



**Canadian Mental
Health Association**
Muskoka - Parry Sound

**Addictions and
Mental Health Services**

Emergency Response Plan

Date Revised: April 2025

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1)Introduction

Canadian Mental Health Association, Muskoka-Parry Sound (CMHAMPS) is committed to protecting the health and safety of our staff and clients during emergencies and ensuring the continued provision of quality and safe service to the community. For these reasons, the agency has created the **Emergency Response Plan**. This plan outlines the responsibility of individuals when responding to emergencies.

1.1) Why an Emergency Preparedness Plan?

The aim of an emergency plan is to reduce the negative impact that people/organizations may encounter because of a situation. The plan details how the agency and its staff will respond to an emergency situation. The adjacent chart is a sample of the types of situations that could occur, resulting in the declaration of a state of emergency.

Severe bad weather (floods, storms, tornadoes, blizzards)
Forest fires
Earthquakes
Epidemics/Pandemics
Construction failures & industrial accidents (in roads, bridges, municipal facilities, hockey arenas, water systems, etc.)
Power or energy failures
Transportation accidents (road, rail, water, or air)
Fires and Explosions
Environmental incidents (the unexpected need to remove hazardous materials, for example)
Nuclear reactor accidents

1.2) Definition of an Emergency

An emergency is a situation that has serious adverse effects on the health and safety of persons in the workplace, community, or environment and which requires a controlled and coordinated response. An emergency could be specific to an area, office, or small group of people or broadly based in the community.

Every emergency is different, but they all have some common characteristics:

- It involves some unusual or abnormal situation
- The risk of harm to health and safety, damage to property, or business continuity
- Reducing that risk requires a prompt response
- The response could involve extraordinary procedures and actions

Canadian Mental Health Association, Muskoka-Parry Sound defines an emergency as one where service to clients and/or the integrity of day-to-day operations is jeopardized.

An emergency may also be declared by the **Executive Director or designate** as a response to emergency requests for service from community groups or organizations.

1.3) What is an Emergency Preparedness Plan?

An Emergency Preparedness Plan is a written document that specifies the roles and responsibilities of individuals during an emergency. It is a clearly defined and systemic approach to the control and resolution of an emergency. The Emergency Preparedness Plan:

- Will be reviewed and updated annually
- Will be part of the Agency orientation
- Will be reviewed by staff annually
- Specific training and exercise to practice responses to various scenarios will occur annually.

1.4) Distribution of the Emergency Preparedness Plan

Copies of this plan are in Agency offices as follows:

Executive Director	Bracebridge
Front reception area Emergency Supplies Kit (Blue Box)	Bracebridge
Front reception area Emergency Supplies Kit (Blue Box)	Huntsville
Front reception area Emergency Supplies Kit (Blue Box)	Gravenhurst
Front reception area Emergency Supplies Kit (Blue Box)	Parry Sound
Front reception area Emergency Supplies Kit (Blue Box)	Sundridge
Road to Recovery Home (R2R)	Parry Sound
Director of Clinical Services	Bracebridge
Director of Corporate Services	Huntsville
Director of Indigenous Services	Gravenhurst
Program Managers (x5)	Bracebridge/Parry Sound/Sundridge
Program Coordinator: COI	Sundridge
Human Resources	Bracebridge/Parry Sound
Volunteer Coordinator	Sundridge

Copies of this plan will also be located at the private residences of the following staff:

Executive Director
Director of Clinical Services
Director of Corporate Services
Director of Indigenous Services
Program Managers (x5)

Emergency Preparedness Plan of Record is located on the Agency Web Site.

2)Preplanning and Preparation

2.1) **Updates:** Copies of the Emergency Preparedness Plan will be updated as needed and reviewed annually. Updates will be distributed to all offices (Section 1.4).

2.2) **Emergency Supply Items:** Inventory of emergency supplies will be reviewed when the Joint Health and Safety Committee completes its annual inspections.

2.3) Responsibilities

2.3a) Emergency Preparedness Committee

Will be responsible for maintaining and revising the Emergency Preparedness Plan.

