

# VCH LTC/AL Program

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## Standard Operating Procedure for Contracted Providers

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This document is intended to provide an overview of HEMBC's standard operating procedures specific for contracted providers

## Contents

Introduction .....	3
Health Emergency Management British Columbia (HEMBC) .....	4
Who we are .....	4
Historical Overview .....	4
HEMBC Support for VCH LTC/AL Program .....	4
HEMBC Support for LTC/AL Contracted Providers .....	5
Resources .....	5
Education and Training .....	5
Knowledge and Information Sharing .....	6
Communication .....	6
General and Emergency Management Inquiries .....	6
Emergencies .....	6

## Introduction

This document is intended to provide an overview of the standard operating procedures specific to Health Emergency Management BC (HEMBC) support for long-term care (LTC)/assisted living (AL) contracted providers. The sections below detail HEMBC's organizational structure, its' role within the health authority and the VCH LTC/AL program, as well as support that will be provided for contracted providers.

Throughout this document, an underline will be used to point to the location where HEMBC resources can be accessed – click  to access the resources and learn more.

## Health Emergency Management British Columbia (HEMBC)

### Who we are

HEMBC is an integrated program of Provincial Health Services Authority (PHSA) that is dedicated to providing emergency management leadership to all levels of the health system. HEMBC is aligned in a provincial purpose but has dedicated teams across the province to meet the needs of each health authority.

Given the similar emergency management challenges and close proximities of Vancouver Coastal Health (VCH), Providence Health (PHC), and Fraser Health (FH), HEMBC has amalgamated its support for these health authorities under one larger team, the Lower Mainland team. This amalgamation ensures consistent resource and knowledge sharing, efficient planning and response tools and structures.

HEMBC has Emergency Management Specialists and Management with dedicated portfolios to ensure support at all levels and service delivery methods within each health authority (i.e. LTC/AL, community/mental health, acute). The Emergency Management Specialists and Management use a risk-based approach and provide tools, expertise, and education to staff and leadership authorities to effectively prevent, mitigate, and prepare for, respond to, and recover from the impacts of emergencies and disasters.

### Historical Overview

HEMBC was formed in 2013 through a Memorandum of Understanding between the Chief Executive Officers of B.C.'s Health Organizations. These organizations agreed to create one consolidated entity that is responsible for emergency management and business continuity across B.C.'s Health Organizations.

### HEMBC Support for VCH LTC/AL Program

The VCH LTC/AL Program works with HEMBC to promote a culture of emergency preparedness within the health authority at a local site and regional level. HEMBC collaborates with the health authority to develop LTC/AL emergency management plans and resources and facilitates education and exercise sessions on the materials to ensure that staff and leadership are aware of the response processes.

The VCH LTC/AL Program ensures consistent sharing and development of the resources across each LTC/AL site and helps guide HEMBC work to address identified gaps. HEMBC and VCH regularly collaborate and use a risk-based approach to identify hazards/concerns and ensure resources are developed or adapted.

## **HEMBC Support for LTC/AL Contracted Providers**

The VCH LTC/AL Program has been supporting contracted providers with emergency management questions/concerns. Through these requests, VCH leadership recognized that experience and resources across contracted providers varied. VCH leadership engaged HEMBC to address this gap and build collective emergency management preparedness and resilience.

Working under the direction of the VCH LTC/AL Program, HEMBC will extend its support to contracted providers. HEMBC will use engagement sessions to identify the inventory of resources (i.e. plans) that contracted providers have, so targeted HEMBC tools and resources can be adapted and made available. HEMBC will ensure that education sessions and/or guidance materials are also made available for each plan or resource that is provided.

HEMBC will focus its efforts on collective support (i.e. engagement sessions) for information sharing but will offer provider/site specific support as directed by the LTC/AL Program and/or Community of Care (CoC) Directors.

### **Resources**

Based on identified gaps, HEMBC will develop/make available its emergency management resources and ensure they are made available on the [HEMBC webpage](#) and the [VCH Long-term care and assisted living webpage](#).

Resources developed may include:

- Plan templates that can be adapted for each individual site
- Information documents on plan development
- Guidance documents/toolkits
- Reference guides

These resources will be reviewed annually, and additional resources made available as hazards emerge and lessons are learned.

### **Education and Training**

HEMBC will facilitate engagement sessions for contracted providers to share information and resources and identify additional gaps/needs. These sessions will be coordinated and scheduled through the VCH LTC/AL Program. These sessions will be scheduled as materials become available, or as requests arise from contracted providers.

HEMBC will prioritize collective sessions for information sharing but will provide one-on-one support to providers as assessed and directed by the VCH LTC/AL Program and/or CoC Directors; HEMBC will be engaged on the request.

## Knowledge and Information Sharing

HEMBC acknowledges that contracted providers may have existing emergency management knowledge, plans and resources in various stages of development. HEMBC also acknowledges that questions and requests may arise as experience varies.

Although HEMBC will focus on a collective approach for information sharing, site/provider specific support may also be provided through email and/or engagement sessions as directed by the VCH LTC/AL Program and/or CoC Directors. This support may include:

- Plan review
- General emergency management inquiries
- Site assessments
- Education and training

## Emergency Response

Should support be needed in the event of an emergency, HEMBC may be able to assist in collaboration with the VCH LTC/AL Program. This support will be directed by the VCH LTC/AL Program and will vary based on the event and operational demands. This support may include:

- Guidance on the activation of coordination structures and response actions
- Coordination assistance and Liaison with external agencies
- Recommendations on the use of tools and resources (i.e. response plans, codes, inter-and-intra-health authority relocation toolkit (IIHAR), etc.)

## Communication

### General and Emergency Management Inquiries

The VCH LTC/AL Program and CoC Directors will continue to be the main contact for contracted inquiries. Emergency Management requests can either be forwarded to the VCH LTC/AL Program and/or CoC Director, which will then be forwarded to HEMBC for response and action, or HEMBC directly at [vch.phc.vc.ltc@phsa.ca](mailto:vch.phc.vc.ltc@phsa.ca).

### Emergencies

During an emergency, the VCH General Licensing intake number (604-675-3800) will continue to be the primary contact line for contracted providers. The number is monitored during regular working hours, five days a week, and has information on after-hours emergency call numbers for the VCH Administrators On-Call (AOC). The AOC may contact HEMBC for emergency management guidance/direction as needed.