Emergency Plan for Vulnerable Populations

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Emergency Plan for Vulnerable Populations

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1.0 Background

In 2006, the Simcoe Muskoka Health Sector Emergency Planning Committee created a Pandemic Influenza Plan for the Simcoe/Muskoka Region. It is designed to meet the needs of the community and to be coordinated with the current plans that have been developed by the Public Health Agency of Canada, the Ontario Ministry of Health and Long Term Care (MOHLTC) and other health care agencies in our communities. Communications was identified as an important and vital component of a comprehensive response to a pandemic plan and a sub-committee of the Simcoe Muskoka Health Sector Emergency Planning Committee was put together to create a general communications plan, as well as a crisis communication plan for the pandemic phase that will help to inform and guide the public, media, staff and partners/stakeholders in implementing an appropriate response to a pandemic situation.

The Pandemic Influenza Plan for the County of Simcoe and District of Muskoka which includes the Communication Plan can be accessed on the County's website at
http://www.simcoe.ca/ws_cos/media/media/emergencyplanningfiles/Pandemic%5FPlan2.pdf

Within the Emergency Response chapter of the Pandemic Influenza Plan for the County of Simcoe and District of Muskoka it was highlighted that there is a need to identify vulnerable populations and develop strategies for support in the event of a pandemic. This need was further identified by the Health Sector Communications sub-committee which recommended that communication strategies be developed to ensure effective communications with vulnerable populations. As a result, a working group was set up to consider some potential strategies which originally began with staff from the County of Simcoe, the District Municipality of Muskoka and the Simcoe Muskoka District Health Unit. This working group was expanded to include other agencies in the community who work closely with various service providers who serve vulnerable populations. The intent originally was to develop a fan out list that sector leads could maintain and utilize to communicate with other service providers, who in turn could assist with communicating to vulnerable populations.

The objectives of the working group expanded to include developing strategies to not only communicate with vulnerable populations during a pandemic, but to better serve vulnerable populations during any emergency. A Terms of Reference, attached as appendix 1, was developed that outlined 10 objectives that the Committee would work on over a six month period.

It was agreed that the committee would develop an Outcome Plan at the end of the six month period that would include some history as to why the committee was formed, the terms of reference, the contact information for sector leads and designates, recommended revisions to the Pandemic Communications Plan to address vulnerable populations and strategies that respond to the objectives identified in the Terms of Reference.

The current Chair of the Emergency Planning for Vulnerable Populations Committee is Terry Talon, General Manager of Social Services, County of Simcoe.

The document table of contents (on Page 2) will be created based on the "Heading 1" and "Heading 2" styles that you have assigned within your document. Remember to change the Report Title field at the top of the Table of Contents page, and also this page, to the title of your document.

2.0 Aim

The aim of this plan is to identify strategies which will be used to support the basic necessities of identified vulnerable populations within the County of Simcoe and the District Municipality of Muskoka in the event of any large scale emergency.

3.0 Authority and Custodian

This plan is published as the Vulnerable Populations Emergency Plan for the County of Simcoe and the District Municipality of Muskoka. The contents may be adopted or used as a resource by any municipality in the development of their own annex to their municipality's Emergency Response Plan. The custodian of this plan shall be the Chair of the Emergency Planning for Vulnerable Populations Committee. The Committee will re-convene annually to review and modify the plan as deemed necessary.

4.0 Definition of Vulnerable Populations

The following definition of vulnerable populations has been adopted:

In disaster preparedness and response the term "vulnerable populations" is often used to characterize groups whose needs are not fully addressed by traditional service providers. They include those who are physically or mentally disabled, (blind, legally blind and blind-deaf, D(d)eaf, deafened or hard-of-hearing, cognitive disorders, mobility limitations), limited or non-English speaking, geographically or culturally isolated, medically or chemically dependent, homeless, frail/elderly and children.

It should be noted that the definition above has been revised from the original definition which was included in the terms of reference, to reflect input from agencies that serve vulnerable populations. The original definition was obtained from http://www.preparenow.org/pop.html .

This definition may be further modified based on future identified needs.

5.0 Fan Out Communications Strategies

In the event of a municipally managed emergency, all releases of Public Service Announcements are to be made through the *Municipal Public Information Officer.*

To increase the effectiveness of communications to vulnerable populations, key messages developed by the appropriate Community Emergency Control Group will be forwarded to designated sector leads by the General Manager of Social Services or Commissioner of Community Services, using the Sector Lead Fan Out List. The sector leads will further circulate information to other service providers during normal business hours. Service Providers will be asked to assist in relaying the prepared messages to vulnerable populations.

The preferred method of communicating key messages to sector leads is in writing, by fax or email. This communication should be supplemented by a voice mail message indicating that the fan-out communications strategy for vulnerable populations has been implemented.