- Ensuring there is a chairperson appointed.
- Ensure that the Emergency Preparedness Plan is reviewed annually and/or updated as needed.
- Identify areas where training is required for staff to carry out their emergency responsibilities.

2.3b) Chairperson (Emergency Preparedness Committee)

Will be responsible for the following:

- Act as the contact person for changes to the plan.
- Calling a meeting of the committee.
- Ensuring that the plan is reviewed by the committee annually.
- Ensure that all recommendations, comments, and concerns raised regarding the Emergency Preparedness Plan are forwarded to the Committee for review and follow up.
- Responsible for preparation and arrangements of simulated exercises, orientation, and education.

2.3 c) Agency Management

Will be responsible for the following:

- Review the Emergency Preparedness Plan annually.
- Be able to identify a situation/occurrence that may potentially develop into an emergency.
- Be able to implement the Emergency Preparedness Plan and directives of the Emergency Control Group.
- Be aware of where emergency supplies are located in base office.
- Notify the Emergency Preparedness Chair if a discrepancy in the plan is identified.

2.3d) Administrative Assistant

The Administrative Assistant in each office will:

- Ensure the Front reception area Emergency Supplies Kit (Blue Box) has the most up to date copy of the Emergency Preparedness Plan.
- Bi-monthly, ensure that the items within the Emergency Supplies Kit are fully stocked and in working order
- Notify Emergency Preparedness Chair of any changes in location of emergency items and if supplies require restocking

2.3e) **All Staff**

All staff will:

- Review the Emergency Preparedness Plan and sign off on Emergency Preparedness Plan Review in accordance with OHS-040 Emergency Response Plan.
- Be aware of where emergency supplies are located in base office.
- Notify the immediate supervisor/designate if a discrepancy in the plan is identified.
- Be prepared to respond to management directives in the event of an emergency.

2.4) **Work Refusals:** With considerations given to the Occupational Health and Safety Act, if staff refuse to work during a state of emergency, the Agency is not obligated to reimburse salaries.

2.5) **Occupational Health and Safety Act Responsibilities:**

2.5a) **Staff designated as a “worker”** under the Occupational Health & Safety Act and as such must take responsibility for personal health and safety insofar as he/she/they are able. Under the Act, a worker must:

- Work in compliance with the Act and regulations [section 28(1)(a)].
- Use or wear any equipment, protective devices or clothing required by the employer [section 28(1)(b)].
- Report to the employer or supervisor any known missing or defective equipment or protective device that may be dangerous [section 28(1)(c)].
- Report any known workplace hazard to the employer or supervisor [section 28(1)(d)].
- Report any known contravention to the Act or regulations to the employer or supervisor [section 28(1)(d)].
- Not remove or make ineffective any protective device required by the employer or by the regulations [section 28(2)(a)].
- Not use or operate any equipment or work in a way that may endanger any worker [section 28(2)(b)]; and
- Not engage in any prank, contest, feat of strength, unnecessary running, or rough and boisterous conduct [section 28(2)(c)].

2.5b) **Staff designated as a “supervisor”** under the Occupational Health & Safety Act. The Act sets out certain specific duties for workplace supervisors. A supervisor shall ensure that a worker:

- Works in a manner and with the protective devices, measures and procedures required by the Occupational Health and Safety Act and the regulations.
- Uses or wears the equipment, protective devices, or clothing that the worker's employer requires to be used or worn.
- Advise a worker of the existence of any potential or actual danger to the health or safety of the worker of which the supervisor is aware.
- Where so prescribed, provide a worker with written instructions as to the measures and procedures to be taken for protection of the worker; and
- Take every precaution reasonable in the circumstances for the protection of a worker, R.S.O. 1980, c. 321, s. 16.

3) Alerts and Notifications

3.1) Responsibility to respond to potential emergency situations:

Staff on duty who become aware of a potential emergency situation are required to bring this situation to the attention of their immediate supervisor/designate. The supervisor/ designate will then notify the Executive Director or designate. In cases of immediate danger direct notification of the Executive Director/Delegate is appropriate.

