

**DEEP RIVER AND DISTRICT HOSPITAL
FOUR SEASONS LODGE
NORTH RENFREW FAMILY HEALTH TEAM**

Policy: Code Grey – Infrastructure Failure		
Original Date: 2015	Policy Manual: Emergency Preparedness	
Approved by:		
<input type="checkbox"/> Board of Directors	<input type="checkbox"/> Chief Financial Officer	<input type="checkbox"/> Chief of Staff
<input checked="" type="checkbox"/> Chief Executive Officer	<input type="checkbox"/> Chief Nursing Executive	<input type="checkbox"/> Human Resources Officer

Policy

North Renfrew Health Campus (NRHC) comprised of the Deep River & District Hospital, Four Seasons Lodge, North Renfrew Family Health Team and the Deep River Physiotherapy Center has an obligation to ensure that the facility is as safe as possible for patients, residents, staff and volunteers.

A Code Grey is any infrastructure failure including but not limited to external weather, power failure of both main and emergency power, HVAC systems (heating, gas or ventilation), flooding, medical gases, telephone systems and information technology systems. These infrastructure failures would put the continued operation of the organization or specific departments at risk and create safety concerns for patients, residents, staff and volunteers.

The response to Code Grey will be determined by the nature of the event. The response to various types of Code Grey may differ depending on the specific circumstances. In all cases, all staff have a responsibility for ensuring that patient/resident care and services continue in a safe manner.

The response to the Code Grey will be determined by the expected duration of the event. Shorter duration events will require less resources and planning than long term interruptions.

Types of Code Grey

Code Grey – External Weather

External weather conditions are such that road travel is problematic or not possible. Deliveries of food, linen, medical supplies and pharmaceuticals are unlikely to occur while the weather is ongoing. Rationing of food, linen, medical supplies, pharmaceuticals may become necessary if the disruption is prolonged. Replacement staff may not be able to report, or may be limited to those living in immediate proximity to the facility. It may not be safe to leave the building.

Code Grey – Main Electrical Failure

The main electrical power system is not functioning. This may be due to an internal or an external problem. This may also be due to a scheduled maintenance procedure. Emergency Power will be limited to emergency generator.

Code Grey – Emergency Power Failure

While the main electrical system is currently functioning, the emergency generator or its' switching system is non-functional due to a problem, or has been taken off line for maintenance. Should any disruption of the main electrical power supply occur, there will be no emergency power.

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Code Grey – Water System (Flooding or disruption of water)

The main water system is currently offline. This may be due to a loss of external water pressure (e.g. broken water main), to a plumbing problem in the facility (e.g. a broken pipe), contamination of the water supply (e.g. boil water advisory) or scheduled maintenance procedure.

Code Grey – HVAC System Failure

The building heating system is currently offline. This may be due to an internal problem (e.g. boilers out), or to an external problem (e.g. gas main break). Measures may be required to keep patients/residents and staff warm while repair measures are ongoing. This may also be the result of an internal issue (e.g. vapours from Code Brown) or external (e.g. excluding gases from a hazardous materials spill). The ventilation system will not function until further notice.

Code Grey – Gas System Failure

The building is not currently receiving any natural gas to power the heating system, the hot water system, or the food preparation equipment.

Code Grey – Medical Gases Failure

One or more of the medical gases is currently offline. All patients requiring medical gases (e.g. oxygen) should be checked immediately, and placed on portable systems until further notice.

Code Grey – Information Infrastructure Failure

The Information Infrastructure includes the internet and computer workstations, the telephone system, overhead paging system and the nurse call system. Depending on the nature of the issue desktop units may still function as ordinary workstations (e.g. typing memos). The outage may be in any area of the system from telecommunications (e.g. e-mail, desktop paging and messaging applications), access to the Internet (e.g. Medline searches), and online patient records being non-functional. The exact functionality is dependent on the nature of the issue and will be communicated.

Procedure

Upon suspecting a possible Code Grey Scenario:

- Staff members suspecting a problem should refer the situation to their immediate supervisor
 - If after hours the Charge Nurse will:
 - Contact Maintenance on call (as applicable) to assess the incident and
 - Administrator-On-Call to advise of the incident
- Upon validating the situation, the Incident Commander (see Roles below) will coordinate the code to be paged
 - **Code Grey “state nature of problem and location” x 3.**

ROLES

Incident Commander

During normal business hours, the Incident Commander will be the CEO or Administrator-on-Call. After hours, the Charge Nurse on the Unit is the Incident Commander until this role is handed off. The Incident Commander will:

Determine the nature of the problem and expected duration

Internal

External

Ensure that you receive regular reports from Maintenance

- Appoint any Incident Management Team roles which will effectively control the incident. Use non-designated staff if necessary, until designated staff can arrive.
The Executive Lead of the Department responsible for the malfunctioning system, when available, should be appointed to the role of Operations Lead
- Evaluate the situation, assess the potential impact to the organization and identify any immediate safety issues
- Begin contingency planning
- Consider the need to activate the Emergency Operations Center (EOC)
- Consider the need for municipal emergency services
- Determine the need to activate the emergency operations center
- Commence the Action Plan Template
- Direct Maintenance or IT to proceed with required repairs, based on the type of incident. Ensure that you are notified regularly of progress and/or problems.
- Proceed with Code Grey measures, based on the type of incident
- Consider notification of external agencies/partners (dependant on situation)
 - Contact the Radiologist, OTN Physicians, Laboratory and all additions external partners
 - Maintenance to Call Hydro One 800-434-1235 and report outage

Departmental Contingency Plans

Each department is responsible to maintain their own contingency plan.