Sector Leads will forward this information to their designated service providers using existing methods of communication. Sector Leads will maintain contact information for each of their designated service providers.

The Directory of Community Service Providers for vulnerable populations by sector are identified in appendix 2.

6.0 Activation, Implementation and Testing

The fan out communication strategies within this plan may be activated by the General Manager of Social Services/Commissioner of Community Services. The decision to activate this plan will be made in consultation with the affected municipality's emergency control group.

Vulnerable population sector leads/designates will be notified using the Sector Lead Fan out Activation Form, appendix 3.

The plan may be activated in whole or in part based on the needs of vulnerable populations within the impacted community.

Testing of the plan's fan out communication strategies will occur as determined by the Chair.

7.0 Communications Plan for Pandemic Influenza

During the creation of the Communications Plan for Pandemic Influenza it was determined that communication strategies needed to be developed to ensure effective communications with vulnerable populations. Recommended revisions to the Communications Plan for Pandemic Influenza which are consistent with this plan are identified in appendix 4.

It is further recommended that these suggestions be considered during the development of communication strategies for any large scale emergency.

8.0 General Roles and Responsibilities – All Sector Leads

To effectively address the objectives identified in the terms of reference the Sector Leads will assume the following roles/responsibilities:

- Participate in the annual review of vulnerable populations groups identified within the plan annually, and modify based on identified needs.
- Maintain the community directory for assigned service providers.
- Follow communication strategies outlined in this plan when sharing information related to an emergency to community service providers/vulnerable populations.

- Provide information to service providers within their sector to increase awareness of the communication strategy for vulnerable populations and encourage their involvement/input in identifying how key messages can be effectively communicated to the vulnerable populations they serve.
- Assist with the provision of educational community sessions for community service providers on the community emergency management system and the availability to access information and identify concerns through emergency public inquiry lines. It is recommended by this Committee that presentations be provided with the assistance of the County of Simcoe, District Municipality of Muskoka, and /or Simcoe Muskoka District Health Unit as time and workload permits.
- Assist with the provision of educational community sessions for community service providers on the need to include emergency planning in the supports provided to clients and to promote business continuity and emergency preparedness planning. It is recommended by this Committee that a business continuity tool kit that can assist service providers with their planning, be developed by the County of Simcoe, District Municipality of Muskoka and Simcoe Muskoka District Health Unit as time and workload permits.
    - A resource directory of tools available to support the above activities is attached as appendix 5, and will be updated annually.
    - As developed, tools will be made available to Sector Leads at a confidential site at (to be determined) VPS. Tools will also be made available to service providers through the public web site located at (to be determined).
    - Assist in increasing awareness of various services currently provided to vulnerable populations and how service providers may be able to support each other during an emergency.
- Assist in providing presentations to emergency responders at Joint Community Emergency Management Committee Meetings to increase their awareness and understanding of vulnerable population needs and the services available within the community. Presentations will be coordinated through the General Manager of Social Services/Commissioner of Community Services.
- Share with other Sector Leads activities, presentations, forms and workshops related to the above activities to assist others with their planning.
- Immediately notify Chair of a change in contact information for Sector Lead Primary and Alternate contacts.
- Participate in an annual Committee review and update of the plan. The Chair will coordinate this review.

9.0 Sector Leads

Barrie Area Native Advisory Circle
Bradford Immigrant & Community Services
Canadian Mental Health Association, Barrie-Simcoe Branch
Canadian National Institute for the Blind
Catulpa Community Support Services
Central Community Care Access Centre
County of Simcoe, Social Services
Deaf Access Simcoe

District Municipality of Muskoka, Community Services
La Clé d'la Baie en Huronie
Ministry of Community and Social Services
Muskoka-Parry Sound Community Mental Health Service
North Simcoe Muskoka Community Care Access Centre
Simcoe Muskoka District Health Unit
Victorian Order of Nurses

Appendix 1

Emergency Planning For Vulnerable Populations Committee
Terms of Reference

Definition of a “Vulnerable Populations”:

In disaster preparedness and response, the term “vulnerable populations” is often used to characterize groups whose needs are not fully addressed by traditional service providers. They include those who are physically or mentally disabled, (blind, deaf, hard-of-hearing, cognitive disorders, mobility limitations), limited or non-English speaking, geographically or culturally isolated, medically or chemically dependent, homeless, frail/elderly and children.