Staff off duty who become aware of a potential emergency are encouraged to notify their base office of the situation and their availability to respond.

3.2) Authority to Declare an Emergency

Only the **Executive Director (or designate)** has the authority to declare an Emergency and implement the Emergency Preparedness Plan.

3.3) Responsibility to invite Co-Location Agencies

Upon declaration of an Emergency, the **Executive Director** (or designate) has the authority to notify Co-Locating Agencies (e.g., Probation and Parole) that an Emergency has been declared and has authority to invite Co-Locating Agencies to participate in the planning and implementation of the emergency response.

4) Role and Responsibilities

4.1) Composition & Role of Emergency Control Group

The Emergency Control Group will consist of:

- The Executive Director / Designate
- Directors of Clinical Services
- Director of Corporate Services
- Director of Indigenous Services
- Executive Assistant
- Human Resource Generalist
- Finance Officer

Role of the Emergency Control Group:

Once a potential emergency situation has been identified, the Emergency Control Group will convene to review the details and potential impact of the situation. The **Executive Director/Designate** will decide if a declaration of emergency exists. The **Executive Assistant** will document the discussion and the decision.

Once a declaration of emergency has occurred, it is the responsibility of the **Emergency Control Group** to identify the following:

- The nature of the emergency and immediate responses required (i.e., evacuation, relocation, staffing etc.)
- The impact of the emergency on the personnel and clients of the agency (i.e., damage, death, injuries, ability to deliver services)
- Identify what resources and supports are required and available
- Develop and initiate an emergency response
- Establish a Central Coordination Centre, where appropriate.
 - For members who are in the same office, in-person is preferred method of convening.
 - MSTEams will be used to convene with members who are located off-site or in different office.
 - When internet access is not available, cell phones and/or the agency teleconference number can be used to convene members who are off-site or located in different offices.
- Direct Geographic Emergency Management Teams in the specific geographic area(s) affected how to respond to the situation.
- Establish and maintain communication with each Geographic Emergency Management Team.
- Receive and respond to requests from the community with regards to Agency responses to the Emergency situation
- Receive and respond to staff and client requests regarding the emergency situation

4.2) **Composition & Role of Geographic Emergency Management Teams**

The **Geographic Emergency Site Manager(s) for the Muskoka Team** are the Program Manager(s) (with Muskoka base office). In their absence, the following will assume this role according to availability.

1. Clinical Lead (Addictions)
2. Clinical Lead (COAST)
3. Clinical Lead (Case Management)
4. Clinical Lead (Crisis)
5. Clinical Lead (Counselling & Treatment)
6. Clinical Lead (Housing)
7. Muskoka staff designated by the Emergency Control Group.

The **Geographic Emergency Site Manager for the Parry Sound Team** are the Program Manager(s) (with Parry Sound base office). In their absence, the following will assume this role according to availability.

1. Clinical Lead (COAST)
2. Clinical Lead (Crisis)
3. Parry Sound staff designated by the Emergency Control Group.

The **Geographic Emergency Site Manager for the Sundridge** Team is the Program Manager (With Sundridge base office). In their absence, the following will assume this role according to availability.

1. Clinical Lead (COAST)
2. Clinical Lead (Crisis)
3. Program Coordinator (COI)
4. Sundridge staff designated by the Emergency Control Group.

The **Geographic Emergency Site Manager** will:

- Coordinate the response of the Geographic Emergency Management Team in their respective geographic area and ensure staff coordination of responses
- Receive all communications from the Emergency Control Group.
- Relay information to their respective Geographic Emergency Management Team members as to the nature of the emergency and responses required
- Remain in contact with the Emergency Control Group for further directives and to provide feedback on the implementation and outcomes of the emergency response.
- Communicate to answering service any changes to the staff schedule for their respective geographic area.

