

**THE SALVATION ARMY
MEIGHEN HEALTH CENTRE**



EMERGENCY PLAN MANUAL

SUBJECT: CODE GREY		POLICY: IAMM <input checked="" type="checkbox"/>
REVISED: July 2022	REVIEWED: JULY 2022	APPROVED BY: Leadership Team

APPLICATION:

Code Grey is intended to outline the INITIAL actions to be taken when there is a loss of key pieces of infrastructure due to an external event or internal failure that poses a risk to residents, staff and visitors or significantly disrupts service delivery. These include outages to gas, hydro, telephone and internet services or failures to the internal physical plant.

1. UPON IDENTIFICATION OF INFRASTRUCTURE LOSS

Any staff member who becomes aware of an issue with a key piece of infrastructure would notify the Executive Director/Designee who would assess the situation. After hours, the RN Nurse Designate would be notified.

2. PLAN ACTIVATION: CODE GREY

If determined that the situation poses a potential risk due to scale or duration, a Code Grey plus the specific failure would be paged over the emergency paging system:

Code Grey – (hydro, gas, internet, telephone etc.) Failure – 3 times

For example – Code Grey – Hydro Failure

3. EXECUTIVE DIRECTOR/DESIGNEE, DEPARTMENT HEADS, MANAGERS, RN NURSE DESIGNATE

- Prepare to communicate emergency plans and protocols directly with Department Heads
- Department Heads/Charge Nurses will communicate with and provide directions to their direct reports and residents within their care.
- Ensure emergency plans for core services and infrastructure are readied:
 - Water
 - Medications
 - Food
 - Communications
 - Power
 - Staffing

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4. ALL STAFF WITHIN THE FACILITY

- Return to your designated work area and remain ready to receive further directions
- Assist residents to their resident home areas
- Directions will be provided by your direct supervisor

I. LOSS OF ELECTRICAL POWER

- There will be darkness for 10 seconds before generator will start
- Only emergency lighting will be available
- Some areas on the main floor
- Residential hallways
- Emergency power outlets, marked with orange or grey outlets
- Regular business phones will not function - connect the emergency phone at reception
- Fireman's elevators will still be in service
- Flashlights are available at reception and nursing dens/services
- The diesel fuel tank holds enough diesel fuel to last 35 hours
- Generator should be monitored every 8 to 12 hours and order fuel if at 50% or below
- Running water supply will be affected and limited
- Toilets will only have limited amount of normal function
- Toilet force flushing with pouring water into the tank or bowl may be required

ENVIRONMENTAL SERVICES MANAGER OR RN NURSE DESIGNATE IF AFTER HOURS

- Confirm that the emergency generator has initiated
- Re-set the MAGLOCK system at the front entrance
- Investigate source of outage
- **Initiate Essential Services Only;** housekeeping, laundry, maintenance, and clerical will be utilized to support the resident home areas
- Notify the Manager on Call if after hours
- Initiate reception to go to emergency phone status
- Contact **Toronto Hydro** at **416-542-8000** to determine restore time

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MORE THAN 2 HOURS

- Notify Food Services Manager/Designate in preparation for emergency meal plan
- Determine if additional staff is required. Refer to the **Emergency Staffing Plan**

MORE THAN 12 HOURS

- Executive Director/Designate will notify Divisional Secretary for Social Mission
- Nursing will determine any residents that will need to be changed from toileting to incontinence product protocol
- Nursing will determine able body residents to go to SDM/POA homes if not affected by the power outage
- Executive Director/Designate will determine the need for having non-essential services staff on property
- Food Services Manager/Designate will assess refrigerated food on site to determine alternate cooking methods such as alternate building if not affected by outage or barbeque
- Environmental Services Manager will check propane on site in preparation for alternative cooking method
- Food Service Manager/Designate will arrange additional water supply
- Alternative measures as per contingency plan will be in effect until power is restored
- Food Services Manager/Designate will contact emergency refrigerated trucks and external generators

II. LOSS OF WATER

- Toilets will only have limited amount of normal function
- Toilet force flushing with pouring water into the tank or bowl may be required
- Cooking will be affected

ENVIRONMENTAL SERVICES MANAGER OR RN NURSE DESIGNATE IF AFTER HOURS

- Investigate source of outage
- **Initiate Essential Services Only;** housekeeping, laundry, maintenance, and clerical will be utilized to support the resident home areas
- Notify the Manager on Call if after hours
- Assign staff to fill bathtubs with water

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- Contact the **Toronto Public Works Department (3-1-1)** for information regarding the severity and duration of the disruption

MORE THAN 2 HOURS

- Food Services Manager/Designate in preparation for emergency meal plan
- Determine if additional staff is required. Refer to the **Emergency Staffing Plan**