Purpose:
The purpose of the committee is to identify vulnerable populations within the County of Simcoe and District of Muskoka and to develop the strategies to support the basic necessities of these populations in the event of any large scale emergency

Objectives:

1. To identify lead agency responsible for coordinating the identification of vulnerable populations and strategies for communicating and conveying the needs of these populations in the event of an emergency.
2. To ensure membership is representative of potential vulnerable populations within the County/District.
3. To compile a directory of community service providers for vulnerable populations by sector.
4. To assign maintenance of the community directory to the most appropriate sector representative.
5. To develop a communications protocol that sector representatives can refer to when sharing information related to an emergency to community service providers/vulnerable populations.
6. To ensure community providers are aware of the communications protocol for accessing information and forwarding issues of concern during an emergency.
7. Sector Representatives to educate community service providers on how to access emergency management authorities through sector representatives to ensure a coordinated response to service delivery during an emergency.
8. To develop strategies for educating community service providers on the need to include emergency planning in the supports provided to clients and to promote the development of business continuity planning and emergency preparedness.
9. To develop strategies to increase awareness of the various services currently provided to vulnerable populations and how service providers may be able to support each other during an emergency.
10. To develop strategies to increase awareness and understanding of disability, aging and vulnerable population needs and service amongst all Emergency Responders.

Composition:

- County of Simcoe
- District of Muskoka
- Canadian Mental Health Association, Barrie-Simcoe Branch

- Muskoka-Parry Sound Community Mental Health Service
- CCAS, Muskoka East Parry Sound
- CCAC, North Simcoe Muskoka – Simcoe Representative
- CCAC, North Simcoe Muskoka – Muskoka Representative
- Simcoe Muskoka District Health Unit
- Catulpa Community Support Services

Term of Service:
- 6 month-End of June 2007

Role of Members:
- To participate in meeting the committee objectives
- Participate in committee meetings and complete assigned tasks

Role of Chair:
- Set Agenda
- Facilitate the meeting
- Call Ad-Hoc meetings as necessary
- Book the meeting room and equipment as need
- To monitor the status and identify completion of working group tasks
- Distribute minutes in a timely manner
- Maintain Committee electronic files/resources

Recorder:
- The County will provide a recorder.

Meeting Frequency and Duration:
- Monthly at the County of Simcoe or District of Muskoka office locations
- Meeting schedule to be based upon mutually agreed upon times
- Duration: ½ day sessions

Reporting Relationships:
- Chair to communicate the activities of the Vulnerable Population Committee to the Simcoe Muskoka Health Sector Emergency Planning Committee
- Committee members to communicate the activities of the Vulnerable Population Committee to their respective organizations, including Emergency Control Groups where appropriate.

Appendix 2

Directory of Community Service Providers

Sector	Agency	Sector Lead
Off Reserve Aboriginal Population	Community Partners & Service Providers	BANAC
South Simcoe English as a Second Language Families	Bradford & District Produce	BICS
South Simcoe English as a Second Language Families	Bradford Tic Tac Café Sports Bar & Grill	BICS
South Simcoe English as a Second Language Families	Dutch Treats	BICS
South Simcoe English as a Second Language Families	Food Centre	BICS
South Simcoe English as a Second Language Families	Imperial China	BICS
South Simcoe English as a Second Language Families	Mar Alto Supermarket	BICS
South Simcoe English as a Second Language Families	Portugalia Bakery	BICS
South Simcoe English as a Second Language Families	Portuguese Cultural Centre of Bradford	BICS
South Simcoe English as a Second Language Families	San Francisco Pizza	BICS
South Simcoe English as a Second Language Families	Town Taxi	BICS
Community Services	Simcoe Community Services	Catulpa
Development Services	Simcoe Habilitation	Catulpa
Group Home – Developmental	Camphill Communities	Catulpa
Group Home - Developmental	Camphill Village Inc	Catulpa
Group Home - Developmental	Camphill Village Inc- Algoma	Catulpa
Group Home - Developmental	Camphill Village Inc- Oentar	Catulpa
Group Home - Developmental	Camphill Village Inc- Raventree	Catulpa
Group Home - Developmental	Camphill Village Inc- Tamarack	Catulpa
Group Home - Developmental	Camphill Village Inc- Turnasol	Catulpa
Group Home - Developmental	Christian Horizons	Catulpa
Group Home - Developmental	CLASS – BC Program	Catulpa
Group Home - Developmental	CLASS – Cumberland Hse	Catulpa
Group Home - Developmental	CLASS – Oak Site	Catulpa
Group Home - Developmental	CLASS – Victoria Site	Catulpa
Group Home - Developmental	CLASS- Church Site	Catulpa
Group Home - Developmental	CLASS- Cumberland House	Catulpa
Group Home - Developmental	CLASS -Cumberland Hse	Catulpa
Group Home - Developmental	CLASS- Downey Res.	Catulpa
Group Home - Developmental	CLASS- East site	Catulpa
Group Home - Developmental	CLASS- Grey Site	Catulpa