4.2a) **The Geographic Emergency Management Team – Muskoka** will consist of:

- Program Managers (Addictions and COAST/EPI) or Designate
- Clinical Lead (Addictions)
- Clinical Lead (COAST)
- Clinical Lead (Case Management)
- Clinical Lead (Crisis)
- Clinical Lead (Counselling & Treatment)
- Clinical Lead (Housing)
- Administrative Assistant

4.2b) **The Geographic Emergency Management Team – Parry Sound** will consist of:

- Program Managers (Crisis/Counselling & Treatment and B'saanibamaadsiwin) or Designate
- Clinical Lead (COAST)
- Clinical Lead (Crisis)
- Administrative Assistant

4.2c) **The Geographic Emergency Management Team – Sundridge** will consist of:

- Program Manager (Case Management & Housing) or Designate
- Clinical Lead (COAST)
- Clinical Lead (Crisis)
- Program Coordinator (COI)
- Administrative Assistant

(If any members of the Emergency Management Teams are present in offices other than their base office, they will participate in the Emergency Management Team of the location they are in.)

Role of the Geographic Emergency Management Team:

Upon notification from the Geographic Emergency Site Manager, the Geographic Emergency Management Team will convene in their respective geographic area as directed.

The Geographic Emergency Management Team will:

- Stay in communication with the Geographic Emergency Site Manager.
- Ensure that the immediate and required responses by the Emergency Control Group are promptly initiated.
- Ensure that the outcomes to the responses are reported back to the Geographic Emergency Site Manager.
- Update the Geographic Emergency Site Manager of any impact that the emergency has on personnel and clients of the agency (i.e., damage, death, injuries, ability to deliver services).
- Identify what resources and supports are required and/or available for their respective Geographic area, and report to the Site Manager.
- Carry out the Emergency Response Plan, as directed.
- Establish a Geographical Coordination Centre, where appropriate. *(The Geographical Coordination Centre is the location where the Geographic Emergency Management Team convenes during an emergency situation. This can be in-office and/or virtual.)*

4.3) Phone Services and the Role of Muskoka Message Service (answering service)

During normal business hours, incoming calls to the agency crisis line are forwarded to the geographic area office using geographical routing. In situations where a geographic area phone system is not operating the lines will automatically roll forward to the office extensions of the other agency offices. In the event that the Voice Over Internet (VOIP) phone system becomes entirely unavailable, cell phones will be used and an emergency number (Muskoka Message Service) will be posted on social media with Muskoka Message Service routing calls to staff cell phones.

The Message Service has a list of all staff and cell phone numbers. In an emergency, the Message Service can be used as a mobile Coordination Centre to leave messages and page staff members. Further, while most cell phone transmitters have been upgraded with power back-up systems, if power is out for an extended time cell phone transmitters may become inoperative. Communications can also occur using local radio announcements

5) Emergency Response Procedures

The following steps shall be taken in the event that a potential emergency is reported:

5.1) Convene Emergency Control Group:

In a potential emergency, the Executive Director or Designate will convene the **Emergency Control Group** in the Bracebridge office and/or MSTeams and/or Cell Phones and/or teleconference, whichever is efficient, effective, and safe.

5.2) Review Potential Emergency Situation and Document:

The Control Group will review the situation and the **Executive Director** or Designate will decide if an emergency condition exists. This may require the **Emergency Control Group** to contact the Geographic Emergency Site Manager(s) of the affected Geographic areas and direct them to gather specific information. The **Executive Assistant** will document all calls, discussion, and decisions.

