th</sup> floor.
- The Administration Office on the first floor as well as the IT Office in the basement are also affected to a lesser degree.
- As a result, we need to restore the nursing floors as soon as possible.
- In order to minimize the duration of the restoration work, we need to temporarily relocate residents of the affected areas.
- We are working with the Fire Department and the licensed electrician to ensure ongoing safety.

### **3. When is relocation happening and for how long? Where will residents be relocated to?**

- The move of the affected residents will start **in the next one to two days (insert updated info)**.
- The restoration will take approximately 6-8 weeks to complete.
- A total of 15 residents in the affected northeast wing of each floor will be relocated to the south side of the same floor to ensure their familiarity of the surroundings.
- They will be relocated to existing activity areas where we can ensure compliance of:
  - o their privacy through use of window dressing,
  - o their security through call alarms, as well as
  - o their personal hygiene with adequate access to washroom facilities.
- Residents originally residing in the south wing will stay in their own room and have alternative locations for their activities.
- For the community, admission may be temporarily suspended, pending ministry approval.
- We will deploy appropriate staffing to ensure we meet all privacy, safety and care needs during the restoration period.
- Family visits will remain the same in the relocated areas.

### **4. What do families need to be aware of during the restoration period?**

- Family visits will remain the same in the relocated areas.
- Families can consider having the resident take a temporary leave of absence from the centre.
- Due to the relocation, the original private room occupants will be sharing an area with another resident. We are discussing with Ministry regarding rent modifications in response to this change, but have so far not received any confirmations yet from the Ministry of Health and Long-Term Care, but will update families as we receive confirmation from the Ministry.

### **5. How do stakeholders get to know more about the developments of this case?**

- We endeavour to continue communicating with all relevant stakeholders, including staff, residents, families, LHIN, CCAC and Ministry to keep them updated on the developments of this case.
- For any questions, please consult Tilda Hui, Executive Director of Yee Hong Centre – Scarborough Finch, at 416-321-3000, x 5100, [tilda.hui@yeehong.com](mailto:tilda.hui@yeehong.com).
- Tilda will forward all public and media inquiries to Anna V. Wong, Director of Communications at 416-886-6694 and [anna.wong@yeehong.com](mailto:anna.wong@yeehong.com).