Group Home - Developmental	CLASS- Previn Site	Catulpa
Group Home - Developmental	CLASS- Colgan House	Catulpa
Group Home - Developmental	Community Living Huronia	Catulpa
Group Home - Developmental	E3 Community Services	Catulpa
	Children's Treatment Network of Simcoe York	Catulpa
Adult Day Program	VON Adult Day Program (Collingwood)	NSM CCAC
Adult Day Program	VON Adult Day Program (Barrie)	NSM CCAC
Adult Day Program	VON Adult Day Program (Beeton)	Central CCAC
Adult Day Program	VON Adult Day Program (Orillia)	NSM CCAC
Alzheimer Society	Alzheimer Society of Greater Simcoe County	NSM CCAC
Alzheimer Society	Alzheimer Society of Muskoka	NSM CCAC
Alzheimer Society	Alzheimer Society of North East Simcoe County	NSM CCAC
Attendant Care	York-Simcoe Brain Injury Services	NSM CCAC
Home Support	Helping Hands	NSM CCAC
Hospice	Hospice Georgian Triangle	NSM CCAC
Hospice	Hospice Huntsville	NSM CCAC
Hospice	Hospice Huronia c/o Penetang General Hospital	NSM CCAC
Hospice	Hospice Muskoka	NSM CCAC
Hospice	Hospice Orillia	NSM CCAC
Hospice	Hospice Simcoe	NSM CCAC
LTC Home	I.O.O.F. Senior Citizen Homes	NSM CCAC
LTC Home	Leisure World Caregiving Centre - Orillia	NSM CCAC
LTC Home	Oak Terrace - CPL	NSM CCAC
LTC Home	One North c/o North Simcoe Hospital Alliance	NSM CCAC
LTC Home	The Ontario Long Term Care Homes for the Deaf	NSM CCAC
LTC Home	Victoria Village	NSM CCAC
LTC Home	Fairvern Nursing Home (MEPSHS)	NSM CCAC
LTC Home	Leisureworld Muskoka	NSM CCAC
LTC Home	Muskoka Landing	NSM CCAC
LTC Home	South Haven (HDMH)	NSM CCAC
LTC Home	The Pines Bracebridge	NSM CCAC
LTC Homes	Bradford Valley	Central CCAC
LTC Homes	Coleman Care Centre	NSM CCAC
LTC Homes	Collingwood Nursing Home	NSM CCAC
LTC Homes	Georgian Manor	NSM CCAC
LTC Homes	Good Samaritan Nursing Home	Central CCAC

LTC Homes	Grove Park Home	NSM CCAC
LTC Homes	Hillcrest Village	NSM CCAC
LTC Homes	Leacock Care Centre	NSM CCAC
LTC Homes	Leisure World Caregiving Centre (Barrie)	NSM CCAC
LTC Homes	Leisure World Caregiving Centre (Creemore)	NSM CCAC
LTC Homes	Roberta Place	NSM CCAC
LTC Homes	Sara Vista Nursing Centre	NSM CCAC
LTC Homes	Simcoe Manor	Central CCAC
LTC Homes	Stayner Nursing Home	NSM CCAC
LTC Homes	Sunset Manor	NSM CCAC
LTC Homes	The Corporation of the County of Simcoe	NSM CCAC
LTC Homes	Trillium Manor	NSM CCAC
LTC Homes	Villa Care Centre	NSM CCAC
LTC Homes	Woods Park Care Centre	NSM CCAC
Meals on Wheel	Bala Meals - on - Wheels	NSM CCAC
Meals on Wheel	Huntsville Meals on Wheels Inc.	NSM CCAC
Meals on Wheel	Mactier Meals - on - Wheels	NSM CCAC
Meals on Wheel	Meals on Wheels (The Canadian Red Cross)	NSM CCAC
Nursing	Bayshore Healthcare Ltd.	NSM CCAC
Nursing	Saint Elizabeth Health Care	NSM CCAC
Nursing and Personal Support	We Care	NSM CCAC
Nursing and Therapy	Closing the Gap	NSM CCAC
Personal Support	The Canadian Red Cross Society - Simcoe	NSM CCAC
Personal Support Services	The Canadian Red Cross Society - Muskoka	NSM CCAC
Therapy Agency	Comcare	NSM CCAC
Therapy Agency	Royal Victoria Hospital Cardio Respiratory Services	NSM CCAC
Therapy Agency	The Speech Clinic	NSM CCAC
	Central CCAC	Central CCAC
Addiction Services	SOS	CMHA
Addiction Services	Addiction Outreach for Muskoka	CMHA
Children's Mental Health	Kinark Child and Family Services	CMHA
Children's Mental Health	New Path - Pinecrest	CMHA
Support Services	Wendat	CMHA