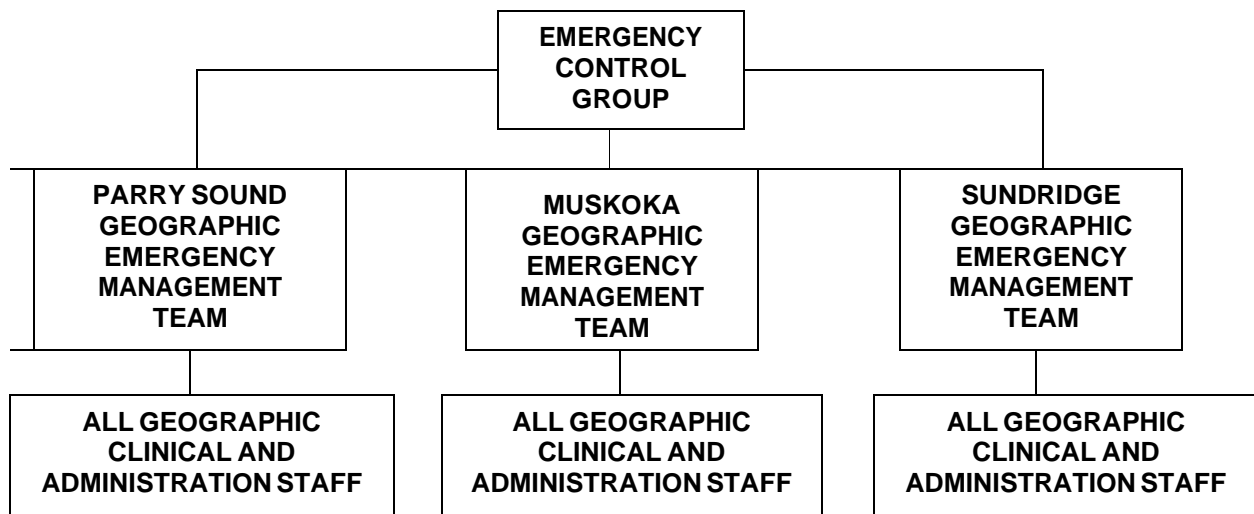
5.3) Declaration that an Emergency Situation Exists:

Only the **Executive Director** (or designate) can declare that an emergency situation exists. Upon doing so, the **Executive Assistant** will maintain up to date and accurate documentation of all decisions and actions. The Control Group will then determine a course of action in response to the emergency and establish and maintain contact with all Geographic Emergency Site Managers. The **Executive Director** (or designate) will ensure that appropriate reporting occurs, as required by external emergency planning bodies.

5.4) Establish Central Coordination Centre: Upon designation of an Emergency, the Emergency Control Group will establish an Emergency Coordination Centre. Where possible the **Executive Assistant** will coordinate Administrative Assistants to operate an Emergency Coordination Centre to assist with communications. This can be in-person in an office and/or virtually using remote technologies.

5.5) Call Up Procedure (Figure 1):

- The **Executive Director** (or designate) is responsible for initiating a Call Up Procedure.
- The **Executive Assistant** (or designate) will implement a call up procedure of contacting **Geographic Emergency Site Managers** (or designates)
- The **Geographic Emergency Site Managers** (or designates) will be responsible for contacting the Geographic Emergency Management Team members in their respective geographic areas.
- The **Geographic Emergency Management Team** will contact all staff in their respective geographical areas.
- The **Geographic Emergency Management Team** will coordinate the actions and provide direct supervision of geographical area staff.

Figure 1: **Call Up Procedures****5.6) Convene Geographic Emergency Management Team(s):**

The Central Coordination Centre will contact each Geographic area impacted by the emergency situation and communicate with the Geographic Emergency Site Manager or designate. The Geographic Emergency Site Manager will convene the Geographic Emergency Management Team. The Geographic Emergency Management Team will maintain up-to-date documentation during the emergency. The Geographic Emergency Site Manager will also designate the Geographic area Coordination Centre and ensure call up of all geographic area staff (Refer to 5.5). The Geographic Emergency Management Team will be responsible for carrying out the Emergency Response Plan set out by the Emergency Control Group.

5.6a) Geographic Emergency Management Team Members Outside of Home Geographic area:

Staff travelling outside their home geographic area may find themselves in a different geographic area when an emergency is declared. These staff will then report to their home Geographic Emergency Management Team using virtual technology (Cell Phone /MSTeams). If these systems are not available, they will report to the closet office location and report to the local Coordination Centre for that geographic area.

