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| Subject: | Code Grey – In-facility Disruption or External Severe Weather | Date Approved: | September 25, 2017 |
| Approved by: | Executive Director | Date Revised: | |
| Specific to: | All Staff, Volunteers, Students and Board of Directors | Next Review Date: | September 2020 |

PRINCIPLE:

In an effort to keep all patients, staff, students/residents and volunteers safe, we have an obligation to ensure that our work environment is as safe as possible for our co-workers and ourselves.

Code Grey will be differentiated by the nature and location of the problem (e.g. Code Grey - Telephone failure, Code Grey – Severe Weather).

The response to Code Grey will be determined by the nature of the event and to some degree, by the expected duration of the event in question. The Wingham and District Hospital will always be contacted in the event of an In-facility Disruption, as owner/operators of the building.

DEFINITIONS:

Code Grey events may be divided into several categories, depending on what is affected. The various Code Greys are as follows:

Code Grey – External Weather: External weather conditions are such that road travel is becoming a problem. 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.

Code Grey – Water System (Flood): 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. Patients and staff should be using bottled water for drinking. While some pressure may remain in the pipes, this should be reserved for flushing toilets.

Code Grey – Heating 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).

Code Grey – Gas System Failure: The building is not currently receiving any natural gas to power the heating system and the hot water system.

Code Grey – Ventilation System Shutdown: This may be the result of an internal issue or external. The ventilation system will not function until further notice.

Code Grey – Telephone System Failure: The facility telephone system is currently no longer functioning and external messages are currently impossible. Note: cell phones may be used if available.

Code Grey – Information Technology Failure: The facility's computer network is currently down. While desktop units will still function as ordinary workstations (e.g. typing memos), email, access to the internet and Accuro are not available.

Severe Weather Watch: is issued up to six hours in advance to alert the general public that there is a high potential for dangerous thunderstorm weather, which may be accompanied by a tornado

Severe Weather Warning: is issued to alert the public that severe thunderstorms or tornados are imminent in the warning area, i.e. a severe thunderstorm is in progress or expected to occur within two hours.

POLICY:

RESPONSE TO CODE GREY INCIDENTS:

Staff Response to Code Grey

- Upon hearing the Code Grey page and the applicable category (e.g. severe weather), staff should remain on standby awaiting instruction from Executive Director and/or Medical Director or designates.
- Depending on the category, staff should help with directing patients if needed; immediate action is taken to maintain the health and safety of all patients, visitors and staff.

Reception

- Upon direction of the E.D., Medical Director or designates, Reception will page a Code Grey by dialing 5800 to request main floor reception to page Code Grey, stating the nature of the problem and the location if applicable, as follows:
 - Page two times, "Attention, attention...Code Grey, (state the problem/location).
E.g.Code Grey – Tornado Warning
- When the code is cleared, page two times: "Attention, attention...Code Grey all clear".

Executive Director/Medical Director

- Evaluate the situation and identify any immediate safety issues and if safety issues are found, provide direction to mitigate safety risks and concerns as much as possible until help arrives.
- Instruct reception to page the code grey, if applicable
- Dial 0 to request WDH switchboard to dispatch Maintenance staff for assistance for any issues related to the infrastructure of the building, namely failures of the water system/flooding, heating system, electrical system and gas system.
- For failures of the telephone system or information technology system, call the IT Department at Wingham and District Hospital, extension 6111
- In conjunction with Wingham and District Hospital, consider the need for municipal emergency services

ACTION STEPS FOR EACH CODE GREY CATEGORY:

Code Grey – External Weather

Upon becoming aware of impending weather which will potentially isolate the facility due to poor travel conditions, the E.D., Medical Director or designates shall review Environment Canada's weather watches and warnings when anticipated weather poses a threat to public safety. Locate Emergency Evacuation Packages. Monitor the weather watch/warning and update staff accordingly. In extreme cases, **and when sufficient forewarning is provided**, consider Code Green evacuation. DO NOT attempt to leave the building if the conditions have already begun to deteriorate.

Signs of an Approaching Storm/Tornado:

- A dark green coloured sky
- A large dark low-lying cloud
- Large hail
- A loud roar that sounds like a freight train

What to do if a Tornado is Imminent:

- Stay away from windows, doors & outside walls. Staff should instruct and help patients to go to the first floor, centre of the building, away from windows. Crouch low and protect your head. Try to reach the centre of the building.
- Reassurance is extremely important – do all you can to prevent panic.

I.T. System Failure and Telephone System Failure

- Call I.T. at extension 6111; If no response call Wingham and District Hospital switchboard: dial '0' and request a page to I.T.
- Obtain regular updates from IT staff and forward information to clinic staff as needed.
- If there is impact to the public contacting the clinic, consider doing a media release regarding a telephone disruption.
- If the EMR (Accuro) is down, ensure all patient documentation is recorded on paper and kept secure (double-locked at the end of the work day) and submitted for scanning once the EMR is back up and running.

For all other Code Greys: Main Electrical Failure; Heating System Failure; Gas System Failure; Water system Failure/Flood and Ventilation System Shutdown

- Notify Wingham and District Hospital Maintenance: Dial 0 to request WDH switchboard to dispatch Maintenance staff for assistance.

Code Grey – Water System Failure

- If there is a water system failure, note that drinking water may not be safe to drink. Staff should be notified and told not to drink any water in the building.
- Switch to waterless hand sanitizer for hand washing
- In the event of a water service disruption for any reason, a bottle of distilled water located in the clean room is to be used as an eye wash station until water service is re-established.

- In case of flooding whereby water is coming into the building extensively, after notifying Wingham and District Hospital Maintenance Department, consider the need to initiate Code Green – Evacuation.
- Contact insurer as needed.

ALL CLEAR/ BUSINESS CONTINUITY:

The all clear will occur upon the decision of the E.D./Medical Director. Ensure that:

- Reception will page the following two times: “Attention, attention...Code Grey, all clear”
- A formal debrief meeting is arranged
- A formal incident report is created and reviewed by the Occupational Health & Safety Committee.

Debriefing and Assessment:

The E.D. to organize a meeting of key personnel involved in the Code Grey at the conclusion of the incident.

- Were the procedures/plan adequate?
- Were the procedures/plan followed by staff?
- Were patients aided and instructed as required?
- Was anyone injured?
- Did the person in charge activate the Code Grey protocols properly and in a timely manner?
- Were appropriate decisions made relative to initiating internal/external searches?