Support Services	Canadian Mental Health Association Barrie-Simcoe Branch	CMHA
Attendant Care	Simcoe County Association for the Physically Disabled	Simcoe/Muskoka Coalition of Community Support Services
Support Services	AIDS Community, Simcoe County	Simcoe/Muskoka Coalition of Community Support Services
Support Services	Almaguin Palliative Care	Simcoe/Muskoka Coalition of Community Support Services
Support Services	Arthritis Society	Simcoe/Muskoka Coalition of Community Support Services
Support Services	Askennonia Seniors Centre Inc.	Simcoe/Muskoka Coalition of Community Support Services
Support Services	Barrie Area Native Advisory Circle (BANAC)	Simcoe/Muskoka Coalition of Community Support Services
Support Services	Barrie Community Health Centre	Simcoe/Muskoka Coalition of Community Support Services
Support Services	Barrie Native Friendship Centre	Simcoe/Muskoka Coalition of Community Support Services
Support Services	Bayshore Senior Citizens Association Inc.	Simcoe/Muskoka Coalition of Community Support Services
Support Services	Belvedere Heights CSS	Simcoe/Muskoka Coalition of Community Support Services
Support Services	Brain Injury Services of Simcoe County	Simcoe/Muskoka Coalition of Community Support Services
Support Services	Breaking Down Barriers	Simcoe/Muskoka Coalition of Community Support Services
Support Services	Canadian Hearing Society	Simcoe/Muskoka Coalition of Community Support Services
Support Services	Canadian Paraplegic Association Ontario	Simcoe/Muskoka Coalition of Community Support Services
Support Services	Caregivers (Voice) Muskoka/Parry Sound	Simcoe/Muskoka Coalition of Community Support Services
Support Services	Chippewas of Rama Mnijkaning First Nation	Simcoe/Muskoka Coalition of Community Support Services
Support Services	Collingwood General and Marine Hospital	Simcoe/Muskoka Coalition of Community Support Services
Support Services	Collingwood Leisure Time Charity	Simcoe/Muskoka Coalition of Community Support Services

Support Services	County of Simcoe Adult Day Program	Simcoe/Muskoka Coalition of Community Support Services
Support Services	County of Simcoe Homemakers & Nurses	Simcoe/Muskoka Coalition of Community Support Services
Support Services	Deaf Access Simcoe Muskoka Inc.	Simcoe/Muskoka Coalition of Community Support Services
Support Services	Dokis First Nation	Simcoe/Muskoka Coalition of Community Support Services
Support Services	East Parry Sound CSS-Eastholme	Simcoe/Muskoka Coalition of Community Support Services
Support Services	Georgian Shores Seniors	Simcoe/Muskoka Coalition of Community Support Services
Support Services	Gravenhurst Seniors Citizens Club	Simcoe/Muskoka Coalition of Community Support Services
Support Services	Henvey Inlet First Nation	Simcoe/Muskoka Coalition of Community Support Services
Support Services	I.O.O. F. Seniors' Homes Inc.	Simcoe/Muskoka Coalition of Community Support Services
Support Services	Innisfil Meals on Wheels	Simcoe/Muskoka Coalition of Community Support Services
Support Services	LHINs	Simcoe/Muskoka Coalition of Community Support Services
Support Services	Ministry of Health	Simcoe/Muskoka Coalition of Community Support Services
Support Services	Muskoka East Parry Sound CCAC	Simcoe/Muskoka Coalition of Community Support Services
Support Services	Muskoka Seniors Home Assistance	Simcoe/Muskoka Coalition of Community Support Services
Support Services	NSM CCAC	Simcoe/Muskoka Coalition of Community Support Services
Support Services	Ontario March of Dimes	Simcoe/Muskoka Coalition of Community Support Services
Support Services	Royal Canadian Legion	Simcoe/Muskoka Coalition of Community Support Services
Support Services	Senior Encounter Adult Day Program – Grove Park Home	Simcoe/Muskoka Coalition of Community Support Services
Support Services	Victoria Order of Nurses	Simcoe/Muskoka Coalition of Community Support Services