5.6b) In the event of Communication Failures:

In situations where a Geographic Emergency Management Team cannot communicate with the Emergency Control Group, the Geographic Emergency Site Manager has the authority to assume direct supervision of all staff and follow procedures laid out in the Emergency Response Plan.

5.7) Guidelines for Decision Making and Conducting Emergency Response Plans:

While enacting an Emergency Response Plan the following conditions exist:

- Decision making will be guided by the Ethical Framework.
- Priority responses will be given to those deemed most vulnerable or impacted by the emergency as determined by the Emergency Control Group.
- Staff members can be redirected from daily tasks and assigned new duties as part of the response plan. The Essential Services Staffing Allocation Chart can be used to guide this process.
- As far as possible, response plans will follow predetermined agency guidelines, protocols, policies and procedures. Provincial, regional, and/or local directives, guidelines and recommendations will also be incorporated in the response plan.
- Requests made by Emergency Service Providers (e.g., Police, Ambulance, Fire, Hospitals, etc.) for agency services must be directed to the Geographic Emergency Management Team who will then consult with the Emergency Control Group to assess the agency's abilities to carry out the request. If the staff member receiving the request cannot communicate with the Geographic Emergency Management Team and/or Emergency Control Group, good judgment and common sense should be exercised and the Geographic Emergency Management Team and/or Emergency Control Group should be contacted as soon as possible after the event.
- As far as possible, staff should always work in pairs or implement personal safety plans. If out of the office, staff are to contact their respective Geographic Emergency Management Team, advise of their location, expected activities, a means of contacting them and their expected time of return. If staff are entering a situation where communication is not possible then they will set a time to contact the center. If the staff does not initiate the contact at the expected time, the safety plan will be implemented.
- During an emergency, all staff on duty must check in with their respective Geographic Emergency Management Team in their area and must be released from duty by the Geographic Emergency Site Manager (or designate) at the end of a shift. Staff are not to leave their duties without contacting the Geographic Emergency Site Manager (or designate) for release.

5.8) Ethical Framework for Emergency Decision Making:

During an emergency, it is expected that difficult decisions will need to be made. During this process, decision making can occur more effectively if it is completed within an ethical framework. Ethical considerations include honesty and transparency with clear rationale being provided for decisions related to the allocation or prioritization of resources. Therefore, to the best abilities of the Emergency Control Group and the Geographic Emergency Management Teams, decision making will seek to follow the decision-making principles as outlined within the Ethical Decision-Making Framework.

5.9) Documentation of Emergency Response:

From the declaration of an emergency until the emergency situation is lifted an Emergency Log will be maintained that documents components of emergency situation, actions taken, rationale (as needed), outcomes of actions take, and other relevant details. Documentation will be saved in the Emergency Preparedness folder on the Public Drive of the network.

5.10) Lifting Emergency Status:

An emergency situation will remain in effect until formally lifted by the Executive Director (or designate). The Executive Director will lift the Emergency Situation by contacting the Geographic Emergency Site Manager (or designate) or making an agency-wide announcement to all staff. The Geographic Emergency Site Manager (or designate) will then ensure that all appropriate staff are contacted. The emergency situation will be lifted when:

- There is no longer a direct threat to staff, clients, property of the agency, or business continuity.
- The Agency is able to reconvene regular daily operations.

5.11) Emergency Response Review:

Within 2 weeks of an emergency being lifted the Executive Director (or designate) will convene and review the emergency situation, the response of the agency, and the final outcome. The Emergency Logs will also be reviewed. The Emergency Preparedness and Response Plan will be updated following this review as appropriate.