MORE THAN 12 HOURS

- Executive Director/Designate will determine the need for having non-essential services staff on property
- Food Services Manager/Designate will assess refrigerated food on site to determine alternate cooking methods such as alternate building if not affected by outage or barbeque
- Facility and Environmental Services Manager will check propane on site in preparation for alternative cooking methods
- Food Service Manager/Designate will arrange additional water supply
- Alternative measures will be in effect until services is restored

- **Bottled Water Suppliers**

- Canadian Springs: 1-877-442-7873
- Culligan Water: 905-890-2802
- Canadian Pure Frost Water: 416-410-4056
- Galaxy True Pure Water: 416-244-2959
- Ecowater: 416-244-6411
- Nimbus Water Systems: 1-877-787-9287

Portable Toilets

- Waste Management: 1-866-933-9696
- Nature's Call: 905-760-2400 (trailer toilets available with HVAC)
- Prestige Portable Toilets: 905-532-0630 (trailer toilets available with HVAC)
- It's My Potty: 416-527-4600 (trailer toilets available with HVAC)

Water Tanker Services

- Armking: 905-836-8291

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- Royal Tank Lines: 705-739-8232
- Jetstream Mobile: 705-728-7578
- Waterman: 705-458-0191

III. LOSS OF HVAC (HEATING, VENTILATION & AIR CONDITIONING)

Heating Failure with Risk of Temperature Drop Below 22C

ENVIRONMENTAL SERVICES MANAGER OR RN NURSE DESIGNATE IF AFTER HOURS

- Investigate source of the issue
- Notify the Environmental Services Manager and Manager on Call if after hours
- Provide extra blankets from the laundry stock (storage room)
- Ensure all curtains and blinds are closed
- Limit exterior door use
- Move residents into a lounge or other room where multiple people will provide warmth
- Determine if additional staff is required. Refer to the **Emergency Staffing Plan**
- Use supplemental heating units (e.g. electric heaters) in closely supervised situations
- Discharge appropriate residents to family until the heat is restored
- Initiate resident evacuation in situations where the temperature becomes a health or safety risk

Cooling Failure with Risk of Temperature Exceeding 26-degree Celsius

- Initiate the Policy/Plan for prevention of heat related illnesses

6. EMERGENCY DECLARED OVER

CODE GREY is declared over when it has been determined that it is safe to resume regular operations

The code is cleared by the Executive Director/Designee

- Announce 3 times over the paging system.

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**Code Grey All Clear
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RN NURSE DESIGNATE

Will notify:

- The Manager on Call if after hours

EXECUTIVE DIRECTOR/DESIGNEE

Will ensure the following notifications take place:

- Divisional Secretary for Social Mission
- Ministry of Long-Term Care if the Code Grey lasted 6 hours or more
- Resident SDMs/POAs

7. RECOVERY PLAN

Recovery may take several hours to several days or longer depending on the severity of the event:

- Charge Nurses will conduct a head count and assessment of residents. DOC/RN Nurse Designate will triage
- Charge Nurses/ Supervisors/RN Nurse Designate will check with staff to ensure they are able to return to their assigned duties. Any staff who need to be excused to rest will be replaced as per the call-in process and **Staffing Contingency Plan if necessary**
- Workers should speak with their supervisor regarding any specific concerns, needs, or considerations

8. DEBRIEF AND DOCUMENTATION

- Immediately when safe to do so, an initial debrief will be held
- Incident report will be initiated by the Executive Director/Designee or by the RN Nurse Designate if the disaster event occurred after hours
- All staff will be encouraged to document their experiences when able to do so to capture all challenges, outcomes, and learnings for future planning
- Forms and statements will be collected by the Executive Director/Designee on site

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9. WITHIN 30 DAYS OF INCIDENT

Once all information has been collected but within 30 days of the incident, a review and evaluation of the event(s) is completed

- A copy of the report will be distributed and discussed at the Interdisciplinary Quality Improvement Committee
- Action plans with all interventions that would improve on the organization's response will be developed and work initiated to address future disaster events
- A copy of the report & action plan will be discussed with the Joint Occupational Health & Safety Committee
- The incident will be discussed at Labor Management with applicable trade unions

10. ONGOING COMMUNICATION

As directed by Territorial Secretary for Public Relations

11. TESTING & EVALUATION OF CODE ORANGE

- This emergency code will be tested annually unless initiated during the calendar year
- Debriefing Team Leader(s) will be assigned to the appropriate area with the steps within this policy or corresponding form to review employee performance and provide direction if required for quality improvement purposes
- Debriefing reports will be reviewed by the appropriate Department Head and other team members as appropriate for quality improvement purposes
- A copy of the debriefing reports will be submitted to the Interdisciplinary Quality Improvement Committee to coordinate revision of the Code Grey emergency plan as required