Support Services	Wahta Mohawks	Simcoe/Muskoka Coalition of Community Support Services
Support Services	Wasauksing First Nation	Simcoe/Muskoka Coalition of Community Support Services
Support Services	West Parry Sound CCAC	Simcoe/Muskoka Coalition of Community Support Services
Aboriginal Population	Beausoleil First Nation	County of Simcoe
Aboriginal Population	Chippewas of Mnjikaning First Nation	County of Simcoe
Aboriginal Population	Georgian Bay Native Friendship Centre Inc.	County of Simcoe
Child Care Centres	Simcoe County Licensed Child Care Centres	County of Simcoe
Child Protection	Simcoe County Children's Aid Society	County of Simcoe
Community Programs	Bradford Immigration Community Services	County of Simcoe
Community Services	Community Link North Simcoe	County of Simcoe
Community Services	David Busby St. Centre	County of Simcoe
Community Services	Georgian Triangle Resid. Resource	County of Simcoe
Community Services	Information Orillia	County of Simcoe
Emergency Shelters	Elizabeth Fry Society	County of Simcoe
Emergency Shelters	Lighthouse – Christian Ministries	County of Simcoe
Emergency Shelters	Catholic Family Services	County of Simcoe
Emergency Shelters	North Simcoe Victim Crisis Services	County of Simcoe
Emergency Shelters	S.U.N. Housing	County of Simcoe
Emergency Shelters	Salvation Army Barrie	County of Simcoe
Emergency Shelters	Salvation Army Collingwood	County of Simcoe
Emergency Shelters	Salvation Army Midland	County of Simcoe
Emergency Shelters	Salvation Army Orillia	County of Simcoe
Emergency Shelters	South Simcoe Community Information Centre	County of Simcoe
Emergency Shelters	Youth Haven	County of Simcoe
Interval and Transitional Home	Couchiching Jubilee House	County of Simcoe
Interval and Transitional Home	Rosewood Shelter	County of Simcoe
Interval and Transitional Home	Simaritan House	County of Simcoe
OEYC	OEYC – E3	County of Simcoe
OEYC	OEYC – Simcoe North	County of Simcoe
OEYC	Simcoe Community Services	County of Simcoe
Simcoe County Recreational Centres	Recreational Centres in Simcoe County	County of Simcoe

Social Housing	Non-Profit Social Housing - County of Simcoe	County of Simcoe
Violence Against Women Agency	Collingwood Crisis Centre (My Friend's House)	County of Simcoe
Violence Against Women Agency	Green Haven Shelter for Women	County of Simcoe
Violence Against Women Agency	Huronia Transition Homes Inc./ Women's Resources of Simcoe County	County of Simcoe
Violence Against Women Agency	People in Transition Inc.	County of Simcoe
Violence Against Women Agency	Women and Children's Shelter (Barrie)	County of Simcoe
Child Care Centres	Muskoka Licensed Child Care Centres	District of Muskoka
Child Protection	Family, Youth and Children's Services of Muskoka	District of Muskoka
Emergency Services	Salvation Army - Bracebridge	District of Muskoka
Emergency Services	Salvation Army - Gravenhurst	District of Muskoka
Emergency Services	Salvation Army - Huntsville	District of Muskoka
Interval and Transitional Home	Interval House	District of Muskoka
Nursing Services	ParaMed Home Health Care	District of Muskoka
Nursing Services	VON	District of Muskoka
OEYC	OEYC - Muskoka	District of Muskoka
Rehabilitation Services	Closing the Gap	District of Muskoka
Rental of Medical Equipment	Home Care Oxygen Service	District of Muskoka
Rental of Medical Equipment	Shoppers Home Health Care	District of Muskoka
Social Housing	Non-Profit Social Housing - Muskoka	District of Muskoka
Support Services	Caregivers Voice	District of Muskoka
Support Services	The Friends Outreach	District of Muskoka
Support Services	Veteran's Affairs Canada VAC or DVA	District of Muskoka
Support Services	CNIB Simcoe/Muskoka District	District of Muskoka
Community Services	La Clé d'la Baie en Huronie	La Clé d'la Baie en Huronie
Francophone Community	Community Partners and Service Providers	La Clé d'la Baie en Huronie
Support Services	Muskoka-Parry Sound Community Mental Health Services	Muskoka-Parry Sound Community Mental Health Services