EMERGENCY RESPONSE PLANNING RESOURCES

RESOURCES	LOCATION
127 Manitoba Street Fire Safety & Emergency Plan	N:\127 Manitoba Street\Fire Safety Plan
Emergency Management Ontario	https://www.ontario.ca/page/emergency-management
Employee Personal File Card and Information	Found in BambooHR https://cmhamps.bamboohr.com/
Essential Services Staffing Allocation	N:\Emergency Preparedness
Ethics Framework	N:\Policy & Procedure Manual\AD - ADMINISTRATION\A - Policies, Procedures and Record Management
MCCSS After Hours Urgent Response	M:\MANAGERS\Manager On-Call Folder
Ministry of Health Emergency Management	https://www.ontario.ca/page/ministry-health-emergency-management-plans-and-strategies
North Bay Parry Sound District Health Unit Emergency Management Plan	https://www.myhealthunit.ca/en/health-professionals-and-partners/emergency-management.aspx
North Simcoe Muskoka District Health Unit - Incident Management and Emergency Plans	https://www.simcoemuskokahealth.org/Topics/EmergencyPreparedness
Office Security Door Instructions	M:\MANAGERS\Manager On-Call Folder\Security Door Instructions
Policies and Procedures	N:\Policy & Procedure Manual
R2R Home Emergency Plans	N:\R2R\R2R Home
Staff Directory and Schedules	N:\Staff Schedules-Contact Information Staff Schedules in Outlook Staff Contact information in BambooHR https://cmhamps.bamboohr.com/
Staff ID: Pictures of Staff	Found in BambooHR https://cmhamps.bamboohr.com/
Ontario Government New Room	https://news.ontario.ca/en
Office Alarm Codes	N:\Policy & Procedure Manual\OHS - HEALTH & SAFETY OHS-125 Safety-Office Setting

Office Sites and Details

Bracebridge

173 Manitoba Street, Suite 202, Bracebridge, Ontario, P1L 1S3

705-645-2262 fax: 705-645-7473 toll free: 1-800-245-5036

Emergency Power Supply: UPS up to 120 minutes depending on level of use

Landlord Emergency Contact: Bryan Shier (705-644-7500)

Parry Sound

60 James Street, 2nd Floor, Parry Sound, Ontario

705-746-4264 fax: 705-746-1537 toll free: 1-866-829-7049

- B'saanibamaadsiwin (Aboriginal Mental Health)

705-746-2512 fax: 705-746-9590

Emergency Power Supply: UPS up to 120 minutes depending on level of use

Landlord Emergency Contact: Alex Logan (416-254-8569)

Sundridge

87 Main Street, Sundridge, Ontario

705-384-5392 fax: 705-384-5514 toll free: 1-866-829-7050

Emergency Power Supply: Generator: Call landlord if it does not start.

Landlord Emergency Contact: Dave Johnstone (705-384-7082/705-499-3107) Fred Johnstone (705-730-4665)

Huntsville

8 Crescent Road, Unit B3, Huntsville, Ontario, P1H 0B3

705-789-8891 fax: 705-789-3002

Emergency Power Supply: Generator: Call landlord if it does not start.

Landlord Emergency Contact: Alex Dussault/Greystone (705-783-4550)

Gravenhurst

1100A Muskoka Road South, Gravenhurst, Ontario, P1P 1K9

705-687-1435 fax: 705-687-8243 toll free: 1-844-771-2474

Emergency Power Supply: UPS up to 120 minutes depending on level of use

Landlord Emergency Contact: John O'Rourke/Royal Lepage Muskoka (705-645-5257/705-706-3425)

R2R Home

22A and 22B Mapleview Drive, Parry Sound, Ontario

Resident Line: 705-751-6399 Staff: extension 2301

Emergency Power Supply: None

Landlord Emergency Contact: Parry Sound District Social Services (705-774-9600)

Important

- During power outages, the FOB doors will eventually stop working. Manual Keys are needed.
- Software Instructions: M:\MANAGERS\Manager On-Call Folder\Security Door Instructions

Emergency Communications Instructions

Refer to Staff Directory for Individual Staff Contact Information

Methods of Emergency Communication

- In-Person when in the same location
- Desk Phones
 - Individual Extensions
 - Page Local (sends message to all extensions in the local office)
 - Page Agency (sends message to all extension in all agency offices)
 - Voice mail message to All Staff voice mail boxes: x5555
- Cell Phone
 - Voice
 - Text Message
 - Each office has an Administrative Cell Phone
- Email:
 - Email to Email
- MSTeams
 - Video
 - Admin Assistants and some managers have MSTeams teleconference accounts.
- Ontario Telemedicine Network (OTN)
 - Used for both clinical and administrative meetings
- Agency teleconference number
 - 1-888-285-0307 (moderator: 619-7926) (participant: 8067365)
- Muskoka Message Service
 - Crisis Line: 1-800-461-5424
 - Direct Line: 705-645-4433
 - Emergency: 705-646-6530.
 - Email: mms.schedules@cogeco