Contingency plans must be stored in Policy Medical under Code Grey Contingency Plans

Code Grey – External Weather

- The person who identifies the situation notifies
 - During normal business hours, a member of the Executive
 - After normal business hours, the Charge Nurse will contact Administrator-on-call

Upon becoming aware of impending weather which will potentially isolate the facility due to impassable roads and poor travel conditions, the Incident Commander shall:

- Consult the Weather Network, or some other similarly credible source
- Determine type of weather, duration, accumulations of precipitation
- Determine when the next scheduled deliveries are for:
 - Food
 - Linen
 - Medical Supplies
 - Pharmaceuticals
 - Medical Gases
- Are any of these likely to be disrupted by the expected weather?
- Consider the need to ration any of the above
- Is staffing likely to be disrupted by the expected weather? When are the next scheduled shift changes?
 - Consider calling relief staff in early
 - Consider asking on duty staff to remain (they may have no option)
 - Develop a plan to feed, rest, and rotate what staff is available, in order to maintain patient care at levels which are appropriate and sustainable
 - Determine objectives and assign as tasks to subordinate staff
- Ensure that staff are briefed on the current situation
- Ensure that safety measures and contingency arrangements are in place in case of failure of the generator and emergency power system

Code Grey – Power Failure

- Contact Maintenance for immediate support
- The person who identifies the situation notifies
 - During normal business hours, a member of the Executive
 - After normal business hours, the Charge Nurse will contact Administrator-on-call
- Maintenance to ensure back-up generator is functioning by performing regular checks, monitoring temperatures, load and fuel supply
 - If power outage deemed to be prolonged consider
 - Obtaining additional fuel for generator
 - The need to perform continual checks on the generator
- If Power Outage is prolonged Incident Commander shall consider the following
 - Ensure that staff are briefed on the current situation
 - Ensure that staff brief all patients on the current situation, as needed
 - Ensure that safety measures and contingency arrangements are in place in case of failure both the main and emergency power systems

Code Grey – Water System (Flooding or disruption of water)

- The person who identifies the situation notifies
 - During normal business hours, a member of the Executive
 - After normal business hours, the Charge Nurse will contact Administrator-on-call
 - Contact Maintenance for immediate support
- When flooding is an issue Incident Commander shall coordinate the following:
 - Relocate patients/residents away from affected area
 - Cordon off the affected area
 - Ensure Maintenance makes necessary repairs
 - Ensure clean-up of the affected area by Housekeeping
 - Plan repatriation of evacuated patients, when it is appropriate to do so
 - Determine whether flooding has affected water potability
 - Make contingency arrangements for water supply, as required
 - Consider abatement
- When lack of water is an issue
 - Consider impact to patients/residents
 - Develop contingency plans for laundry and kitchen
 - Notify stakeholders

Code Grey – Gas System Failure

- The person who identifies the situation notifies
 - During normal business hours, a member of the Executive
 - After normal business hours, the Charge Nurse will contact Administrator-on-call
 - Contact Maintenance for immediate support
- Incident Commander shall:
 - Determine outside temperature
 - Determine the rate at which the building is likely to cool
 - Determine which department/areas are affected by the problem

Code Grey – HVAC System Failure

- The person who identifies the situation notifies
 - During normal business hours, a member of the Executive
 - After normal business hours, the Charge Nurse will contact Administrator-on-call
 - Contact Maintenance for immediate support

Code Grey – Medical Gas Failure

- Contact Maintenance for immediate support
- The person who identifies the situation notifies
 - During normal business hours, a member of the Executive
 - After normal business hours, the Charge Nurse will contact Administrator-on-call
- Incident Commander shall coordinate the following
 - Direct nursing staff to immediately check on all patients who are dependent upon medical gases
 - Inventory existing stocks of medical gases in transportable cylinders
 - Estimate rate of consumption and time to exhaustion of stocks
 - Identify and contact potential sources for transportable medical gas cylinders
 - Regular supplier
 - Alternate suppliers
 - EMS
 - Nearby facilities
 - Obtain estimates of time to delivery

Code Grey – IT Systems – (Electronic Medical Record, Computer, Policy Medical, Internet, VPN, and related items)

- The person who identifies the situation notifies
 - During normal business hours, a member of the Executive
 - After normal business hours, The Charge Nurse will contact Administrator-on-call
 - Administrator on Call contact IT for immediate support

IT Role

- Determine the expected duration
- Determine which areas are affected by the problem
- Provide continuous updates to Incident Commander
- Once it is determined that a system will be down for 10 minutes,
 - Facilitate announcement of Code Grey – “*Name of System*”
- Once system is stable and running
 - Facilitate announcement of Code Grey – “*Name of System*” ALL CLEAR

Code Grey – Telephone, Call bell system and/or Overhead Paging

- The person who identifies the situation notifies
 - During normal business hours, a member of the Executive
 - After normal business hours, the Charge Nurse will contact Administrator-on-call
 - Administrator-on-call contact IT for immediate support

IT Role

- Determine the expected duration
- Determine which areas are affected by the problem
- Provide continuous updates to Incident Commander
- Once it is determined that the telephone system or overhead paging is down
 - Facilitate announcement of Code Grey – Phone System
 - (If overhead paging, notify nursing units directly and Incident Commander)
- Once system is stable and running
 - Facilitate announcement of Code Grey – Phone System ALL CLEAR

Charge Nurse Role if Phone System Outage for More Than 5 Minutes

- Notify Police, Fire and EMS dispatch center of the situation, and to notify the other emergency services. The direct telephone to EMS dispatch may also be used for this purpose

Reference Documents	•
Acknowledgements	•
Review Process	• Emergency Preparedness Committee – 2020-09-15