Food Bank	Angus Food Bank	SMDHU
Food Bank	Barrie Food Bank	SMDHU
Food Bank	Manna Food Bank	SMDHU
Food Bank	Ministerial Food Bank WB	SMDHU
Food Bank	Muskoka Food Bank	SMDHU
Food Bank	Royal Canadian Legion Food Bank	SMDHU
Food Bank	Salvation Army Food Bank - Collingwood	SMDHU
Food Bank	Salvation Army Food Bank - Gravenhurst	SMDHU
Food Bank	Sharing Place Food Bank	SMDHU
Food Bank	Stayner Food Bank	SMDHU
Food Bank	The Good Shepherd Food Bank	SMDHU
Food Bank	The Sharing Place	SMDHU
Food Bank	Tottenham Food Bank	SMDHU
Group Home	A Brighter Realm	SMDHU
Group Home	Blooming Acres	SMDHU
Group Home	Brighter Vision	SMDHU
Group Home	Camp Prospect	SMDHU
Group Home	Cedar Heights Residence	SMDHU
Group Home	Collingwood Community Living	SMDHU
Group Home	Community Living - South Muskoka	SMDHU
Group Home	Cornerstone House - 129	SMDHU
Group Home	Country Moments	SMDHU
Group Home	Deaf Blind Ontario Services	SMDHU
Group Home	Daffodil House - 132	SMDHU
Group Home	Everett House Group Home	SMDHU
Group Home	Foster Group Home	SMDHU
Group Home	Green Haven	SMDHU
Group Home	Harmony House – 133	SMDHU
Group Home	Hayden Youth Services	SMDHU
Group Home	Independent Living Residence	SMDHU
Group Home	Jenn’s Place	SMDHU
Group Home	Kushion’s Inc- Area 129	SMDHU
Group Home	Mogu Children’s Residence	SMDHU
Group Home	Muskoka Pathways	SMDHU
Group Home	New Friends of Children	SMDHU
Group Home	NewPath Youth Centre- Deerview	SMDHU
Group Home	NewPath Youth Centre- Fox Run	SMDHU
Group Home	NewPath Youth Centre- Pinecrest	SMDHU

Group Home	Oakdale Child & Family Services	SMDHU
Group Home	Pheonix I	SMDHU
Group Home	Summit Health Services Area	SMDHU
Group Home	The Hideaway	SMDHU
Group Home	Vlinderland Home	SMDHU
Group Home	Wagner Residence	SMDHU
Group Home	Wenonah Residence	SMDHU
Homes for Special Care	All About Children Inc	SMDHU
Homes for Special Care	Anna-Marie Robbins Residence	SMDHU
Homes for Special Care	Brunelle Residence	SMDHU
Homes for Special Care	Blooming Acres Lodge	SMDHU
Homes for Special Care	Canford House	SMDHU
Homes for Special Care	Caroline Street Residence	SMDHU
Homes for Special Care	Flora Village	SMDHU
Homes for Special Care	Goodfellow Residence	SMDHU
Homes for Special Care	Jennings Lodge	SMDHU
Homes for Special Care	Lafontaine Residence	SMDHU
Homes for Special Care	Manitoba Place	SMDHU
Homes for Special Care	Margarets Guest House	SMDHU
Homes for Special Care	MCCallum-Haarer Residence	SMDHU
Homes for Special Care	McClaren Residence	SMDHU
Homes for Special Care	Melody Home	SMDHU
Homes for Special Care	Muskoka North Residential	SMDHU
Homes for Special Care	Patchell Residence	SMDHU
Homes for Special Care	Phoenix 1	SMDHU
Homes for Special Care	Pressick Home for Special Care	SMDHU
Homes for Special Care	Residence on Water Street	SMDHU
Homes for Special Care	Robbins. P Residence	SMDHU
Homes for Special Care	Roberts Guest House	SMDHU
Homes for Special Care	Ruttan Residence	SMDHU
Homes for Special Care	Trentview Home	SMDHU
Homes for Special Care	Val-Glo Residence	SMDHU
Homes for Special Care	Wellington Community Living	SMDHU
Homes for Special Care	Windermere Gardens (Murrays Windermere Gardens Inc.)	SMDHU
Homes for Special Care	Woodward Community Living	SMDHU
Homes for Special Care	Wright Residence	SMDHU
LTC	Roger's Cove	SMDHU
Rest and Retirement Home	Atrium Retirement Home	SMDHU
Rest and Retirement Home	Bay Haven Nursing Home	SMDHU
Rest and Retirement Home	Best Lifestyle Residence	SMDHU
Rest and Retirement Home	Birchmere Retirement Residence	SMDHU
Rest and Retirement Home	Blue Mountain Manor	SMDHU