If Phones are not working, call out in sequence:

1. Administrative Assistants notified using designated office Administrative Cell Phone
2. All Shift Managers notified
3. Supervisor(s)
4. Muskoka Message Service notified

Internet

Internet supported by Lakeland Networks as our primary provider of internet.

- Lakeland Networks Telecom Support: 705-646-1846 (telecom@lakelandnetworks.com)
- VPN: Normally flows through Huntsville office with generator. If Huntsville goes offline then VPN will automatically point to Bracebridge as a redundant pathway.

All computers, hardware, Outlook, network, database, and electronic information are supported by Jolera.

- Support Desk for After Hours / Weekends / Holiday Support is available from Jolera
- Support@jolera.com
- 1-800-292-4078; Press 1; Press 1 / 416-410-1011; Press 1; Press 1

The electronic health record (TREAT) is supported by VitalHub.

- Elio Baldi, Director of Customer Care, VitalHub Corp.
- Direct: (647) 361-8332; Office: (416) 699-0123 ext. 117
- Toll Free: +1 (855) 699-0123 ext. 117; Cell: (647) 385-4662
- Elio.baldi@vitalhub.com
- Support for TREAT via VitalHub (+1 (855) 699-0123 ext. 1) or help@vitalhub.com

VOIP (voice over IP) phones are supported by Lakeland Networks Telecom Support

- 705-646-1846; (telecom@lakelandnetworks.com)
- Instructions for VOIP phones found at N:\Phone Info

Hardware/software support by Softchoice

- Byron Correia; Corporate Account Manager | Softchoice LP
- 173 Dufferin St, Toronto ON M6K 3H7
- Direct (416) 588-9002 ext. 222585; Mobile: (905) 330-9413

Cell Phones are hosted on the TELUS Network. Our account support is via SmartCell

- Nathan Monson (nathan@smartcell.ca)
- Smart Corporate Support corp@smartcell.ca

RADIO STATIONS SERVING MUSKOKA-PARRY SOUND

MUSKOKA

Bracebridge/Gravenhurst

The Moose – 99.5 fm

Telephone: 705-645-2218

Address: 3 Taylor Rd, Bracebridge,

Procedures: Announcement can be delivered at the time of disaster and they will broadcast it over the air.

CHAY/Fresh –93.1fm

Telephone: 705-737-3511 Email: news@thenewchay.com

Address: 1125 Bayfield Street N, Barrie, L4M 4Y6

Procedures: Phone or email public service announcements to be broadcast over the air.

Huntsville

Moose FM – 105.5 fm

Telephone: 705-789-4461 Email: 105.5@morefm.ca

Address: 7 John Street, Huntsville, P1H 1G1

Procedures: Announcement can be delivered at the time of disaster and they will broadcast it over the air.

The Bay – 88.7 fm

Telephone: 705-224-0121/705-224-2527 Email: hbr@muskokaonline.com

Address: 40 Main St W, Huntsville, P1H 2C3

Procedures: Announcement can be delivered at the time of disaster and they will broadcast it over the air.

PARRY SOUND

Moose – Parry Sound 103.3 fm

Telephone: 705-746-2163

Address: 60 James Street, Parry Sound, P2A 1T5

Procedures: Announcement can be delivered at the time of disaster and they will broadcast it over the air.

SUNDRIDGE

Easy Rock – CHUR 100.5 fm

Telephone: 705-474-2000

Address: 743 Main Street East, North Bay P1B 1C2

Procedures: Announcement can be delivered at the time of disaster and they will broadcast it over the air.