Rest and Retirement Home	Bonnie-Lynn House	SMDHU
Rest and Retirement Home	Brandon House	SMDHU
Rest and Retirement Home	Breanne's For Seniors	SMDHU
Rest and Retirement Home	Cameron House	SMDHU
Rest and Retirement Home	Caregivers 2000 Private Retirement Home	SMDHU
Rest and Retirement Home	Elim Homes	SMDHU
Rest and Retirement Home	Grove Park Home	SMDHU
Rest and Retirement Home	Huronia Guest Home	SMDHU
Rest and Retirement Home	LeBlanc Rest Home	SMDHU
Rest and Retirement Home	Leimgardt Manfred W. Retirement Home	SMDHU
Rest and Retirement Home	Maplewood Retirement Residence	SMDHU
Rest and Retirement Home	Pine Villa	SMDHU
Rest and Retirement Home	Pressick House	SMDHU
Rest and Retirement Home	Residence on King Street	SMDHU
Rest and Retirement Home	Riverwood Retirement Home	SMDHU
Rest and Retirement Home	Ruby Jean House	SMDHU
Rest and Retirement Home	Shadow Lane Retirement	SMDHU
Rest and Retirement Home	Simcoe Terrace Retirement Center	SMDHU
Rest and Retirement Home	Simcoe Village	SMDHU
Rest and Retirement Home	Sunnyside Retirement Residence	SMDHU
Rest and Retirement Home	Tollendale Christian Retirement Village	SMDHU
Rest and Retirement Home	Tracey House	SMDHU
Rest and Retirement Home	Tudhope Manor	SMDHU
Rest and Retirement Home	Victoria House	SMDHU
Rest and Retirement Home	Wasaga Beach Seniors Residence	SMDHU
Rest and Retirement Home	Waterford Retirement Home	SMDHU
Rest and Retirement Home	Whispering Pines Residence	SMDHU
Rest and Retirement Home	Woods Park Care Centre	SMDHU
Rest and Retirement Home	Barrie Manor	SMDHU
Rest and Retirement Home	Barrington Retirement Home	SMDHU
Rest and Retirement Home	Birchmere Retirement	SMDHU
Rest and Retirement Home	Brookfield Place	SMDHU
Rest and Retirement Home	Champlain Manor	SMDHU
Rest and Retirement Home	High Park Manor	SMDHU
Rest and Retirement Home	Innisfil Beach Gardens	SMDHU
Rest and Retirement Home	Kayla Retirement	SMDHU
Rest and Retirement Home	Lillie’s Place	SMDHU
Rest and Retirement Home	Mulcaster Mews	SMDHU
Rest and Retirement Home	Muskoka Heights Retirement	SMDHU
Rest and Retirement Home	Muskoka Retirement Lodge	SMDHU
Rest and Retirement Home	O’Brien House	SMDHU

Rest and Retirement Home	Our Elders Retirement Home	SMDHU
Rest and Retirement Home	Pine Villa Retirement Home	SMDHU
Rest and Retirement Home	Villa Nursing Home	SMDHU
Rest and Retirement Home	Waterview Retirement Home	SMDHU
Support Services	Penetanguishene Mental Health Outreach	SMDHU
Support Services	Offshore Farmer Worker Housing Units	SMDHU

Appendix 3

Sector Lead Fan Out Activation Form

The contact information for the sector leads is maintained by the County of Simcoe General Manager of Social Services and by the District Municipality of Muskoka Commissioner of Social Services.

Appendix 4

Recommended Changes To the Communication Plan for Pandemic Influenza

To more effectively communicate with vulnerable populations, it is recommended that the following revisions be made to the Communications Plan for Pandemic Influenza dated September 19, 2006. The September 19, 2006 Communications Plan for Pandemic Influenza can be found at http://www.simcoe.ca/ws_cos/media/media/emergencyplanningfiles/Pandemic%5FPlan2.pdf

Suggested revisions are underlined and in italics**.**

Under section Goals and Objectives (Page 3 of Communications Plan for Pandemic Planning), revise the second bullet point under the section "These goals will be reached through the implementation of the following objectives:"

- Develop key relevant messages that target specific audiences throughout the duration of the Stage 6 outbreak. Particular attention must be paid to the tone of the messages (e.g. public needs to reassure that mechanisms and system are in place – locally, provincially and nationally – to combat pandemic.) *Messages should also include a request that the public consider vulnerable populations that may be living in their community and to provide assistance to those in need by helping them to understand how to access necessary information and services.*

Under Approach (Page 4) include a bullet point after the fourth point as follows:

- *Information prepared for the general public should be simple to understand and include various forms of communication to maximize ability to reach vulnerable populations.*
- *Information should be made available in both French and English.*

Under Target Audiences and Communication Channels (Page 4) include a bullet point under #1 as follows.

- *To increase effectiveness of communications to vulnerable populations, key messages developed for the public will be circulated to vulnerable population sector leads who will further circulate through fan out lists to other service providers who can assist in relaying the messages to vulnerable populations*.
- *Communication channels should include local media who can deliver messages in French, as well as OMNI TV which can deliver messages in various languages.*

Under Communication Distribution (Page 6) include:

D) Vulnerable Population Sector Leads/Designates - Contact Information List

It is also recommended that any public inquiry lines include a TTY line that will allow D(d)eaf, deafened, hard-of-hearing or blind-deaf, an effective means of communicating.

The most current Communications Plan for Pandemic Influenza can be accessed at http://www.simcoe.ca/ws_cos/media/media/emergencyplanningfiles/Pandemic%5FPlan2.pdf

Appendix 5

Resource Directory (To be developed)